Mobile Integrated Healthcare 360 Arizona:
How Fire-Based and Private Sector Community Paramedicine is Shifting the EMS Paradigm

Thursday, February 2, 2017
Enhancing EMS Destination Choices: Arizona’s Treat and Refer Program

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Trendlines for Call Volume/Transports
Transport % Comparisons by City
AHCCCS Treat and Refer

Beth Kohler
Deputy Director
Treat and Refer Overview

- Collaboration between Arizona Department of Health Services, Bureau of EMS and Trauma System, AHCCCS, and EMS stakeholders.
- Supporting larger value-based purchasing efforts
- Give providers opportunity to address non-emergent health needs through assessment and referral to a more appropriate level of care (e.g. primary care doctor, urgent care or behavioral health office)
  - Improved quality and customer satisfaction
  - Lower cost

Reaching across Arizona to provide comprehensive quality health care for those in need
Treat and Refer Development

• AHCCCS approached by Chandler Fire
• Goal to support efforts without establishing duplicative regulatory process
  o Leverage ADHS/BEMS
• ADHS stakeholder group to establish requirements
  o Arizona Chapter of the American College of EMS Physicians
  o Pediatric Advisory Committee for Emergency Services
  o Professional Fire Fighters of Arizona
  o Arizona Fire Chiefs Association
  o Arizona Ambulance Association
  o Arizona Fire District Association
Treat and Refer Development (ctd)

- Approved through the EMS Council and MDC
- Also conducted meetings with first responders, ambulance companies, payers
- Published rates for public comment
- Received CMS Approval
**Treat and Refer Process**

- Apply for and receive recognition through ADHS through the **Treat & Refer Recognition Program** (demonstrate compliance with requirements)
  - 1 year initial with continuation process
- Register with AHCCCS
- Contract with AHCCCS Health Plans
Participation Components

- Organizational support (CEO/Fire Chief and medical director)
- EMS personnel training
- Medical Director training
- Performance Monitoring and Improvement Plan (quality, safety and effectiveness)
- Submit data to ADHS
Treat and Refer

• New Provider Type effective 10/1/16
• A0988 – Ambulance Response, No Transport
• Modifiers:
  o UA – Treat at home, refer to PCP/specialist
  o UB – Treat at home, refer to Crisis Response
  o UC – Treat at home, refer to BH Provider
  o UD – Treat at home, refer to Urgent Care
• CMS Approval Received
• Implemented 10/1/2016
All presentation materials can be found online:

www.vitalysthealth.org/mih-360-az-symposium

Please complete your evaluations and leave them on the table.