



# Partners in Preparedness Workshop

June 11, 2015

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Arizona Health Care Cost Containment System (AHCCCS)

# AHCCCS Background

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- Arizona's Medicaid program
- Serve over 1.6 million members
- Contract with Health Plans to provide care
- Programs include:
  - Acute Care (behavioral health carve out)
  - Long Term Care
  - Developmentally Disabled
  - Children with Special Health Care Needs
  - Children's Medical and Dental Program (Foster Children)

## Health and Safety is an AHCCCS Priority

- The health and safety of AHCCCS members is a top priority for the Agency
- The AHCCCS Director has put emergency preparedness for AHCCCS members as an Agency priority
- Types of situations where we become involved:
  - Immediate jeopardy situations called by the Arizona Department of Health Services or other federal/state agencies
  - Power outages
  - Wildfires
  - Building issues
  - Communicable diseases (such as measles outbreak)
  - AHCCCS identified health and safety trends
  - Whenever coordination is needed

# The Priorities

- The AHCCCS Director has made it clear that the health and safety of AHCCCS members is a top priority for the Agency
- AHCCCS contracted Health Plans are required to:
  - Have designated staff 24/7 to the AHCCCS Quality Unit in order to mobilize the appropriate staff to ensure the health and safety of AHCCCS members
  - Have emergency preparedness plans to ensure the health and safety of AHCCCS members
- AHCCCS works with the Health Plans to:
  - Identify which health plans have members that may be at risk in an identified situation
  - For members in a placement setting such as a nursing home, sniff, etc. identify an appropriate transition placement that can meet the member's needs
  - Review the member's care or treatment plan and ensure care needs are met and reduce gaps in care/services

# The Process

- During an urgent situation AHCCCS:
  - Verifies whether the facility or provider is an AHCCCS registered provider
  - Notification is sent to the Health Plan contact(s) with information necessary to prepare and initiate health and safety plans for AHCCCS members
  - AHCCCS Health Plans identify all members placed at or receiving services from the provider or facility (includes placement settings as well as facilities such as hospitals)
  - AHCCCS Health Plans provide a list of all AHCCCS members impacted by the situation, their health care status, medications, etc.
  - AHCCCS Clinical Quality Management works with the Department of Health Services or the lead agency involved in the situation to determine actions to take. Note we follow the direction of the lead agency for the situation– we don't get ahead of or in the way of first responders or the people doing the emergency work
  - In situations like wildfires AHCCCS works with the Health Plans (or the Tribes) to get the elderly and disabled members moved to a safe location prior to an evacuation being ordered if possible
  - AHCCCS health plans ensure that care needs, medications, durable medical equipment, etc. are available

# The Process continued

- In situations where first responders or emergency teams require that AHCCCS members be re-located or must “shelter in place”
  - As soon as AHCCCS Quality Management is made aware, AHCCCS begins working with its Health Plans.
  - The AHCCCS and Health Plan goal is to ensure that if members are moved that they are placed at an AHCCCS registered provider to ensure that payment can be made
  - If members do get moved to a non AHCCCS registered provider, the Health Plans will move them as soon as they are given the ok to do so
  - AHCCCS and the Health Plans must ensure that the members health care needs can be met in the setting that they are in – if not, wrap around services or potentially another move of the member is needed

# AHCCCS Requirements May be Waived

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- Health Plans may remove prior authorization requirements for medications
- Health Plans may remove quantity limits/time limits on prescriptions to allow prescriptions to be re-filled early
- Health Plans will allow filling prescriptions across state borders (not international)
- Replace durable medical equipment that may have been let behind

# Additional Coordination

- If AHCCCS members find themselves in an emergency shelter, the Health Plan is required to ensure that medications, durable medical equipment, etc. are available to the member
- If the member is enrolled in Long Term Care, the Health Plan Case Manager will immediately start identifying potential temporary placements for the member
- If AHCCCS is unable to replace prescriptions or durable medical equipment, AHCCCS will coordinate with the Arizona Department of Health Services to access the emergency supply process



# What the Health Plans Do

- Each long term care and developmentally disabled member has an assigned Case Manager who is familiar with member needs including supports, medications, clinical, behavioral, etc.
- The Case Manager is responsible for identifying an appropriate placement or provider that can meet the member's needs
- The Health Plan is responsible for providing transportation to move the members
- The Health Plan is responsible for coordinating necessary care and services to reduce gaps in care
- If medications, durable medical equipment etc. are misplaced or left behind, the Health Plan will get the needed care items as quickly as possible to ensure the health and safety of the AHCCCS member
- The Health Plan is responsible for giving (minimally) daily updates to AHCCCS Clinical Quality Management so that a summary can be provided to the Agency Director, the Arizona Department of Health Services emergency team or the lead agency working the situation
- The Health Plan Case Manager communicates with the member's family/loved ones

# AHCCCS Contact Information

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Available 24/7 for anticipated or urgent situations  
by cell phone

# Questions?

