

**ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM**  
*Committed to Excellence In Health Care*

August 27, 1998

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Dear Joan:

The following are Arizona's responses to HCFA's follow up questions on the Title XXI State Plan. If you have any questions about the responses, please call me at (602) 417-4447.

**Section 4.4.3**

6. **What percentage of the 350 cases selected every 6 months would have to be problematic in order for AHCCCS to conclude that the declaratory process is not working?**

AHCCCS will review the sample and if problems are discovered in 10% or more of the cases, corrective action will be taken. The declaratory process is meant to expedite the eligibility process without sacrificing quality control. Hopefully our sample will not show a problem with the declaratory process and force us to require more documentation.

**Section 8.5**

11. **What steps would AHCCCS take if a family called to say that their copayments for the year had reached the percentage limit established by HCFA?**

As we explained in our letter response to question 10, AHCCCS will only impose a copayment on the non-emergency use of the emergency room. At 150% of the FPL, a child in a family of two would have to make 162 non-emergency visits to the emergency room in a one year period. Even if HCFA sets the cap for copayments at a percentage lower than 5%, it is unlikely that the cap will be exceeded.

The Member Handbook will include information about the copayment policy and the maximum amount that a family must pay for copayments. Families will be advised through the Member Handbook that they do not have to pay a copayment once the cap is reached. Families will be instructed to call AHCCCS prior to reaching the cap and AHCCCS will instruct the family not to pay any further copayments. AHCCCS will also flag the member's records so a hospital emergency room can verify that a copayment should not be collected. If for some reason a member pays more than the allowable amount, AHCCCS will reimburse the family for the exceeded amount.

Sincerely,

Lynn Dunton  
Assistant Director  
Office of Policy Analysis and Coordination

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