

Mollenhauer, Dave

From: Petre, Lori
Sent: Sunday, January 12, 2014 1:08 PM
To: 'APIPA Jennifer Palumbo'; 'Bridgeway Cheyenne Ross'; 'Care1st Patty Dal Soglio'; 'HCA Nicole Larson'; 'HlthNet Gay Ann Williams'; 'MCP Melanie Herring'; 'PHP Mary Kaehler'; 'UFC/MHP Lee Coffman'; 'UFC/MHP Mary Consie'; 'David Gardner (CMDP)'; 'Debra Alix (APIPA)'; 'Jason Winfrey (DES)'; 'Jim Solinsky (Care1st)'; 'John Monte (MCP)'; 'Kathy Thurman (Care1st)'; 'Liz Liska (Phoenix Health Plan)'; 'Madonna Fritz (BHS)'; 'Michael Sheldon (BHS)'; 'Patrick Ross (Bridgeway)'
Cc: DHCM OPS; Gerard, Kelly; Koch, Dennis; Kelly, Cheryl; Tarnowski, Thomas
Subject: RE: Update 1/7 - RE: Copay Levels 40/45

Below please find counts for each Contractor and represent the # of copay records corrected. If an individual contractor wishes to identify the specific members who were impacted you can do so by doing the following per our ISD team - *on the 834 records sent there should be a 'CP' action code for the members we changed for this process.*

Any questions please let us know. Thank you!

HEALTH PLAN: 010088
TOTAL CP RECS IN FILE: 0

HEALTH PLAN: 010115
TOTAL CP RECS IN FILE: 10

HEALTH PLAN: 010145
TOTAL CP RECS IN FILE: 1

HEALTH PLAN: 010158
TOTAL CP RECS IN FILE: 15542

HEALTH PLAN: 010166
TOTAL CP RECS IN FILE: 8

HEALTH PLAN: 010254
TOTAL CP RECS IN FILE: 3097

HEALTH PLAN: 010299
TOTAL CP RECS IN FILE: 3877

HEALTH PLAN: 010306
TOTAL CP RECS IN FILE: 12664

HEALTH PLAN: 010314
TOTAL CP RECS IN FILE: 5958

HEALTH PLAN: 010383
TOTAL CP RECS IN FILE: 2412

HEALTH PLAN: 010422
TOTAL CP RECS IN FILE: 52

HEALTH PLAN: 010497
TOTAL CP RECS IN FILE: 8680

From: Petre, Lori

Sent: Tuesday, January 07, 2014 3:42 PM

To: 'APIPA Jennifer Palumbo'; 'Bridgeway Cheyenne Ross'; 'Care1st Patty Dal Soglio'; 'HCA Nicole Larson'; HlthNet Gay Ann Williams; MCP Melanie Herring; 'PHP Mary Kaehler'; UFC/MHP Lee Coffman; 'UFC/MHP Mary Consie'; 'David Gardner (CMDP)'; Debra Alix (APIPA); Jason Winfrey (DES); Jim Solinsky (Care1st); 'John Monte (MCP)'; 'Kathy Thurman (Care1st)'; 'Liz Liska (Phoenix Health Plan)'; 'Madonna Fritz (BHS)'; Michael Sheldon (BHS); 'Patrick Ross (Bridgeway)'

Cc: DHCM OPS; Gerard, Kelly; Koch, Dennis; Kelly, Cheryl; Tarnowski, Thomas

Subject: Update 1/7 - RE: Copay Levels 40/45

Importance: High

Update for Tuesday 1/7 –

The cause of this issue and necessary corrections have been made to the logic as of this morning. Impacted Recipient records have also been identified and corrected as of today.

The impacted members will reflect a change to a “00” copay level effective on the 834 you receive tomorrow.

Please note that these corrections are effective today 1/7/2014 and for dates from 1/1/2014 through yesterday the previous instructions as noted in the original email remain in effect.

“..., although copay levels 40 and 45 may still temporarily appear as valid for an AHCCCS member on and after 1/1/2014, these copay levels are invalid and should be treated equal to the 00 copay level on and after 1/1/2014.”

AHCCCS is working on an adhoc report that we will make available to each Contractor, which will identify those recipients enrolled with your plan who were impacted by this issue for documentation and q.c. purposes. We hope to have these reports available in the next day or two, and will send a follow-up email at that time.

Please let us know if you have any questions. Thanks.

From: Petre, Lori

Sent: Friday, January 03, 2014 1:08 PM

To: APIPA Jennifer Palumbo; Bridgeway Cheyenne Ross; Care1st Patty Dal Soglio; HCA Nicole Larson; HlthNet Gay Ann Williams; MCP Melanie Herring; PHP Mary Kaehler; UFC/MHP Lee Coffman; UFC/MHP Mary Consie; David Gardner (CMDP); Debra Alix (APIPA); Jason Winfrey (DES); Jim Solinsky (Care1st); John Monte (MCP); Kathy Thurman (Care1st); Liz Liska (Phoenix Health Plan); Madonna Fritz (BHS); Michael Sheldon (BHS); Patrick Ross (Bridgeway)

Cc: DHCM OPS; Gerard, Kelly; Koch, Dennis; Kelly, Cheryl

Subject: Copay Levels 40/45 - Urgent Update

Importance: High

AHCCCS has identified an issue related to the copay level assignment on and after 1/1/2014 for a limited group of members. Thank you to those Contractors who noted questions regarding this and forwarded them to us.

At a high level, there are some members that were converted from the old AHCCCS Care eligibility category to the new Adult category that didn't receive a correct copay change to move the member from copay level of 40 or 45 (which are obsolete and will no longer be assigned after 12/31/2013) to a copay level of 00.

Our IS staff are working to identifying the cause of this issue and the corrective actions required to get the impacted members to reflect the correct copay level of 00 effective 1/1/2014 as soon as possible.

In the interim, AHCCCS will be placing a message (like the following) on the webpage and web eligibility verification portal to alert impacted members and providers to this potential issue. Contractors should also follow this recommendation.

["Please note, although copay levels 40 and 45 may still temporarily appear as valid for an AHCCCS member on and after 1/1/2014, these copay levels are invalid and should be treated equal to the 00 copay level on and after 1/1/2014."](#)

We will let you know as soon as the issue is resolved and the impacted member records are corrected. Please let us know if you have any questions. Thanks.