



AzCH Complete Care RBHA Enrollment Processes Transition

State Only and “Crisis” Enrollment

Objectives

Note: Documents and Process details (including go-live dates) reviewed in this training are subject to change.

1. **Transition of Processes** Review new processes and planned future solutions
2. **State Only Vs. “Crisis”** Review the differences between “Crisis” and State Only process eligibility
3. **State Only Enrollment Process** Review AzCH Complete Care RBHA State Only Enrollment Input File Process. Includes SFTP management, testing expectations, file specifications, production work processes and technical assistance contact information
4. **“Crisis” Enrollment Process** Review AzCH Complete Care RBHA “Crisis” Enrollment Input File Process. Includes SFTP management, testing expectations, file specifications, production work processes and technical assistance contact information
 - Current AzCH Complete Care process full name is *BH/Crisis Enrollment for Members Enrolled with Another AHCCCS Plan Process* as it is not only used for crisis services. The file exchange process with AHCCCS is known as “Crisis” and will be referred to with this name in AzCH Complete Care documents
 - Any reference to crisis without quotes in the documents is referring to an actual crisis service, not an enrollment process record

Transition of Processes

Discussion of changes to current processes and future state

1. Current Process Change Go live 6/1/2023

a) **AzCH Complete Care State Only Enrollment Process:**

- Retirement of internal IDEA system
- Replacing 834 file submission format and any manual email requests with an .xlsx format via sftp exchange
- Replacing the four daily response text files (initial .bad/.good and final .bad/.good) process with one daily status file with an .xlsx format
- Response files will not be split based on inbound file. Providers will receive one daily status file with all pending SOE transactions
- The current 834 SO submission process will be retired on *5/31/2023, 2PM CST*.

a) *It's suggested that providers hold any SOE submissions from 5/31/2023 until 6/1/2023*

b) *Any SOE submitted prior to cutoff that are still in process will be transitioned to provider's SOE Status file by AzCH Complete Care until processing has completed for that record.*

b) **AzCH Complete Care "Crisis" Enrollment Process:**

- Replacing email submission exchange with a sftp exchange using a new .xlsx template.
- AzCH Complete Care will provide a weekly status file to be delivered via sftp
- Decreased turn around time for resolution decrease from 17 to 10 business days
- The current AzCH Complete Care "Crisis" submission process will be retired on *5/31/2023*

a) *It's suggested that providers hold any "Crisis" submissions from 5/31/2023 until 6/1/2023*

b) *Any "Crisis" submitted prior to cutoff that are still in process will be transitioned to provider's "Crisis" Status file by AzCH Complete Care until processing has completed for that record.*

c) ***If for any reason you are holding enrollments for the current SO or "Crisis" processes with DOS less than 10/1/2022, please submit ASAP (by 5/31/23 cutoff) otherwise enrollments can not be submitted in new processes.***

Transition of Processes (cont.)

Discussion of changes to current processes and future state

2. **Future State** Go Live TBD

- Our end goal is to merge these processes into an enhanced provider portal-based reporting process rather than sftp exchange. File formats and general direction provided in this training are not projected to change for providers, just method of submission of data and how process status is viewed and reported.
- As provider input is important for the portal, we'll ask each provider group be included in potential future focus groups and testing. More information to come.

State Only vs. “Crisis”

Comparison of new AzCH Complete Care processes

Supplemental Documentation: SOE Vs. Crisis Flow.pdf

1. Similarities

- a) Both processes are AHCCCS contract requirements
- b) Both State Only and “Crisis” processes use an .xlsx file format
- c) Both State Only and “Crisis” processes use SFTP file exchange process
- d) Provider initiates both enrollment processes by submitting input file to AzCH Complete Care
- e) AzCH Complete Care will provide status files to providers for both processes
- f) Claims should only be submitted after verifying that the enrollment has fully processed into AzCH Complete Care enrollment systems using the Provider web portal or enrollment status reports in these processes.

Questions?
