Pre-Admission Screening (PAS)

State of Arizona – AHCCCS
Project Investment Justification

January 17, 2024

AHCCCS
Arizona Health Care Cost Containment System

Agency Vision
Shaping tomorrow's managed care...from today's experience, quality and innovation.

Agency Mission
Reaching across Arizona to provide comprehensive, quality health care to those in need.
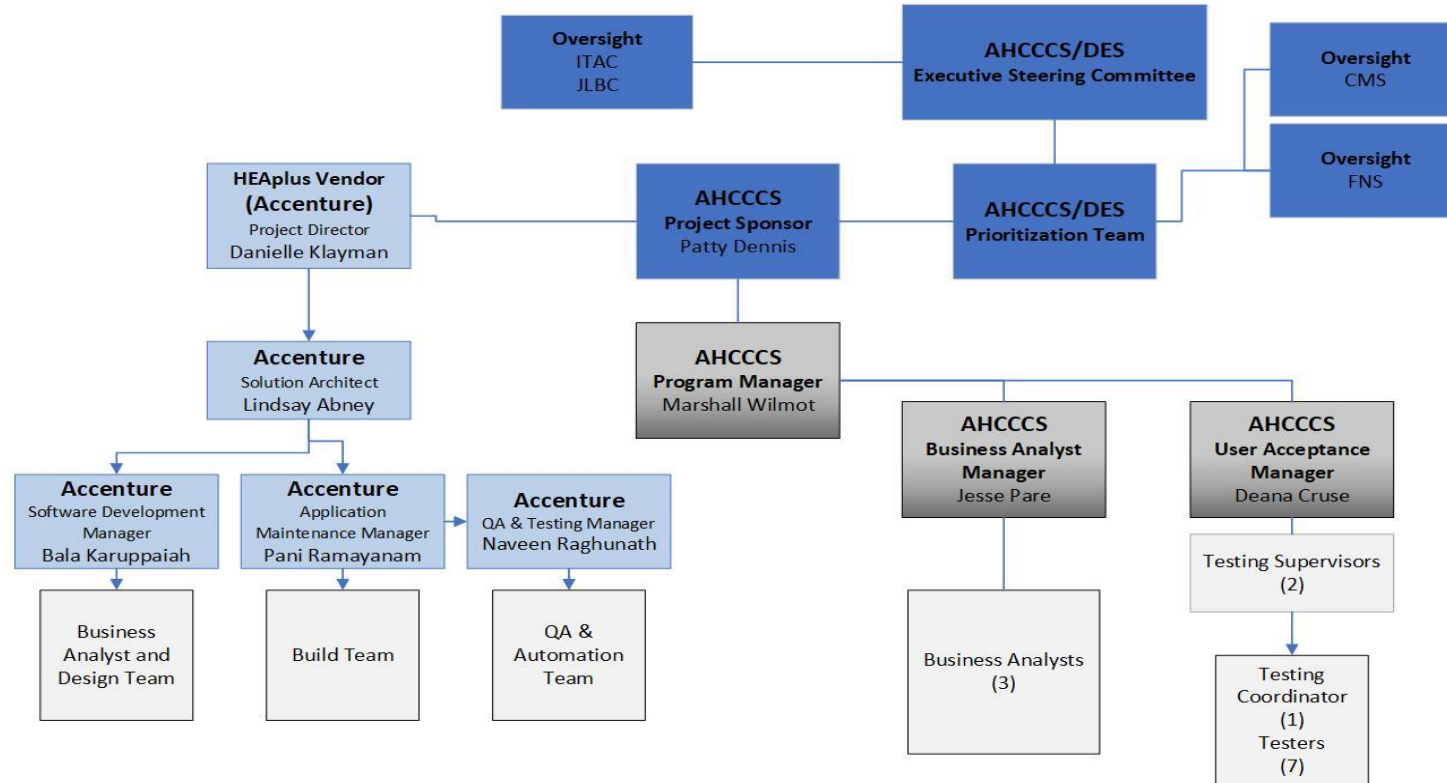
Project Team Introduction

Roles Present at ITAC

- Daniel Lippert – Assistant Director, Information Services Division

- Patricia Dennis – Assistant Director, Division of Member and Provider Services

- Marshall Wilmot – Deputy Assistant Director, Division of Member and Provider Services

- Anthony Flot – Chief Technology Officer, Information Services Division

- Josh Worley – Deputy Assistant Director, Business & Finance

Program Structure

HEAplus System Request Program Structure

Oversight
ITAC
JLBC

AHCCCS/DES
Executive Steering Committee

Oversight
CMS

Oversight
FNS

HEAplus Vendor
(Accenture)
Project Director
Danielle Klayman

AHCCCS
Project Sponsor
Patty Dennis

AHCCCS/DES
Prioritization Team

Accenture
Solution Architect
Lindsay Abney

AHCCCS
Program Manager
Marshall Wilmot

Accenture
Software Development
Manager
Bala Karuppaiah

Accenture
Application
Maintenance Manager
Pani Ramayanam

Accenture
QA & Testing Manager
Naveen Raghunath

AHCCCS
Business Analyst
Manager
Jesse Pare

AHCCCS
User Acceptance
Manager
Deana Cruse

Business
Analyst and
Design Team

Build Team

QA &
Automation
Team

Business Analysts
(3)

Testing Supervisors
(2)

Testing
Coordinator
(1)
Testers
(7)

Project Introduction

Stated Operational/Business Issue

- Arizona Long Term Care (ALTCS) applications have increased from 2022 to 2023. AHCCCS received 51,734 applications in 2023 which is an increase of over 6,000 more applications annually. This has lead to some applications becoming untimely while waiting for a Pre-Admission Screening (PAS) assessment.

- Improving the PAS Assessment process is vital to achieving a better overall experience for AHCCCS staff, and ALTCS customers while improving operational efficiency.

Benefit to the State Agency and Constituents

- Increased efficiency of PAS casework, and improved quality of PAS assessments.

- Improved PAS assessment process and technologies for PAS assessors, supervisors, and customers.

- Improved organizational culture which helps with recruiting, retention, and operational effectiveness.
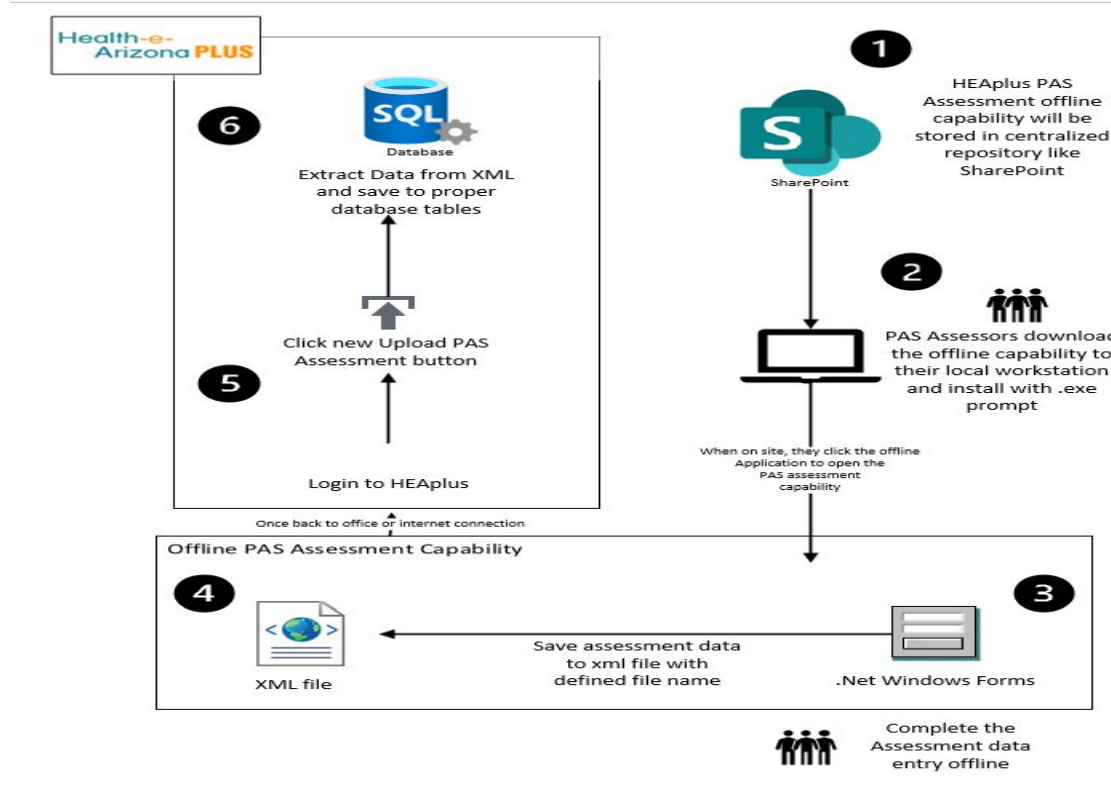
- Improvements to overall employee morale.

Proposed Solution— Technology

Overview of Proposed Solution

AHCCCS has prioritized two enhancements that will provide improvements to the PAS Assessor experience, add efficiencies to the process, and better communicate with customers.

1. **Develop HEAplus offline capability** to save data and upload once assessor is online, as handwritten or typed answers that are gathered at interviews during a home visit must be manually entered into HEAplus after the fact if the system is unavailable or WiFi is unreliable.

2. **Configure denial reason functionality** in HEAplus to include "Missing Medical Records" with adequate notification guidance, including sending a PDF of the Authorization for the Disclosure of Protected Health Information (DE202) form. Failure to provide medical records creates an accumulation of open cases, there is currently no denial capability in HEAplus.

System Diagram (HEAplus Offline Capability)

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Initial design UAT- User acceptance testing
2. UAT- User acceptance regression testing
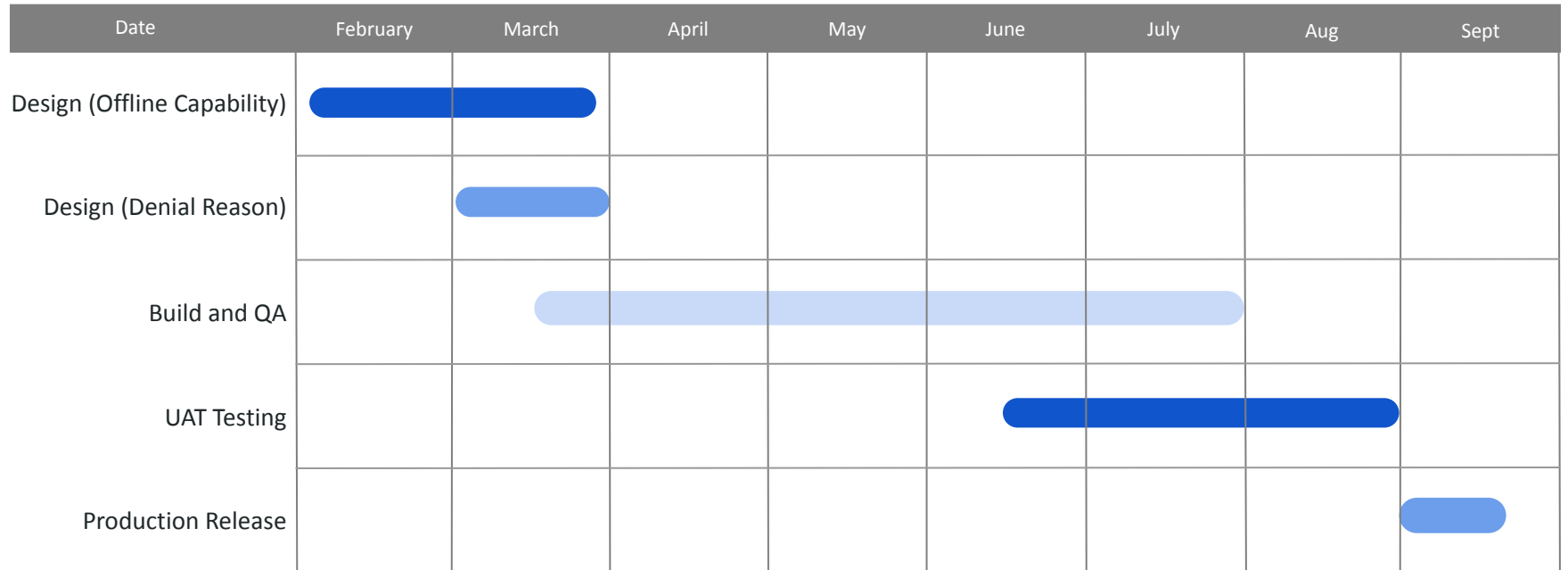3. Project management
4. Payment management

Shared

1. Develop and Review User Stories
2. User Acceptance Testing
3. Production Implementation (All agencies/Vendor)
4. Provide implementation and post-implementation support

Vendor/Contractor

1. Design Sessions
2. Development
3. Quality assurance in development and UAT environments
4. Pre-production HEAplus vendor internal regression testing

Project Timeline

Date	February	March	April	May	June	July	Aug	Sept
Design (Offline Capability)	████	████						
Design (Denial Reason)		████						
Build and QA			██████████████████					
UAT Testing					████	████	████	
Production Release								██

Project Costs

Project Costs by Category	FY24	FY25	FY--	FY--	FY--	Total
Professional & Outside Services (Contractors)	$1,062,500	$637,500				$1.7M
Total Development	$1,062,500	$637,500				$1.7M
Total Operational	NA	NA				NA

Financial Impact

Breakdown of Financial Impact

Project Development Funding

Base Budget - Available	$425,000 (ARPA Funding)
Base Budget - To Be Requested	
APF Budget - Available	
APF Budget - To Be Requested	
Other Appropriated - Available	
Other Appropriated - To Be Requested	
Federal - Available	$1,275,000
Federal - To Be Requested	

Total Development Project Funding

Available Budget	$1,700,000
To Be Requested Budget	

Operational

Current 3-Year Operational Cost (Avg)	
Proposed 3-Year Operational Cost (Avg)	
Financial Impact of New System	

Total Operational Funding - Project

To Be Requested Budget	

What Success Looks Like

Technology and Design Enhancements

a. **HEAplus Offline Capability**

   a. Eliminate need to have internet at remote or rural locations / home visits.

   b. Reduce or eliminate impacts to the In-Person / In-Home PAS Assessment when HEAplus is unavailable.

b. **Configure Denial Reason**

   a. Improved Customer Communication

   b. Improved timeliness

Measures of Success

a. One year after implementation, complete 75% of ALTCS Pre-Admission Screenings within 45 days, compared to 69% in 2023.

b. One year after implementation, improve external customer overall satisfaction from an average of 55% to 65%. (Ratings are obtained from monthly survey sent by Constant Contact.)

Q & A
Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on April 15, 2024.

ITAC Voting Options

What ITAC May Consider In Review Whether:

a. The proposed solution addresses the stated problem or situation;

b. The budget unit is competent to carry out the project successfully;

c. Sufficient sponsorship and support by budget unit leadership exists;

d. Cost estimates provided are accurate;

e. The proposed project aligns with the budget unit's Strategic IT Plan; and

f. The proposed solution complies with statewide IT standards.

ITAC Motions:

a. Move to Approve

b. Move to Approve with Conditions As Presented

c. Move to Approve with Conditions

   i. Committee May Modify or

   ii. Add Conditions

d. Move To Deny

Relevant Statutes and Rules

Per A.R.S. § 18-101 - Per Administrative Code R2-18-101