

# Mobile Integrated Healthcare 360 Arizona:

How Fire-Based and Private Sector Community  
Paramedicine is Shifting the EMS Paradigm



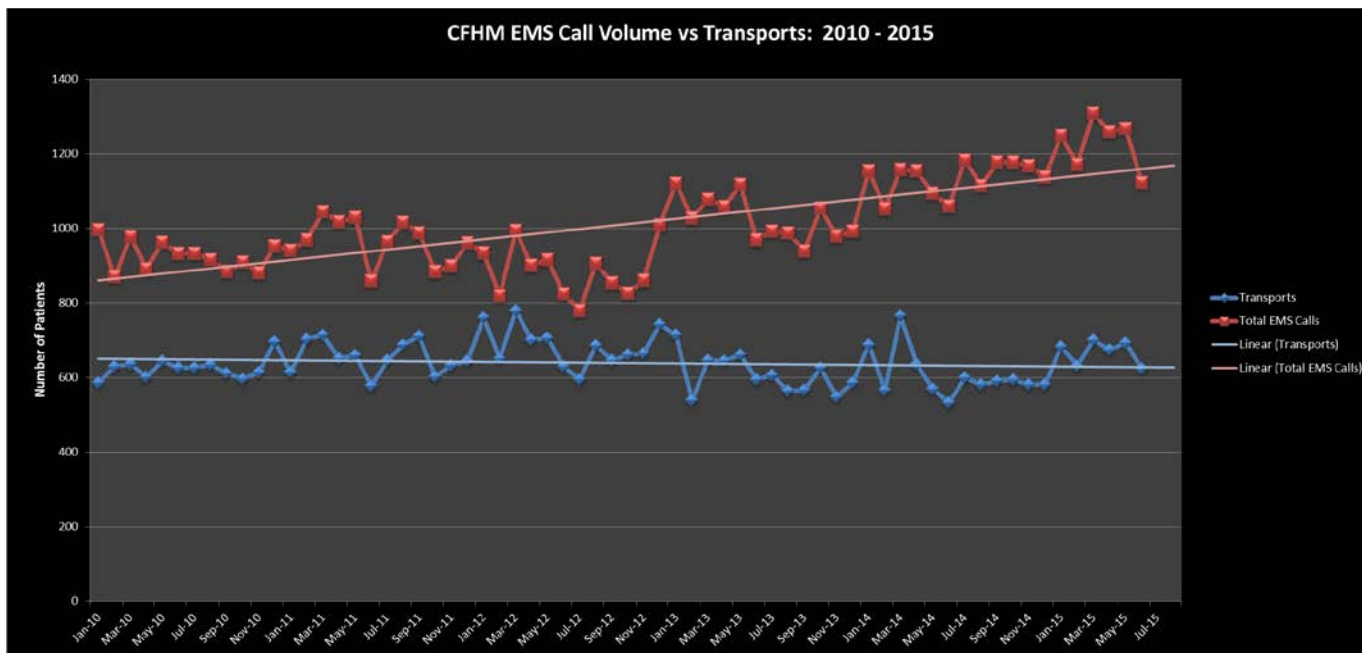
Thursday, February 2, 2017

# Enhancing EMS Destination Choices: Arizona's Treat and Refer Program

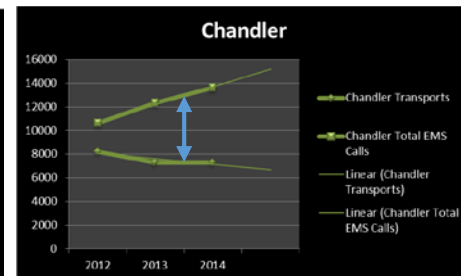
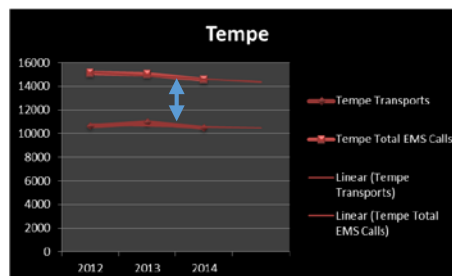
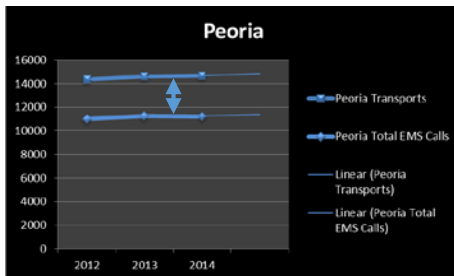
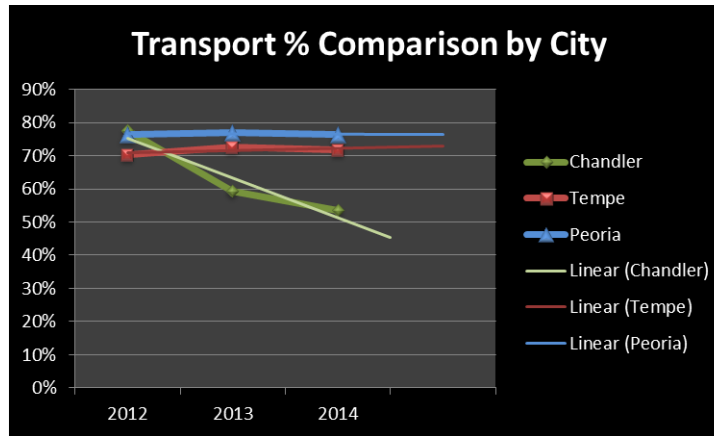
Jeff Clark, Fire Chief, Eastside Fire & Rescue

Beth Kohler, Deputy Director, AHCCCS

# 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

# Treat and Refer Development

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

## Treat and Refer Development (ctd)

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- 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

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- 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

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- New Provider Type effective 10/1/16
- A0988 – Ambulance Response, No Transport
- Modifiers:
  - UA – Treat at home, refer to PCP/specialist
  - UB – Treat at home, refer to Crisis Response
  - UC – Treat at home, refer to BH Provider
  - 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](http://www.vitalysthealth.org/mih-360-az-symposium)

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and leave them on the table.