

HCTC Placement Process

Arizona Complete Health-Complete Care Plan would like to inform providers of our new process for securing Home Care Training to Home Care Clients (HCTC) services. Please refer to the information below when submitting HCTC request.

PROCESS FOR OBTAINING A PROPOSED HCTC PLACEMENT APPROVAL

1. If there is an indication that the child will require an HCTC placement:
 - a. And the child is in the community, the Health Home CFT Facilitator will schedule a CFT and contact ARizona Complete Health@dclinicalservices@azcompletehealth.com to request an Arizona Complete Health CFT Coach to participate.
 - b. And the child is in an inpatient facility, the hospital Social Worker will schedule a CFT and contact ARizona Complete Health@dclinicalservices@azcompletehealth.com to request an Arizona Complete Health CFT Coach to participate.
2. The Arizona Complete Health CFT Coach will participate in the CFT meeting, community based or hospital based, to discuss HCTC placement.
3. Once consensus is reached during the CFT identifying the individualized needs of the child and in coordination of the service plan being updated, the process for HCTC approval will commence.
4. The CFT Coach ensures the placement screening form is completed during the CFT.
5. The CFT coach sends the letter of approval and screening form to the Health Home CFT facilitator, employed by the Health Home, within 1 business day following the CFT meeting. The approval letter is effective for 30 days while the team secures the placement. If the child is not placed during the 30 day approval period, a CFT meeting is held to determine if the placement is still necessary.
6. Upon placement of the child in the HCTC home, a notice of admission is received for the HCTC licensing agency/home and processed according to the prior authorization standards. Refer to policy CAZ.MA.UMDM.019 Prior Authorization of Services.

THIS UPDATE APPLIES TO THE FOLLOWING **AzCH-Complete Care Plan** PROVIDER TYPES:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

AzCHProviderEngagement
@azcompletehealth.com
1-866-796-0542 *Effective 10/1/18*
azcompletehealth.com

PROVIDER DISPUTES

AzCH-Complete Care Plan Provider
Disputes
1870 W. Rio Salado Parkway, Ste. 2A
Tempe, AZ 85281

STATE FAIR HEARINGS

AzCH-Complete Care Plan Provider
State Fair Hearings
1870 W. Rio Salado Parkway, Ste. 2A
Tempe, AZ 85281

REMINDER: Our name is changing!
Starting October 1, Health Net of Arizona
will be changing its name to Arizona
Complete Health.



PROCESS FOR OBTAINING A PROPOSED HCTC PLACEMENT APPROVAL CONTINUATION

7. The HCTC licensing agency/home will receive a letter indicating the authorization number for the stay.
8. Concurrent review will be done as follows:
 - a. First review at 90 days following the admission date, if child continues to require HCTC setting the authorization is extended for 90 days.
 - b. Second review will be done 90 days from first review, if child continues to require HCTC setting authorization is extended another 90 days.
 - c. After 180 days of placement, concurrent review will be done every 30 days.
 - d. In the event the child does not require further HCTC placement, the UM Concurrent Review Nurse will collaborate with the CFT Coach for a CFT meeting.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, please contact your Provider Engagement Specialist or email AzchProviderEngagement@azcompletehealth.com.