

## **Provider Newsbrief – June 7, 2022**

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### **EPSDT Eyeglass Coverage Reminder**

As a reminder, vision services are covered for **all** AHCCCS EPSDT (Early Periodic Screening, Diagnostic and Treatment) members under 21 years of age.

Covered vision services for all these members include:

- regular eye exams and vision screenings
- prescription eyeglasses
- updates to a members eyeglass prescription
- unlimited repair or replacement of optical aids when medically necessary
- any special additions (e.g. lenses) when medically necessary

We continue to receive concerns that members encounter difficulties in receiving these services and that members are improperly denied medically necessary services.

Providers should avoid any practice involving “upsales” or any additional service that may involve financial exposure for the member. Providers should also avoid activities that promote the purchase of insurance or warranty plans to members because broad coverage is available through AHCCCS. In addition, any discussion with the family that may result in additional costs to Banner - University Family Care-enrolled members shall not take place until the provider has discussed this and obtained prior approval by Banner-University Family Care.

Vision providers are also required to post information regarding eyeglass related coverage requirements for EPSDT members on their websites. A 2-page flyer from AHCCCS about vision coverage is included at the end of this newsbrief and could be used as the basis for this post.

If you have any questions, please reach out to the Provider Experience Center at 800-582-8686.

### **Employment Competencies**

As you may know, AHCCCS has updated their requirements for staff who provide direct behavioral health services to members. These new requirements now focus on staff competency in specific areas instead of training.

The Competency Skills checklist was created to ensure that staff has the skills needed to assist members and is adept in delivering employment services and supports. A copy of this Competency Skills Checklist can be found in Relias. For more information on using the tool, please visit [https://azahp.org/wp-content/uploads/2022/03/Competency-Skills-Checklist-ACOM-447\\_FINAL\\_2021.pdf](https://azahp.org/wp-content/uploads/2022/03/Competency-Skills-Checklist-ACOM-447_FINAL_2021.pdf).

#### **Four Employment Competencies:**

- Member engagement
- AMPM Policy 310-B and AHCCCS Behavioral Health Services Matrix
- Disability Benefits 101 (DB101)
- RSA/Vocational Rehabilitation

Within each of those competencies, staff must meet a certain level (Employment staff level 3 or greater, non-employment staff level 1 or greater). The Competency Skills checklists shall be completed within 90 days of hire for new employees, and existing employees shall have it completed as soon as possible. The Competency Skills Checklists shall be completed on an annual basis for each staff.

AHCCCS recognizes that some supervisors may be unfamiliar with the topics related to employment service delivery and therefore have created the Job Aid for Supervisors. You can find the job aid online: [https://azahp.org/wp-content/uploads/2022/03/Competency-Job-Aid-for-ACOM-447\\_FINAL.pdf](https://azahp.org/wp-content/uploads/2022/03/Competency-Job-Aid-for-ACOM-447_FINAL.pdf)

For more information on Employment Competencies, you can reference the new FAQ located at [https://azahp.org/wp-content/uploads/2022/04/CSC-for-Employment-FAQ\\_FINAL.pdf](https://azahp.org/wp-content/uploads/2022/04/CSC-for-Employment-FAQ_FINAL.pdf).

## **Provider Participation Modifier Deadline Extended until Oct. 1**

AHCCCS has extended the deadline for providers to begin reporting the individual practitioner who rendered services on professional and dental service claims until Oct. 1, 2022. This requirement impacts all claims for AHCCCS providers registered as integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).

AHCCCS and its Managed Care Organizations will deny claims for dates of service on and after Oct. 1, 2022 if the individual practitioner who performed the services associated with the clinic visit is not reported.

See Exhibit 10-1 of the AHCCCS Fee-For-Service Provider Billing Manual for billing instructions for proper claims submissions.

Questions? Contact David Rudnick at [david.rudnick@azahcccs.gov](mailto:david.rudnick@azahcccs.gov).

Did you know AHCCCS covers eyeglasses and replacements for AHCCCS members who are under the age of 21?

Vision services for all AHCCCS members under the age of 21 include regular eye exams and vision screenings, prescription eyeglasses, and repairs or replacements of broken or lost eyeglasses.

### **What if I break or lose my glasses?**

There are no restrictions for replacement eyeglasses when medically necessary for vision correction. This coverage includes, but is not limited to, loss, breakage or change in prescription.



### **How do I get glasses or replacement glasses?**

You do not need to wait until the next regularly scheduled vision screening to replace or repair eyeglasses.

If you are under age 21 and your prescribed eyeglasses are lost or broken, call your health plan's customer service number to find the next available vision screening with an EPSDT provider.

As a reminder, for members under the age of 21, federal law requires AHCCCS to cover all services when \*medically necessary and cost effective. This means that health plans shall cover these health services if the treatment or service is necessary to "correct or ameliorate" defects or physical and behavioral illnesses or conditions.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

## AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
<b>Arizona Complete Health - Complete Care Plan</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a>	<b>Mercy Care</b> Customer Service 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>Care 1st Health Plan</b> Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>	<b>Molina Complete Care</b> Customer Service 1-800-424-5891 <a href="http://www.mccofaz.com">www.mccofaz.com</a>
<b>Banner – University Family Care</b> Customer Service 1-800-582-8686 <a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>	<b>United Healthcare Community Plan</b> Customer Service 1-800-348-4058 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
<b>Health Choice Arizona</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>	<b>Mercy Care Department of Child Safety Comprehensive Health Plan</b> Customer Service 1-833-711-0776 <a href="http://mercycareaz.org/members/chp-members">mercycareaz.org/members/chp-members</a>

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
<b>Banner – University Family Care LTC</b> Customer Service 1-833-318-4146 <a href="http://www.bannerufc.com">www.bannerufc.com</a>	<b>Mercy Care LTC</b> Customer Services 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>United Healthcare LTC</b> Customer Service 1-800-293-3740 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>	<b>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)</b> Customer Service 1-844-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
<b>Arizona Complete Health - Complete Care Plan RBHA</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a>	<b>Mercy Care RBHA</b> Customer Service 1-800-564-5465 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	<b>Health Choice Arizona RBHA</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>