HEAplus ALTCS Transfers Update – Presentation to ITAC

April 20, 2022

AHCCCS
Arizona Health Care Cost Containment System

Presenters

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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

What is an ALTCS transfer?

- The vast majority of ALTCS Customers have resources, like bank accounts, vehicles, insurance policies, and houses. As a result, many customers do not qualify for ALTCS due to being over the resource limit.
- When a customer gives away those resources, it is called a transfer of resources, and customers must verify where those resources went and if they received any compensation for the transferred resources.
- Transfers with uncompensated value are restricted from receiving long term care services (i.e., enrolled in a LTC plan, but for acute care only)

HEAplus ALTCS Transfer Issues

Problem Statement

- HEAplus needs add'l data collection screens, to allow for rebuttals, and new RFI blocks
- Manual work arounds and data fixes are required to ensure accurate determinations

Benefit of the System Change

- Manual tasks reduced 50% for applications with transfers
- Reduced appeals and service desk tickets
- Compliance with federal regs

Proposed Solution - Success

- Reduce transfer-related appeals by 90%
  - 61 appeals received from 2/24/2020-2/24/2022

- Eliminate 90% transfer-related tickets
  - 45 service desk tickets received from 2/2020 – 2/2022

Project Responsibilities

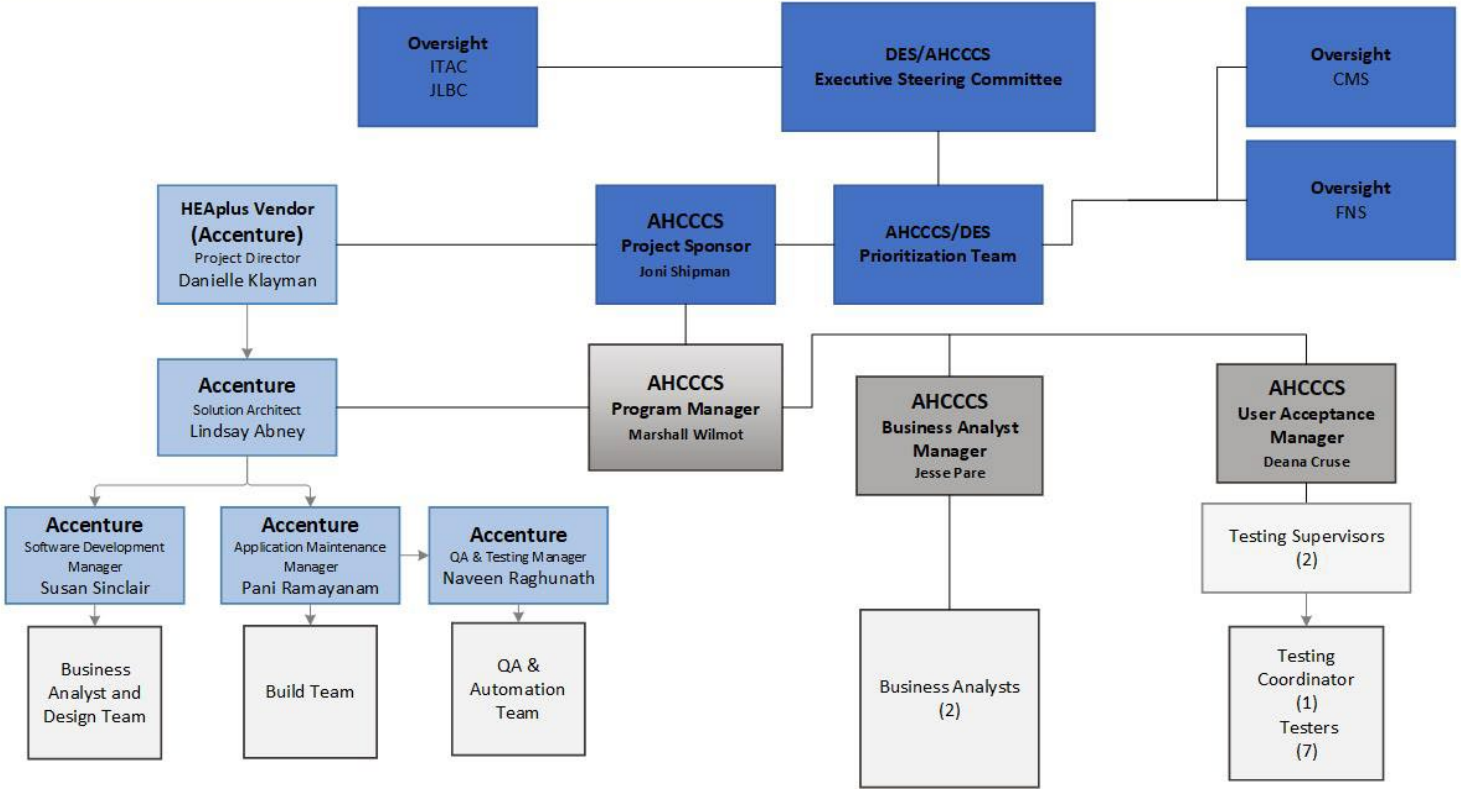
AHCCCS

- System Request UAT
- M&O UAT

Accenture

- Design Sessions
- Development/QA
- M&O Pre prod

HEAplus System Request Program Structure



Project Timeline

Milestone / Task	Estimated Start Date	Estimated Finish Date
Development/QA	05/09/2022	03/20/2023
Training Development and Delivery	12/1/2022	8/5/2023
SR UAT	03/20/2023	07/25/2023
M&O UAT	08/07/2023	08/18/2023
Deploy to Production	08/18/2023	08/24/2023
Close Project	12/31/2023	12/31/2023

DDI Costs and Financing

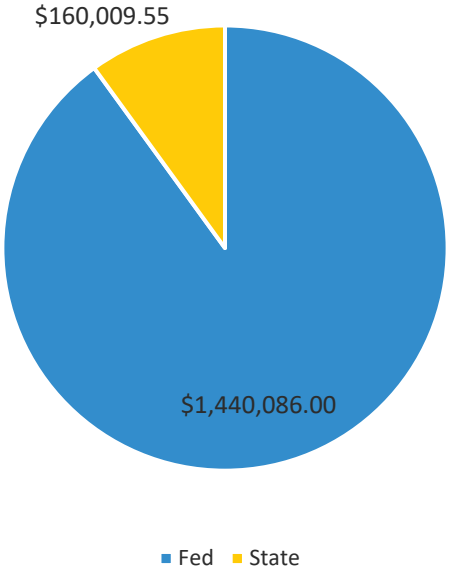
Milestone / Task	Estimated Start Date	Estimated Finish Date
Payment #1 for SR1005 (25%)	05/15/2022	05/15/2022
Payment #2 for SR1005 (50%)	04/15/2023	04/15/2023
Payment #3 for SR1005 (25%)	09/15/2023	09/15/2023

All DDI work is 90% Federal Funded

This project was cost allocated 100% to the AHCCCS Medicaid Program

There are no additional M&O costs related to this change

Total Cost = $1,600,095.55



Questions?

Thank You.