



HEAplus Informational Presentation - ITAC

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AHCCCS Team Introductions

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What is HEAplus?

HEAplus went live in October 2013

- Integrated Nutrition Assistance (SNAP) and Temporary Cash Assistance (TANF) screening in 2014
- Integrated Department of Child Safety (DCS) - 2016
- Integrated the Arizona Long Term Care (ALTCS) Program in Nov 2017

Effective integration with Federal and State partners

- 84,447 applications referred to Federal Marketplace (2020)
- 19,770 applications received from the Federal Marketplace (2020)
- 13 active real time connections for automated verifications

Sole system for all Medicaid eligibility determinations

Who are the users of HEAplus?



Approximately 2.2 million members

Three user portals

- 1) General public
- 2) State Workers
- 3) Community Assistor Organizations

- 79% of applications are submitted by **Non-state** employees
- Approximately 6 million applications are submitted and processed annually

80% of Survey results are Positive or Very Positive

Automation

- Over 4 million automated notices/letters were generated out of HEAplus in 2020
- Estimated cost avoidance of approximately 12 Million dollars due to automation
- 34% of new Medicaid applications are dispositioned in **Real Time**
- 87.5 % of renewals are completed with **NO** worker intervention
- Ability to upload and store documents for verification

Architecture

- Architecture
 - Web based
 - In AZURE Cloud
 - SQL Server DB
 - Over 14TB OLTP env
 - Over 200TB of file system
 - Just under 1 Million lines of code
 - 99.95% uptime



Enhancements

Changes to the fully functional eligibility system to:

- Support federal changes
- Regulatory updates
- Improve user experience
- Enhance automation
- Streamline processes

Possible future enhancements:

- Improve account creation
- Support PHE “unwinding”
- Federal requirement
- Refine eligibility key codes
- Improve error message handling

*Will follow normal PIJ rules

Federal Regulator

- Centers for Medicare and Medicaid Services
 - Approves Contract
 - Approves enhanced funding
 - Oversight of projects

HEAplus Funding Model

Benefiting Programs & Federal Matching Rates:

- Medicaid (90% for DDI; 75% for M&O)
- SNAP (50% for all)
- TANF (No Federal Match)

Cost Allocation Drivers:

- DDI = Numerous methodologies based on type of change and benefiting programs.
- M&O = Based on application and renewal data, updated every six months.

In Summary

- HEAplus is a large fully functional system with multiple stakeholders and millions of users.
- A system of this size and scope needs to be kept current
 - New regulations
 - Process improvements
- AHCCCS is committed to be transparent and as the need for new improvements arise or are mandated, we will be following the PIJ process and presenting at ITAC

Questions?

Thank You.