

## **FAQs: Termination of the Baby Arizona Program**

**What changes are occurring to the process of the Baby AZ application and are providers still assisting in completion, filing and mailing of applications to the DES office after September 30, 2013?**

*Providers can continue to use the Baby AZ application process and/or the Health-e-Arizona application until September 30, 2013. The new **Health-e-Arizona Plus** application will be effective after September 30, 2013.*

*If a provider would like to submit online applications, a provider can become a Contracted Community Partner Organization. It requires a subscription agreement with AHCCCS in order to be able to utilize the Health-e-Arizona/Health-e-Arizona Plus application system. Modest subscription fees are charged to pay for the hosting, maintenance, and enhancement of the system. The fee is based on the number of users, types of subscribers, and is based on tier fees. By becoming a subscriber, a provider has many advantages. Some of those advantages include the ability to track the application status, improved communication with state agencies and the ability for an applicant to apply for multiple programs. More information is located at <http://www.azahcccs.gov/community/Health-e-Arizona/contracted.aspx>*

*If a provider does not have a subscription to utilize the Health-e-Arizona application system, a provider can make a computer available in the office for patients to use and can assist the patient in completing the online application.*

*Paper applications will continue to be available at DES offices and can be printed from the DES website. Completed paper applications from provider offices can be sent to the DES office closest to the applicant's home address. Please use the DES office locator on the DES website. **However, it is preferred that providers use the online services.***

*Beginning 10/1/2013, applicants will not need to provide verification of pregnancy. AHCCCS and DES will attempt to verify other eligibility factors such as citizenship, residency, and income through electronic data sources and only ask for verification from the applicant if needed.*

**Will a paper application be available?**

*Yes, a paper application will be available. However, it is preferred that the online process be utilized. Online submission will result in faster processing time of applications.*

**How will applications be completed and processed?**

*The applicant can complete the online Health-e-Arizona Plus application directly at [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) or the applicant can complete the online application in the provider's office (if a computer is available). The [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) website will not be effective until 10/1/2013.*

*The applicant can complete an application at a DES office.*

*A paper copy can be completed and faxed/mailed to the DES office.*

**Where will providers direct patients once the Baby AZ program is terminated?**

*Please see above response*

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### **Can applications be accepted and processed up to September 30, 2013 or discontinued prior to that date?**

*Yes, applications can be processed up until September 30, 2013. After September 30, 2013, refer patients to the online application ([www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)) or refer them to a DES office near them.*

### **How long is the approval process for an AHCCCS application?**

*Non-pregnant applicant processing time is 45 days.*

*Pregnant applicant processing time is 20 days.*

*Online submission will result in faster processing time of applications.*

### **Will the application process change for non-pregnant applicants?**

*The application process will be the same for pregnant and non-pregnant members. An applicant can complete an online application, paper application, or go to a DES office.*

*Application processing time is different for non-pregnant applicants and pregnant applicants. Please see above response.*

### **Do providers still need to sign a Baby AZ Provider Agreement form to receive referrals for pregnant patients?**

*No. The Baby AZ program and the Provider Agreement forms will terminate after September 30, 2013.*

### **If the patient has not been approved for AHCCCS health insurance, is it acceptable for the provider to charge the patient? (i.e. A provider office would like to see a new patient when the patient is 8 weeks pregnant but the patient has not yet been approved or denied for health insurance).**

*The application processing time for a pregnant applicant is 20 days. If an applicant is seen by a provider prior to the 20 days, the provider may charge a fee but would have to reimburse the member once approved for health insurance. The effective coverage date is retroactive to the first of the month from when the application was submitted.*

*The application processing time for a non-pregnant applicant is 45 days.*

*Starting January 2014, if the applicant had a Medicaid covered service in any of the three months prior to applying and meets the eligibility requirements for that month, they can be approved for coverage for that month. . The first month a person can get retroactive coverage is January 2014 (i.e. If an applicant applies in February, they may be eligible for January, if the person applies in March, they may be eligible for January and February, if the person applies in April or later, they may be eligible for the prior three months).*

### **If a patient requires lab work at the first visit, which can be expensive for the patient, what does a provider do?**

*Please see above response.*

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**If a patient completes the Health-e-Arizona Plus application on an office computer, will the office be able to receive status updates on the application?**

*If a provider would like to submit applications, a provider can become a Contracted Community Partner Organization. It requires a subscription agreement with AHCCCS in order to be able to utilize the Health-e-Arizona Plus application system. Please see question one for more information.*

**If an office currently communicates with DES staff via e-mail or telephone for any follow up necessary on a patient's application (i.e. office faxes supporting documentation to DES), will the office still be able to get assistance from DES?**

*Beginning 10/1/13, providers can call customer support at 1-855-HEA-PLUS (432-7587) for more assistance. If an applicant has authorized the release of information to the provider, call center agents will be able to verify the authorization and provide information to the provider.*

*\*Dates above are subject to change if there is a delay in the implementation of the Health Insurance Exchange.*