



“What happens after ALTCS approval?”

After ALTCS approves non-financial, financial, and medical eligibility, the eligibility specialist approves the case in the computer system. Within one day of the computer approval, the customer is assigned an AHCCCS ID number for the purpose of billing and tracking. Within three days of the computer approval, the customer is enrolled with their chosen program contractor. It typically takes another two weeks for the AHCCCS ID card to arrive.

The program contractor then assigns the customer a case manager. The case manager sets an appointment to meet with the customer and his/her family to set up the ALTCS service plan and to allow the customer to select a hospital and a primary care physician. The case manager also explains the payment for services, provides a new member handbook, and answers questions for the new enrollee.

When the customer also has a Medicare-HMO, the customer is required to use these benefits before ALTCS will pick up the unpaid portions of the bills. This includes using the HMO’s doctor’s hospitals, and pharmacy services. The customer may have to front the co-pays if the provider is unwilling to bill AHCCCS. However, the program contractor can be billed for the HMO co-pays and the customer can be reimbursed for these expenses. This is handled through the case manager.

When the customer also has a Medicare supplement policy, the customer has the option of using their current doctors, hospitals, and providers, OR using the ALTCS program contractor services. If the customer chooses to use their own doctors and hospitals (and not the AHCCCS providers), the customer will have to pay the portion of the bills not covered by Medicare and their supplement, including any acute medical services prescribed by those doctors. If the customer chooses to use services through their ALTCS program contractor, AHCCCS/ALTCS uses the benefits of Medicare and their supplemental policy first, and then picks up the unpaid portions of the bills. AHCCCS is always the payer of last resort.

Coming in next month's newsletter:
Community Spouse Resource Assessment

SPEAKING SCHEDULE

June 12—The Beatitudes Nurse Ministry
July 11—Neighbors Who Care

Want to learn more about ALTCS & its requirements? Call 480/464.4968 and have Carol Aragon-Montgomery speak to staff or residents at your next meeting.



Because ALTCS has many guidelines and the process can be overwhelming for someone needing care, refer them to **Montgomery & Associates, Inc.** for a no-obligation free initial evaluation. We can help them spend down, organize their assets, and sort through the ALTCS red tape to qualify as soon as possible.
480/464.4968



THOUGHT FOR THE MONTH . . .

“Nothing limits achievement like small thinking; nothing expands possibilities like unleashed imagination.” — William Arthur Ward

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The most recent addition to our staff is Catherina (pronounced Catrina) Ybarra. Catrina came on board effective May 16, 2002.

Our hope is that we will be better able to serve the needs of our clients and referral sources by having another staff member to answer the phone, answer your questions, and work on cases to ensure accurate and timely implementation of the planning and maintenance of our clients' cases.

Catrina comes to us by way of Manheim Marketing (Auto Auction) and Southwest Auto Auction. She has over 13 years experience dealing with accounts receivable questions and issues with regard to vehicles sold at the auction. She cross-trained in numerous positions to assist with the auction's overflow and the accounts payable division.

Catrina is extremely efficient and kind-hearted. Her personal experience dealing with ALTCS and the program contractors on behalf of her father brings empathy and understanding to our current, potential, and future clientele.

Montgomery & Associates, Inc., is very fortunate to have her join our firm and we hope that you will enjoy working alongside her as she trains to become proficient as a personal assistant / secretary to our ALTCS planning firm.

Catrina tells us that she is happy for the chance to help others in the same way that our firm was able to help her family through the ALTCS processes.

As always, if you have any ALTCS-related questions, or if you would just like to say "HELLO" to Catrina, please call us at 480/464.4968.

Catrina Ybarra