Attendees:

Pascua Yaqui billing team	Anne Dye, Deputy Assistant Director
Tuba City Regional Health Care Center	Albert Escobedo, Claims Operations Administrator
Winslow Indian Health Care Center	
Fort Defiance	Evie Grunwald, Administrator, Policy/Audit/Education
Phoenix Indian Medical Center	
Hopi Health Care	Peter Temaat, Research & Analysis
Albuquerque Indian Dental Clinic	Karen Grady, UM/CM Manager
Gila River	Melina Solomon, UM/CM Supervisor
Gallup NM Service Unit	John Archunde, Manager, Adjudication, Research & Testing
Sells Service Unit	
Navajo Nation	Markay Adams, Administrator, Behavioral Health Care
Shiprock Service Unit	
Salt River	Patricia Krotenberg, Manager, Third Party Accounts
Colorado River	
	Lupe Lerma, Manager, Administrative Services
Phoenix Area IHS	
Tucson Area IHS	Leonor Arvizo, Supervisor, Imaging, Data Entry
	Arlyn Valencia, Training
Neighborhood ?	
North Country Healthcare	
DD/DES Michelle Pollard	
Community Health Associates	
Patient Care Center	
Circular Valley Care	
Native Resource Development	

Welcome and Roll Call	Anne Dye
Data Analysis & Research	Peter Temaat is our new Data Analysis & Research Manager
Prior Authorizations & TRBHA	Melina Solomon DFSM will now perform the PAs for TRBHA services
UM/CM Transportation Policy	Karen Grady Melina Solomon Slide presentation is available for viewing on the AHCCCS website at https://www.azahcccs.gov/AmericanIndians/Downloads/Handouts/UMCMpresentation5216.pdf Question: Once medical necessity documentation is submitted for a service beyond the nearest IHS/638 facility and the PA is approved, is it required for the facility/provider to resubmit the documentation for subsequent follow-up visits? Answer: The AHCCCS staff has the ability to look back for documentation on a previous PA, if there is a new authorization request for a follow up service. If the previous documentation is insufficient to support the medical necessity for the continued follow up visits, additional information may be requested. Question: Does the member have to give the transportation provider or driver the names of the medications in order to be transported for a pharmacy visit? Answer: No, this information is the member's Protected Health Information (PHI) and it is not appropriate for non-emergency transportation providers to have any member's PHI. Question: Why does the referral documentation have to go to AHCCCS and not to the non-emergency transportation provider? Answer: It is inappropriate for the non-emergency transport provider and drivers to have access to a member's PHI, such as diagnosis, treatment, medical records, etc.

Pharmacy Limits and NDCs	Albert Escobedo Evie Grunwald Pharmacy clinic visit claims are to be billed on the UB-04 with revenue code 0519 and the facility's NPI as the attending provider. Pharmacy clinic visit is limited to 1 per date of service, per recipient, regardless of how may covered pharmacy services are rendered. The pharmacy clinic visit can be one of the daily limit of 5 clinic visits. Effective with date of service 7/1/2016 the pharmacy visit claims must be billed with the National Drug Code (NDC) for each medication/vaccine service. Any pharmacy claim billed with 0519 revenue code must have the NDCs for each medication or vaccine. *Do not bill with 0519 revenue code if the clinic visit isn't pharmacy.* When billing the pharmacy visit with multiple lines of NDCs, the first line must be a valid NDC and a covered services, billed amount is the AIR . Currently we are still testing the system and further billing instructions and updates will be provided via ListServ emails. All facilities are encouraged to send test claims prior to 7/1. There will be a series of ListServ emails with updates and billing instructions – make sure your facility's billing staff are signed up to receive these emails!! (see next item)
List Serve email notices	Albert Escobedo As an AHCCCS provider, you should be signed up to receive emails regarding important provider notices and updates. To sign up for the ListServ emails, go to the AHCCCS webpage and follow the instructions https://www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html
Recycle AIR and Pharmacy Claims	Albert Escobedo <u>AIR Recycles</u> In April the AIR recycle was started. The attending provider March system promote caused the claims that were billed with a non-registered AHCCCS NPI to deny and the claims were recouped. <u>Attending Provider</u> In April a report was ran to identify any claims that denied for attending provider. Those claims were recycled and paid. This accounts for the provider getting a recoupment on one remit and then paying on another remit.

	<u>Pharmacy</u> Effective with date of service July 1, 2016, AHCCCS implemented the new billing requirement for IHS/638 outpatient pharmacy claims. The AIR must be billed on the 1st line with the revenue code 0519 and a valid NDC for a covered pharmacy services; subsequent lines must be billed with the revenue code and NDC and can be billed with $0.00. If the first line billed with AIR is an invalid NDC the claim will deny. To avoid a denial, the 1st line billed with AIR ***must*** be a valid NDC ***and*** an AHCCCS covered pharmacy service.
Questions & Answers	DFSM staff <u>Question</u>: the AHCCCS system shows that a recipient has other coverage, but we show there is no other coverage. Who do we contact to get the recipient's information updated? <u>Answer</u>: The January 2016 Claims Clues has an article explaining how/who/where to get the other coverage information updated, available online at https://www.azahcccs.gov/PlansProviders/Downloads/ClaimsClues/2016/Jan_2016.pdf <u>Question</u>: How do we bill electronically with the attending provider? <u>Response:</u> see the AHCCCS 837 Standard Companion Guide available on the website at https://www.azahcccs.gov/Resources/Downloads/EDIchanges/AZ837FFS_CG_v01_201106_DRAFT.pdf For Attending Provider information, refer to the 9/8/2015 IHS/638 Forum handouts available on the website at https://azahcccs.gov/AmericanIndians/Downloads/Handouts/9815IHS638ForumAttendingProv.pdf

Important items for calling in to the next Forum meeting:
- ***do not place your phone on "hold" – your "hold" music causes ALL callers to hear nothing but your music***
- we will ensure that the Go To Meeting will be set up to accommodate all remote participants

Please submit agenda items you want presented. When no agenda topics are suggested, we do our best to prepare presentations that are meaningful, but <u>*your*</u> suggestions are always preferred!