



“CRISIS” ENROLLMENT INPUT FILE PROCESS

Effective 10/1/2024

Revised 10/25/2024

I. INTRODUCTION

The *BH/Crisis Enrollment for Members Enrolled with Another AHCCCS Plan (“Crisis”) Process* creates enrollment segments for members already enrolled with a non-AzCH-CCP AHCCCS Health Plan. This allows Providers to submit claims for specific/limited BH Services to the RBHA that is contracted to serve the area where the billed service occurred per the AHCCCS requirement.

The “Crisis” enrollment process is initiated by providers submitting required enrollment data to the RBHA on a “Crisis” Input File.

FACTS:

1. Process is known by abbreviated name of “Crisis”.
2. AHCCCS requires RBHAs to cover specific BH services that occur in their GSAs even when the member is enrolled with another AHCCCS plan.
 - a. AzCH-CCP’s RBHA GSA is:
 - i. Southern AZ RBHA service area which includes counties: Pima, Santa Cruz, Cochise, Greenlee, Graham, Yuma and La Paz
 1. The Southern AZ service area also includes the San Carlos Tribal Area Zip Codes: 85542, 85192 and 85550
 - ii. Northern AZ RBHA service area which includes counties: Apache, Coconino, Mohave, Navajo and Yavapai.
3. Process enrolls AHCCCS members with a short-term enrollment span with the RBHA of record to deliver required information to AHCCCS.
4. No “Crisis” enrollment spans are visible on the AHCCCS Online Portal. They will be visible on AzCH-CCP’s Provider Portal and AzCH-CCP will also send status reports weekly.

5. Mainly used to cover first 24 hours of a BH crisis but can be used to cover other services that must be covered by the RBHA in the area where the services took place with approval from AzCH-CCP's Special Program Initiatives team.
 - a. Services can include other SUBG Services, Acupuncture, Room and Board, etc.
6. **To prevent overlapping enrollment spans with other RBHAs which can cause claims submissions issues for you, only enroll members in the “Crisis” Enrollment process for the dates needed but no longer than 3 days per enrollment span.**
7. Claims should only be submitted after verifying that the enrollment has fully processed into AzCH-CCP Complete Care enrollment systems using the provider web portal or weekly status report provided in this process.
8. Members can be enrolled with the “Crisis” Input File process if:

LINK: See Section VIII for examples of the below scenarios: [“Crisis” Eligibility Examples](#)

- a. The “Crisis” enrollment dates with AzCH-CCP must be $\geq 10/1/2022$ for members in the Southern AZ service area and $\geq 10/1/2024$ for Northern AZ service area in this process.
- b. Enrollment span only covers services dates needed and is no longer than 3 days (unless longer span is approved by AzCH-CCP).
- c. The service must be a “Crisis” enrollment eligible service.
- d. The physical address where the service occurred is within the AzCH-CCP service area.
 - i. **Note:** This is not member address based, it is based on the location where the service took place.
- e. They are actively enrolled with ANY AHCCCS Plan scenario below other than AzCH-CCP (ACC or RBHA) ON the requested “Crisis” enrollment dates:
 - i. AHCCCS Fee For Service (FFS)
 - ii. Any AHCCCS Complete Care (ACC) Plan other than AzCH-CCP
 - iii. Any AHCCCS Long Term Care (LTC) Plan
 - iv. Any AHCCCS Tribal Regional Behavioral Health Authority (T/RBHA) or American Indian Health Program (AIHP)
 - v. Any AHCCCS RBHA (for Medicaid or State Only) other than AzCH-CCP

Please Note: In the following scenarios, the SOE process should be used in lieu of the “Crisis” process when an enrollment covering your DOS does not exist on the Behavioral Health Enrollment screens in AHCCCS Online (RP216 screen for PMMIS users). Encounters issues occur when an enrollment does not exist on these screens.

The “Crisis” Enrollment process can be followed to cover services for the below scenarios when another ACC-RBHA Contractor has opened an SOE for your DOS that need to be covered by AzCH-CCP.

- vi. Incarcerated Member with frozen AHCCCS Medicaid Enrollment (e.g. CTYPRI/DOCMAT Health Plan)
- vii. AHCCCS Medicare Savings Program (e.g. QMB, SLMB, QI1)

II. TESTING

AzCH-CCP Providers will be required to successfully pass “Crisis” Input File testing before being permitted to submit in production.

Former Care1st Providers will not be required to re-test in anticipation of the 10/1/2024 migration however will be expected to begin submitting their Crisis files using the AzCH-CCP requirements outlined in this manual.

FACTS:

1. **All examples in training process documents will use the test Provider name of ‘XYZ, Inc.’ and Provider ID of ‘XYZ’. Providers should use their assigned Provider ID found in the file specifications in place of ‘XYZ’ for Test and Production.**
2. Providers requesting to be onboarded to begin submitted SOE files should reach out to their Provider Engagement Rep to verify that they are eligible for SOE submission and to set up testing.
3. 25 Test Members per SOE and “Crisis” Input file
 - a. SOE members should be created by provider.
 - b. AzCH-CCP will provide a list of Test members for “Crisis” no later than 4/20/2023.
 - c. At least 5 of these members on each file must be “negative” test scenarios so providers can test reaction to error messages.
 - i. SOE Examples – missing required data, start date after end date, etc.
 - ii. Crisis Examples – members not on Test member list, missing required data, start date after end date, etc.
4. 95% successful submission of ‘positive’ test scenarios for each file will be considered passing for file ingestion.
 - a. At least 19/20 ‘positive’ test records should process without issue on each file and received on a Test Status report (with a non “Error Pending” status requiring resubmission for SOE.)
 - b. This is cumulative, so rejected records can be resubmitted on a new test file if needed.
5. Email “Crisis” Input Test files to AzCH-CCP Enrollment team inbox (AZCHEnrollment2@azcompletehealth.com) for processing **NOT SFTP.**

- a. Email header: AC CRISIS Testing_XYZ_Test Attempt #[]
- b. File Name: Add “T[attempt #] at the end of file.

Example:

AC CRISIS_XYZ_20230501_T1

AC CRISIS_XYZ_20230503_T2

Tip: Follow the Work Process steps in section V below skipping any reference to SFTP and just send files to Enrollment team inbox during testing.

6. AzCH-CCP will provide Status files for “Crisis” Test submissions; however these will be exchanged via secure email as well rather than SFTP in test.
7. In the same email you receive your test results, AzCH-CCP will also provide your current testing status. If you have successfully passed input file testing with at least a 95% success rate, AzCH-CCP will also ask you to attest that all response files have been integrated into your processes successfully.

Tip: This can just be a response to the email we send your results with.

8. Once attestation is received, your testing will be complete for that process.
9. You must pass testing for both “Crisis” and SOE processes to be permitted to submit files through production.

III. SFTP

AzCH-CCP is utilizing a Secure File Transfer Protocol (SFTP) process to exchange “Crisis” files securely with providers in production after Go-Live. This will include the provider exchanging the initial “Crisis” Input file with AzCH-CCP and AzCH-CCP exchanging a weekly status report with the providers.

Please also note that any mention of specific directories going forward in the document are referencing the standard Centene directory setup. Some providers may have had access to the SFTP prior to this standard going live and have a different SFTP directory setup. Please see the SFTP Crosswalk document for exact locations.

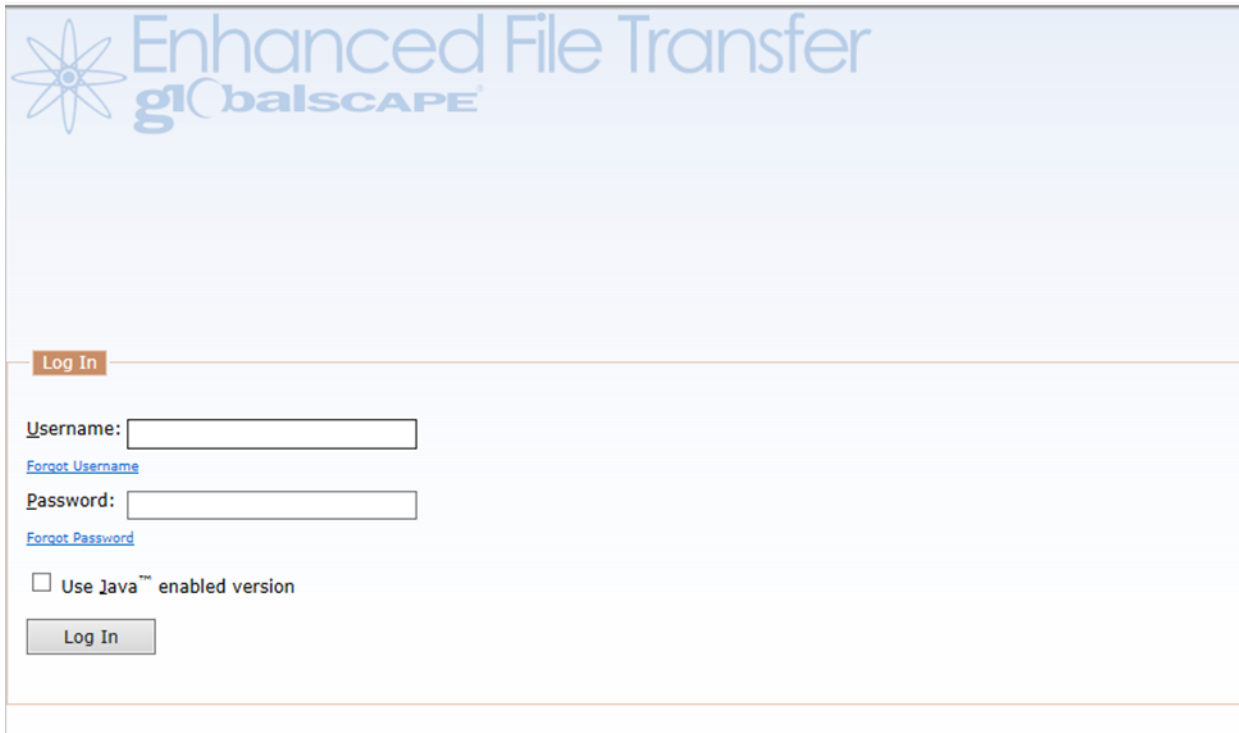
FACTS:

1. Former Care1st providers that are submitting files through AzCH-CCP for the first time, please continue to use your current Care1st sftp log in and drop locations. We will begin picking up the AzCH-CCP branded SOE files from this same location. This is to avoid additional log in and directories needing to be created.
 - a. If you are a provider that submitted files for BOTH AzCH-CCP and Care1st prior to the migration, please continue to use both SFTP logins to drop your files.
2. For examples of the SFTP and how it integrates with the full process, see the Work Process portion of Section V.
3. “Crisis” Input File will depend on exchanging data files (in Excel format) through SFTP.
4. User accounts become disabled after 90 days of non-use.
5. Files sitting on SFTP will be deleted after 14 days.

TIP: Please be sure to pull your response files to avoid them being deleted!

6. Reminder, SFTP will be used for PRODUCTION ONLY.

7. If additional users need access to sftp or you are locked out of account, please reach out to AzCH-CCP Enrollment team for assistance using the Technical Assistance Process.
8. If you need to connect to the sftp via a web browser. Log in with provided credentials: <https://sftp.centene.com/>



Enhanced File Transfer
g!balsCAPE

Log In

Username:

[Forgot Username](#)

Password:

[Forgot Password](#)

Use Java™ enabled version

Log In

9. If you are connecting via FTP App (e.g CoreFTP, WinSCP, FileZilla) use the below connection properties (as necessary) when connecting:
 - a. Host/IP/URL: sftp.centene.com
 - b. Port: 22
 - c. Connection Type: SSH/SFTP

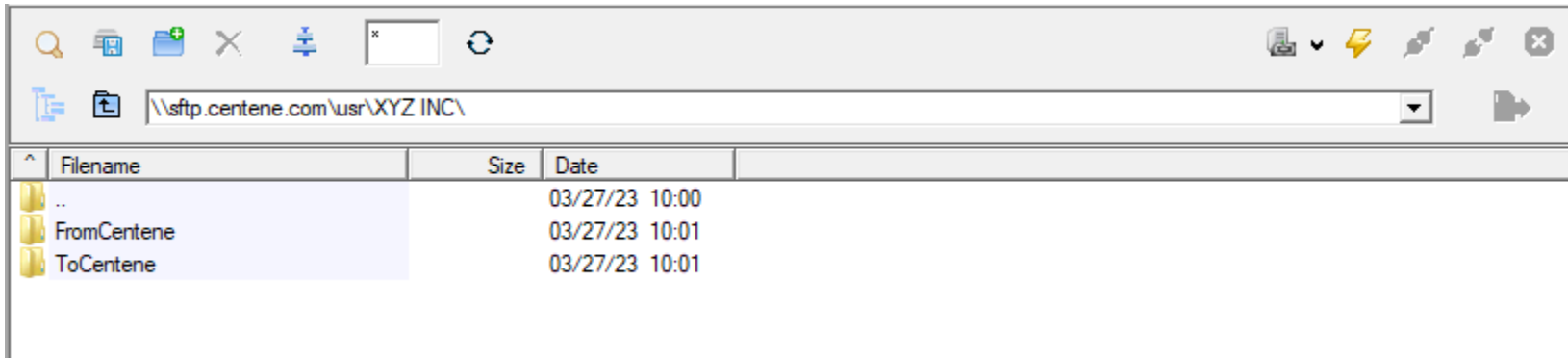
The image shows a configuration dialog box for an SFTP connection. The fields are as follows:

- Site Name: Site Name
- Host / IP / URL: sftp.centene.com (with an Advanced button next to it)
- Username: your username (with an Anonymous checkbox)
- Password: [Redacted] (with a Don't save password checkbox)
- Port: 22
- Timeout: 61
- Retries: 2 (with a Retry On checkbox)
- Connection Type: PASV (checked), Use Proxy (unchecked)
- Connection Type dropdown: SSH/SFTP
- SSL Options: SSL Listings (checked), SSL Transfers (checked), Clear (CCC) (unchecked), OpenSSL (unchecked), Windows SSL (unchecked)

Buttons at the bottom: Connect, Connect Manager, Close.

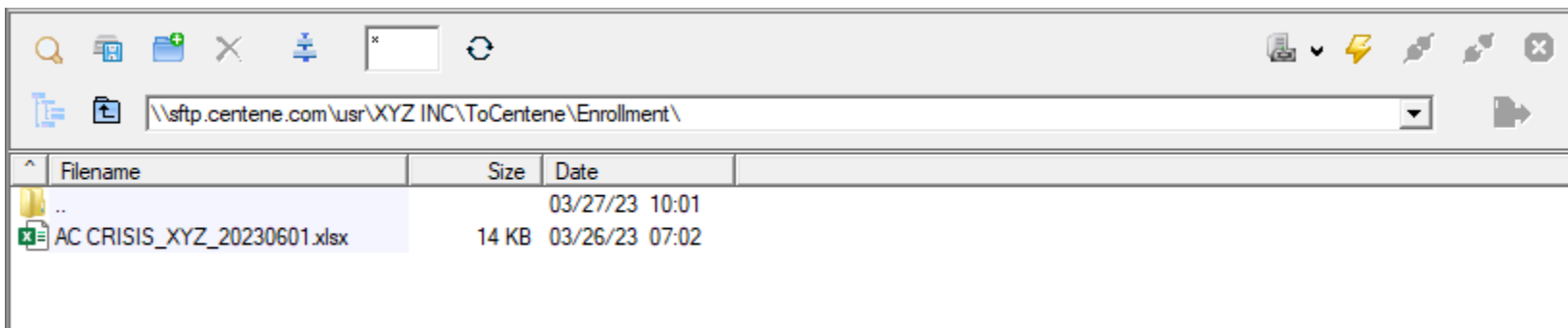
10. Dropping Files on SFTP

- a. All users will be granted access to ONLY their associated Provider directory.

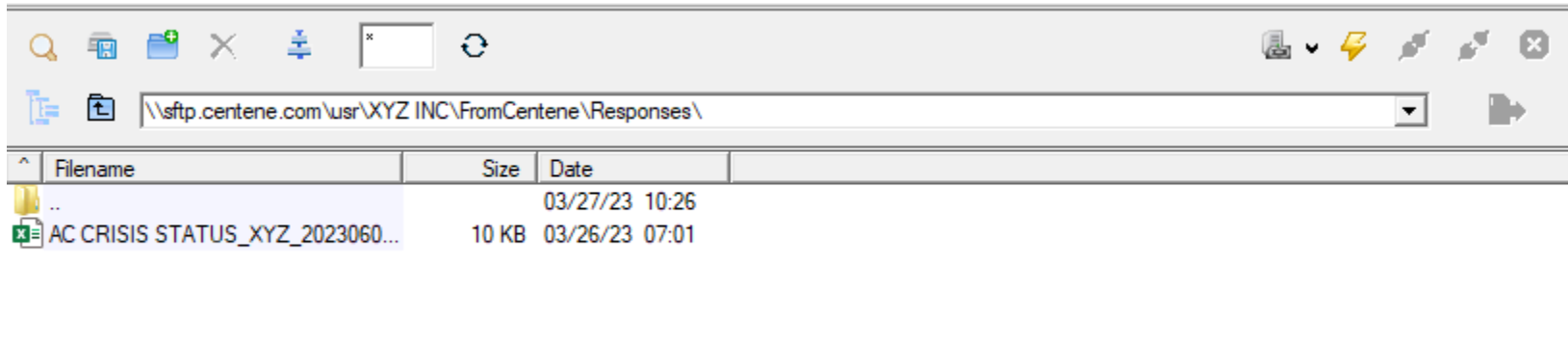


1. **Inbound “Crisis” Files** – Use the SFTP Crosswalk supplemental document for exact locations for each provider group to drop their inbound “Crisis” files as directory set up may not be the same for each provider.
 - a. The **Inbound “Crisis” file** directory for each provider will swept once every business day at 7:00PM CST to pick up pending “Crisis” input files.
 - b. Input files are deleted from directory after they are swept.

TIP: Examples included are from using the CoreFTP application and each user’s view may vary. If using other application or web, the same directory structure will exist.



2. **Outbound SOE Reports** – Use the SFTP Crosswalk supplemental document for exact locations for each provider group to pick up their SOE related reports from AzCH-CCP as directory set up may not be the same for each provider.
 - a. “Crisis” Status Report will be dropped on the into each provider’s listed Outbound Crisis reports directory every Friday at 7:00PM CST. Please note exact delivery time of day is approximate depending on delivery volume.



IV. PROVIDER “CRISIS” INPUT FILE SPECIFICATIONS

File Name Format: AC CRISIS_[Provider Id found in Valid Values list]_YYYYMMDD_[file differentiator if sending multiple files per day].xlsx

Examples:

AC CRISIS_XYZ_20230601_A1.xlsx

AC CRISIS_XYZ_20230601_B1.xlsx

AC CRISIS_XYZ_20230602.xlsx

File Format: Excel

SFTP Drop Location: See SFTP Crosswalk for exact location

Daily AzCH-CCP File Pick Up: 7:00PM CST

Sample File Included with Training Documents: AC CRISIS_XYZ_20230601.xlsx

TIP: Sample file can also be used as an input file template! Just replace the sample data and be sure to change the file name and contents to fit requirements!

FACTS:

1. All fields are required!
2. AzCH-CCP will provide an Excel template (sample file included with training documents) for providers to use, if needed.
3. Please limit file submissions to one “Crisis” file per provider group per day. If necessary, you can add a unique identifier to the end of your “Crisis” file if multiple files need to be submitted per day, but this should be rare.
 - a. Example of file unique identifier:

AC CRISIS_XYZ_20230601_Tucson
 AC CRISIS_XYZ_20230601_Yuma

4. File names must be unique from all previous file submissions.
5. Please see section below on each field's requirements.
 - a. **Field Name listed in specs should be exact column names (in order listed) on submitted Input File.**

INPUT FILE SPECIFICATIONS:

***Asterisk indicates special criteria**

Field Name	Max Field Size	Field Details	Requirement
Provider ID	3	-Provider group identifier. This will tie submitted record to a provider to send response files via SFTP. -See Valid Values list below.	Required
Provider Internal System ID	*10	-Unique ID created by the provider. -ID will be sent back on response files so provider can update their systems. -Each member should have a unique ID per provider to avoid submission issues. -Providers should use their provider ID at beginning of ID to avoid duplication issues. Example - Community Bridges starts all Provider Internal System IDs with 'CBI%%%%%%%%'	Required

Field Name	Max Field Size	Field Details	Requirement
		-*Provider Internal System ID <u>MUST</u> be 10 characters in length. They should begin with the Provider ID as noted above and end with 7 additional characters (numbers or letters).	
AHCCCS ID	9	-Member's Medicaid ID -Must begin with 'A' (case sensitive) and followed by 8 numbers	Required
Last Name	20	Member's last name found in AHCCCS Online.	Required
First Name	12	Member First Name found in AHCCCS Online.	Required
Date of Birth	8	Member's DOB in YYYYMMDD format	Required
Enrollment Begin Date	8	Date enrollment span begins in YYYYMMDD format	Required
Enrollment End Date	8	Date enrollment span ends in YYYYMMDD format	Required
Current AHCCCS Health Plan	40	-Enrollment Plan for enrollment dates being requested -Drop down list included in template - See Valid Values list below.	Required

Field Name	Max Field Size	Field Details	Requirement
RBHA Service Area	5	-The area where the service took place -See Valid Values List below.	Required

VALID VALUES LIST:

Provider ID

Input Value	Description
BAN	BANNER-UNIVERSITY HEALTH CARE
BLA	EASTERSEALS BLAKE FOUNDATION
CAR	CARING CONNECTIONS
CBI	COMMUNITY BRIDGES
CDL	CASA DE LOS NINOS
CFS	CHILD AND FAMILY SUPPORT SERVICES
CHA	COMMUNITY HEALTH ASSOC
CIH	CHANGEPOINT INTEGRATED HEALTH
CMS	COMMUNITY MEDICAL SERVICES
COD	CODAC
CON	CONNECTIONS SOUTHERN AZ
COP	COPE INC.
CPI	COMMUNITY PARTNERS INTEGRATED HEALTHCARE
CPR	CRISIS PREPARATION AND RECOVERY
CRO	CROSSROADS MISSION
EHS	ENCOMPASS HEALTH SERVICES

Input Value	Description
HAV	THE HAVEN
HHW	HORIZON HEALTH AND WELLNESS
HOP	HOPE INC
LFC	LAFRONTERA CENTER, INC.
MHC	MARANA HEALTH CARE
MMH	MOHAVE MENTAL HEALTH CLINIC INC
PAT	PATHWAYS
POL	POLARA
SBH	SOUTHWEST BEHAVIORAL HEALTH
SEA	SEABHS
SOL	SOLARI
SPE	SPECTRUM
TER	TERROS
TGC	THE GUIDANCE CENTER
TOU	TOUCHSTONE

Current AHCCCS Health Plan
AHCCCS Complete Care other than AzCH
SMI Integrated other than AzCH
State Only other than AzCH
RBHA Only other than AzCH
AIHP
LTC
QMB or SLMB
DCS Comprehensive Health Plan
Other

RBHA Service Area

Input Value	Description
North	Service took place in Apache, Coconino, Mohave, Navajo or Yavapai Counties
South	Service took place in Cochise, Santa Cruz, Graham, Greenlee, La Paz, Pima, Yuma counties or the San Carlos zip codes of 85542, 85192 or 85550.

V. PROVIDER “CRISIS” INPUT FILE SUBMISSION PROCESS (PRODUCTION)

Providers will initiate the “Crisis” Enrollment Process by submitting a “Crisis” Input file to AzCH-CCP via SFTP.

FACTS:

1. It is expected that you will ensure that proper validation as described in the **FACTS** section of Section I is being completed using AHCCCS Online to avoid invalid submissions which lead to production delays.
2. It is expected that AzCH-CCP will provide resolution on each submitted record via reporting on the SFTP within 10 business days whether the record was fully processed or rejected due to error. We will only send records that you have submitted, other providers will not see your submission statuses.
3. AzCH-CCP turnaround times for “Crisis” Input file status and resolution begin the business day after the provider submits the input file.
 - a. If an input file is dropped on SFTP on Monday, the turnaround time monitoring would begin Tuesday.

WORK PROCESS:

LINK: See Section VIII for examples of how a provider would work this process: [Provider “CRISIS” Input File Work Process](#)

Providers will use the “Crisis” Input file to request enrollment spans for eligible services. See File Specifications section for more information on file layouts and processing edits. AzCH-CCP will also provide a “Crisis” Input File template for any providers that will be managing this process manually.

1. You will drop “Crisis” input file onto the designated SFTP directory.
2. AzCH-CCP automated jobs will sweep SFTP and pull any “Crisis” input files at 7:00PM CST every business day.
3. AzCH-CCP Enrollment team will review files and submit any accepted records to AHCCCS for processing.
4. AHCCCS will send response files back to AzCH-CCP within 2 business days.
5. AzCH-CCP will load any AHCCCS accepted records to systems for Claims submissions within 2 business days of notification from AHCCCS.
6. AzCH-CCP will provide a weekly Status Report to you to review the status of each pending “Crisis” record in your designated SFTP directory. You will use report to update statuses in your system and/or perform further action. See Status Report section for more information and specifications for status report.
7. If record needs to be resubmitted due to a ‘Denied’ message on the status file, resend record on your next file with the corrected data if that is the correct action to take!
 - a. **Ensure you are using the same Provider ID and Provider Internal ID to match your previous submission!**

VI. “CRISIS” STATUS REPORT SPECIFICATIONS

AzCH-CCP will provide a weekly “Crisis” Status Report for providers to utilize in their processes.

“Crisis” Input File Status Report

File Name Format: AC CRISIS STATUS_[Provider ID]_YYYYMMDD.xlsx

File Format: Excel

SFTP Drop Location: See SFTP Crosswalk for exact location

File Drop Schedule: Friday 7:00PM CST

FACTS:

1. Report provides a status of each provider’s submitted “Crisis” records.
2. Allow up to 1 reporting cycle for submissions to show on their first “Crisis” Status Report.
3. Allow up to 1 reporting cycle for submissions to fall off future reports once they show up in an Accepted or Denied status.
4. Other than Status and Error Message, all data on report is generated from the input file the record was received on.
5. Any “Denied” records will not be submitted any further. You can resubmit on a new input file if corrections are needed.

REPORT SPECIFICATIONS:

Report field list	Report field note
Provider ID	
Provider Internal System ID	
AHCCCS ID	Member Medicaid ID
Last Name	
First Name	
Date of Birth	YYYYMMDD
Enrollment Begin Date	YYYYMMDD
Enrollment End Date	YYYYMMDD
Status	See Valid Values List Below
Current AHCCCS Health Plan ID	Value received on input file
Error Message	-Received mainly on 'Denied' Status - May also include a note from AzCH-CCP when enrollment dates need to be adjusted to not cause overlaps with existing enrollments

VALID VALUES LIST:

"Crisis" Status	Description	Responsible for Next Steps
New Pending	Record has been received by RBHA and is pending additional review.	AzCH-CCP
Received	Record has been received by RBHA and is pending submission to AHCCCS.	AzCH-CCP

“Crisis” Status	Description	Responsible for Next Steps
Denied	<ul style="list-style-type: none"> - Record rejected by AzCH-CCP or AHCCCS. Error message describing issue provided. -Providers are required to review and determine next steps for enrollment. -Ensure that same Provider ID and Provider Internal System ID are used on any resubmission to tie submissions together. 	Provider
Sent	Record sent to AHCCCS and awaiting approval.	AHCCCS
Accepted	<ul style="list-style-type: none"> -Record passed AHCCCS review and has successfully been loaded to AzCH-CCP systems. -Claims can be submitted for approved enrollment period. 	Provider

VII. TECHNICAL ASSISTANCE

If technical assistance is needed for “Crisis” Input File submission or any other enrollment data related concern, please send an email to the AzCH-CCP Enrollment team for assistance.

FACTS:

1. AZCHEnrollment2@azcompletehealth.com
 - a. Please ensure that this inbox is in the ‘To’ line.
2. Ensure all messages are sent securely to protect PHI.
3. For production, this inbox is only to be used for technical assistance for following issues. All other requests will be sent back to sender to reach out to Provider Network Management for assistance if necessary.
 - a. **SOE Input file submission issue**
 - i. Subject line should begin with “AzCH-CCP SOE Issue”
 - ii. Be sure to provide below information for ALL records/members.
 1. Member AHCCCS ID (If Known)
 2. Provider Internal System ID
 3. Provider ID
 4. Member First/Last Name
 5. Member DOB
 6. SOE Start Date
 7. SOE End Date
 8. SOE Input File Name record submitted on (if relevant to issue)
 9. Error/Rejection message received back on SOE Status report that you need assistance with (If relevant to issue)
 10. Detail on issue you are experiencing
 - b. **SOE Input file Change request.** If you need to make any changes to an ACTIVE AzCH-CCP SO Member’s demographics (Name, DOB, etc.), please send request via email.
 - i. Subject line should begin with “AzCH-CCP SOE Change”
 - ii. Be sure to provide below information for ALL records/members.
 1. Member AHCCCS ID

2. Provider Internal System ID
 3. Provider ID
 4. Member Current AHCCCS First/Last Name
 5. Member Current DOB
 6. SOE Start Date
 7. Detail what change is needed
- iii. All changes will be made effective the date of submission.
 - iv. Change can only be made by provider that submitted initial SOE request. AzCH-CCP will advise if this is not the case in the email response and which provider to coordinate the change with.
- c. **SOE Input file Term request.** If you need to terminate any ACTIVE AzCH-CCP SO Member, please send request via email.
- i. Subject line should begin with “AzCH-CCP SOE Term”
 - ii. Be sure to provide below information for ALL records/members.
 1. Member AHCCCS ID
 2. Provider Internal System ID
 3. Provider ID
 4. Member Current AHCCCS First/Last Name
 5. Member Current DOB
 6. SOE Start Date (must be the current SO start date with AzCH-CCP)
 7. Indicate if you would like a current day or end of month term? AHCCCS only allows these two options.
 - iii. Term request can only be made by provider that submitted initial SOE request. AzCH-CCP will advise if this is not the case in the email response and which provider to coordinate the change with.
- d. **“Crisis” Input file submission issue**
- i. Subject line should begin with “AzCH-CCP Crisis Issue”
 - ii. Be sure to provide below information for ALL records/members.
 1. Member AHCCCS ID (If Known)
 2. Provider Internal System ID
 3. Member First/Last Name
 4. Member DOB
 5. “Crisis” Start Date
 6. “Crisis” End Date
 7. “Crisis” Input File Name record submitted on (if relevant to issue)

8. Error/Rejection message received back on Crisis Status report that you need assistance with (if relevant to issue)
 9. Detail on issue you are experiencing
 - e. **AHCCCS/AzCH-CCP Enrollment Portal discrepancies**
 - i. Subject line should begin with “AHCCCS/AzCH-CCP Enrollment Portal Issue”
 - ii. Be sure to provide below information for ALL records/members.
 1. Member AHCCCS ID (If Known)
 2. Member First/Last Name
 3. Member DOB
 4. Enrollment Start Date
 5. Enrollment End Date
 6. Detail on issue you are experiencing
 - f. **SFTP New User Request:** For users that will need to submit SOE or “Crisis” input files.
 - i. Subject line should begin with “AzCH-CCP SFTP New User”
 - ii. Be sure to provide below information for ALL records/members.
 1. New user’s first and last name
 2. New user’s email address
 3. New user’s associated Provider
 4. New user’s business phone number
 - iii. New user will receive log in credentials from ‘GlobalScape’ email once completed.
 - g. **SFTP Account Password Reset Request:** To be used to refresh user log in due to inactivity or too many incorrect login attempts.
 - i. Subject line should begin with “AzCH-CCP SFTP Password Reset”
 - ii. Be sure to provide below information for ALL records/members.
 1. User’s first and last name
 2. User’s email address
 3. User’s associated Provider
 4. User’s business phone number
 5. User’ login/username (do not send password!)
 - iii. New user will receive new password from ‘GlobalScape’ email once completed.
4. Please only send one email per specific issue type as AzCH-CCP will be tracking trends for the first 90 days.
- a. You can include multiple members in each individual email for a specific issue type. Just add all the required data per issue into an Excel spreadsheet for easier access and review!

5. Expect a response from an Enrollment team representative within 5 business days.
 - a. Are any processing or email responses not meeting promised turn around?
 - i. Escalate to your assigned Provider Engagement Representative to be routed to the correct contact.

VIII. REFERENCES

See below for screen prints and examples of topics discussed in this Process Guide.

1. SECTION I – INTRODUCTION

A. “Crisis” Eligibility Examples

a. *Scenario: Member Submitted on “Crisis” Request Template Without AHCCCS ID*

Test Member Case: Provider wants to submit “Crisis” Enrollment Span effective 10/1/2022-10/2/2022 for Jonathan Smith, DOB 2/2/1995, M, No AHCCCS ID.

Research: As AHCCCS ID for member was not provided, record cannot be submitted to AHCCCS.

Result: **Record will be rejected by AzCH-CCP and sent back to provider for review on weekly status report.**

b. *Scenario: Member Found on AHCCCS Online Portal, but no active eligibility.*

Test Member Case: Provider wants to submit “Crisis” enrollment effective 10/1/2022-10/2/2022 request for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found termed effective 7/31/2022 however no active enrollment to cover enrollment dates exist.

Eligibility Renewal Date	
Eligibility Renewal Date:	05/31/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	05/01/2021	07/31/2022	04/18/2021

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010422 AZ COMPLETE HEALTH CARE	05/01/2021	07/31/2022	3716 - ADULT <40% EXP MALE 21-44 NO MDC	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	05/16/2020	07/31/2022	51 ARIZONA COMPLETE HEALTH	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request cannot be submitted to AzCH-CCP. Work with RBHA of record to submit SOE for start dates. If “Crisis” still needs to be submitted to AzCH-CCP, resubmit after SOE has been fully processed by RBHA of record and AHCCCS.

c. *Scenario: Member Found on AHCCCS Online Portal with active eligibility with AzCH-CCP ACC*

Test Member Case: Provider wants to submit “Crisis” enrollment effective 10/1/2022-10/2/2022 request for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found actively enrolled effective with AzCH-CCP on DOS

Eligibility Renewal Date	
Eligibility Renewal Date:	11/30/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	11/01/2021		10/25/2021

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010422 AZ COMPLETE HEALTH CARE	11/01/2021		1018 - TANF 45-64 M & F NON-MEDICARE	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	12/09/2020		51 ARIZONA COMPLETE HEALTH	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request should not be sent to AzCH-CCP. Claims should just be submitted to AzCH-CCP as the RBHA of record.

d. Scenario: Member Found on AHCCCS Online Portal with active eligibility with AzCH-CCP RBHA.

Test Member Case: Provider wants to submit “Crisis” enrollment request effective 1/1/2023-1/3/2023 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found actively enrolled effective with AzCH-CCP RBHA on DOS.

Eligibility Renewal Date	
Eligibility Renewal Date:	08/31/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
BEHAVIORAL HEALTH STATE O	MC MEDICAID	12/20/2022		03/23/2023

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
NONAHC NON-AHCCCS	03/23/2023		S000 - STATE-ONLY BHS	9 NON/AHC	MC MEDICAID
NONAHC NON-AHCCCS	12/20/2022	03/22/2023	S000 STATE-ONLY BHS	9 NON/AHC	MC MEDICAID

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	03/23/2023		39 CIC<10-1/AZCOMPHTH NON19>10-1	CH MENTAL HEALTH FACILITY - OUTPATIENT
G GENERAL MENTAL HEALTH SERVICES	12/20/2022	03/22/2023	39 CIC<10-1/AZCOMPHTH NON19>10-1	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request should not be sent to AzCH-CCP. Claims should just be submitted to AzCH-CCP as the RBHA of record.

e. *Scenario: Member Found on AHCCCS Online Portal with active FFS eligibility*

Test Member Case: Provider wants to submit “Crisis” enrollment requests effective 11/18/2022-11/30/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found FFS Enrollment span effective 11/18/2022-11/30/2022.

Eligibility Renewal Date	
Eligibility Renewal Date:	12/31/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	03/01/2019		03/21/2019

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010254 CARE1ST HEALTH PLAN + Service Type Codes	12/05/2022		3718 - ADULT <40% EXP M&F 45-64 NO MDC	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
010254 CARE1ST HEALTH PLAN + Service Type Codes	12/01/2022	12/04/2022	371H ADULT <40% EXP M&F 45-64 NO MDC PPC	H ACC/PPC	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
008690 FFS TEMPORARY + Service Type Codes	11/18/2022	11/30/2022	3718 ADULT <40% EXP M&F 45-64 NO MDC	E ACC/FFS	MC MEDICAID

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	12/05/2022		50 CARE 1ST ARIZONA	CH MENTAL HEALTH FACILITY - OUTPATIENT
G GENERAL MENTAL HEALTH SERVICES	12/01/2022	12/04/2022	50 CARE 1ST ARIZONA	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” Enrollment should not be submitted with presented dates. Although the dates submitted align with the FFS enrollment dates with AHCCCS, submitted enrollments should only be 3 days long unless approved by AzCH-CCP Special Program Initiatives team.

f. Scenario: Member Found on AHCCCS Online Portal with active eligibility with another ACC Plan.

Test Member Case: Provider wants to submit “Crisis” enrollment request effective 10/1/2022-10/2/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found active enrollment with the Mercy Care ACC plan effective 8/1/2022

Eligibility Renewal Date	
Eligibility Renewal Date:	08/31/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	07/01/2022		06/03/2022

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010306 MERCY CARE PLAN	08/01/2022		3918 - NEWLY ELIGIBLE M&F 45-64 NO MDC	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	08/01/2022		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request can be submitted to AzCH-CCP as member is enrolled with Mercy Care on DOS.

g. Scenario: Member Found on AHCCCS Online Portal with active eligibility with an LTC Plan.

Test Member Case: Provider wants to submit “Crisis” enrollment requests effective 10/1/2022-10/31/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found active enrollment with an LTC plan effective 3/22/2018.

Eligibility Renewal Date	
Eligibility Renewal Date:	01/31/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
LTC	LC LONG TERM CARE	10/01/2017		03/22/2018

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
190033 TOHONO O'ODHAM	03/22/2018		2210 - SSI DISABLED NON-MEDICARE	P LTC/CAP/PAR	MC MEDICAID
+ Service Type Codes					

Behavioral Health Services				
NO BHS ENROLLMENT				

Result: “Crisis” enrollment request can be submitted to AzCH-CCP as member is enrolled with Tohono O’Odham LTC on DOS.

h. Scenario: Member Found on AHCCCS Online Portal with active eligibility with AIHP

Test Member Case: Provider wants to submit “Crisis” enrollment request effective 10/1/2022-10/2/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found active enrollment with an AIHP effective 7/29/2022.

Eligibility Renewal Date	
Eligibility Renewal Date:	08/31/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	07/01/2019		08/02/2019

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
999998 AHCCCS AMERICAN INDIAN HP	07/29/2022		1016 - TANF 21-44 MALE NON-MEDICARE	E ACC/FFS	MC MEDICAID
+ Service Type Codes					

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	07/29/2022		98 AMERICAN INDIAN HLTH PROGRAM	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request can be submitted to AzCH-CCP as member is enrolled with AIHP on DOS.

i. Scenario: Member Found on AHCCCS Online Portal with active State Only eligibility with another RBHA.

Test Member Case: Provider wants to submit “Crisis” enrollment request effective 12/1/2022-12/2/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found active State Only enrollment with another RBHA effective 11/30/2022.

Eligibility Renewal Date	
Eligibility Renewal Date:	

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
BEHAVIORAL HEALTH STATE O	MC MEDICAID	12/07/2022		03/23/2023
BEHAVIORAL HEALTH STATE O	MC MEDICAID	11/30/2022	12/02/2022	12/02/2022

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
NONAHC NON-AHCCCS	03/23/2023		S000 - STATE-ONLY BHS	9 NON/AHC	MC MEDICAID
NONAHC NON-AHCCCS	12/07/2022	03/22/2023	S000 STATE-ONLY BHS	9 NON/AHC	MC MEDICAID
NONAHC NON-AHCCCS	12/02/2022	12/02/2022	S000 STATE-ONLY BHS	9 NON/AHC	MC MEDICAID
NONAHC NON-AHCCCS	11/30/2022	12/01/2022	S000 STATE-ONLY BHS	9 NON/AHC	MC MEDICAID

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
C CHILDREN SERVICES	03/23/2023		36 CARE1ST NON19	CH MENTAL HEALTH FACILITY - OUTPATIENT
C CHILDREN SERVICES	12/07/2022	03/22/2023	36 CARE1ST NON19	CH MENTAL HEALTH FACILITY - OUTPATIENT
C CHILDREN SERVICES	12/02/2022	12/02/2022	36 CARE1ST NON19	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request can be submitted to AzCH-CCP as member is enrolled with AzCH-CCP RBHA on DOS.

j. Scenario: Incarcerated Member Found on AHCCCS Online Portal with Active Eligibility

Test Member Case: Provider wants to submit “Crisis” enrollment request effective 10/5/2022-10/6/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found ACC enrollment from 3/11/2022-7/28/2022. Member enrollment was suspended on 7/29/2022 due to incarceration.

Eligibility Renewal Date	
Eligibility Renewal Date:	02/28/2023

Eligibility				
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On
ACUTE	MC MEDICAID	02/01/2020		02/20/2020

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
CTYPRI NO PAYMENT	07/29/2022		3718 - ADULT <40% EXP M&F 45-64 NO MDC	1 NO/PMT	OT OTHER
CTYPRI indicates: <ul style="list-style-type: none"> This AHCCCS member's enrollment was temporarily suspended. This member will be automatically re-enrolled with the previous health plan upon reinstatement. Reinstatement typically occurs within 24-48 hours from the time AHCCCS receives information that the member can be reinstated and the effective date is retro to the date the member file is received. If you have questions or concerns about this member's enrollment, please note the reinstated status will appear on the online enrollment once received and processed 					
010422 AZ COMPLETE HEALTH CARE	03/11/2022	07/28/2022	3717 ADULT <40% EXP FEMALE 21-44 NO MDC	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	03/11/2022	07/28/2022	51 ARIZONA COMPLETE HEALTH	CH MENTAL HEALTH FACILITY - OUTPATIENT

Result: “Crisis” enrollment request can be submitted to AzCH-CCP as member’s medical enrollment is suspended effective 7/29/2022 due to incarceration.

Please note that an SOE with the provided effective dates would also be accepted as this submission would pass both process validation requirements, however it is suggested that a “Crisis” request be submitted in this instance as an end date is known.

k. Scenario: Member Found on AHCCCS Online Portal with Active QMB Medicare Savings Eligibility

Test Member Case: Provider wants to submit “Crisis” enrollment request effective 10/5/2022-10/6/2022 for member found on AHCCCS Online portal.

Research: Member searched by AHCCCS ID/DOB and found active QMB enrollment effective 12/26/2021.

Eligibility Renewal Date					
Eligibility Renewal Date:	02/28/2023				

Eligibility					
Eligibility Group Description	Insurance Type	Begin Date	End Date	Added On	
QMB	QM QUALIFIED MEDICARE BENEFICIARY	03/01/2020		02/12/2020	

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
008715 AHCCCS QMB - ONLY + Service Type Codes	12/26/2021		8020 - QMB ONLY	8 NON/PAY	MP MEDICARE PRIMARY

Behavioral Health Services					
NO BHS ENROLMENT					

Result: “Crisis” enrollment request can be submitted to AzCH-CCP as member is enrolled under the AHCCCS QMB plan effective 12/26/2021 and this scenario passes validation requirements.

2. PROVIDER “CRISIS” INPUT FILE WORK PROCESS

- a. Scenario: Provider needs to send “Crisis” input file to AzCH-CCP after validating that all records on file pass validation requirements

Sample files displayed will be provided with training materials.

- i. Provider will create a “Crisis” Input file to submit to AzCH-CCP. Example file name AC CRISIS_XYZ_20230601.xlsx

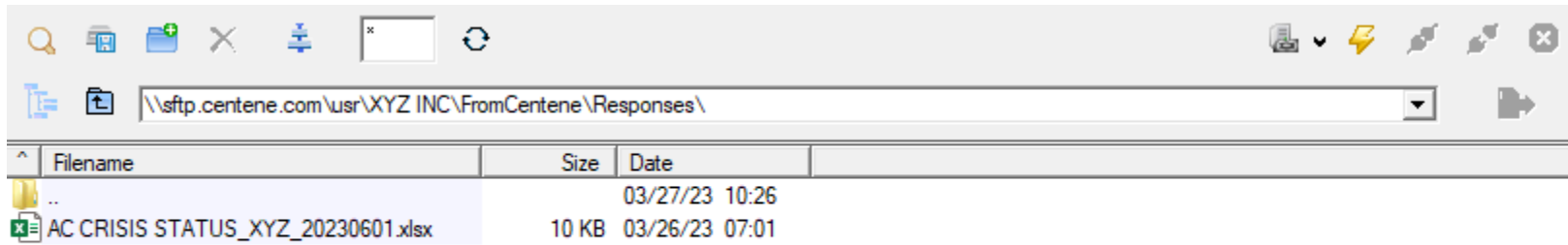
Provider ID	Provider Internal System Id	AHCCCS ID	Last name	First name	Date of Birth	Enrollment Begin Date	Enrollment End Date	Current AHCCCS Health Plan
XYZ	XYZ200050	A20330330	FRANCETEST	JUCE	19850619	20230601		AHCCCS Complete Care other than AzCH
XYZ	XYZ200051	A20330332	ROSETEST	ICE	20100708	20230601		SMI Integrated other than AzCH
XYZ	XYZ200052	A20330334	STEAMTEST JR	HOME	20100631	20220901		State Only other than AzCH
XYZ	XYZ200053	A20330337	TRIMTEST	GRAB	19880304	20220901		BHHA Only other than AzCH
XYZ	XYZ200054	A20330340	VDLNTTEST	ELSE	19800505	20221001		AHP
XYZ	XYZ200055	A20330342	WELTTEST	DRP	19891201			LTC
XYZ	XYZ200056	A20330344	YARNTTEST	CRAM	19890210	20230601		OMB or SLMB
XYZ	XYZ200057	A20330346	ZORBTTEST	BRAG		2022		Other
XYZ	XYZ200058		RACKTEST III	ANT	20180824	20230601		Other
XYZ	XYZ200059	A20330348	LAMPTTEST	ARGUE	20181109	20230601		10/1/2022 Other

ii. Provider will drop input file onto SFTP designated directory.

Filename	Size	Date
..		03/27/23 10:01
AC CRISIS_XYZ_20230601.xlsx	14 KB	03/26/23 07:02

- iii. AzCH-CCP automated jobs will sweep SFTP every business day at 7:00PM CST to pull any submitted files.
- iv. AzCH-CCP Enrollment team will process submitted Input files into internal enrollment systems and review/validate all received records in the AHCCCS systems.
 - i. Records that pass validation, will be forwarded to AHCCCS for review and processing on their end.
 - ii. Records that fail validation will not be forwarded to AHCCCS and will be sent back to provider on “Crisis” Status Report.

- v. AHCCCS will review and process “Crisis” Enrollment records in their system and send response files back to AzCH-CCP typically within 2 business days.
- vi. AzCH-CCP will load response files to internal Enrollment systems.
- vii. AzCH-CCP will provide response reports to providers on SFTP designated directory.



- viii. “Crisis” Status – Weekly report will contain the current status of any pending “Crisis” records that were submitted by the provider. *Example file name AC CRISIS STATUS_XYZ_20230601.xlsx*

The screenshot shows an Excel spreadsheet with the following data:

PROVIDER ID	PROVIDER INTERNAL SYSTEM ID	AHCCCS ID	LAST NAME	FIRST NAME	DOB	ENROLLMENT BEGIN DATE	ENROLLMENT END DATE	CURRENT AHCCCS HEALTH PLAN	STATUS	ERROR MESSAGE
XYZ	XYZ000050	A20330330	PRANCETEST	JUICE	19850619	20230601	20230602	AHCCCS Complete Care other than AzCH	Received	
XYZ	XYZ000051	A20330332	ROSETEST	ICE	20100708	20230601	20230603	SMI Integrated other than AzCH	Received	
XYZ	XYZ000052	A20330334	STEAMTEST JR	HOME	20100831	20220901	20220930	State Only other than AzCH	Denied	Enrollment dates prior to 10/1/2022.
XYZ	XYZ000053	A20330337	TRIMTEST	GRAB	19880304	20220901	20220901	RBHA Only other than AzCH	Denied	Enrollment dates prior to 10/1/2022.
XYZ	XYZ000054	A20330340	VIOLINTEST	ELSE	19880505	20221001	20221003	AIHP	Sent	
XYZ	XYZ000055	A20330342	WELLTEST	DRIP	19881201			LTC	Denied	Missing enrollment dates.
XYZ	XYZ000056	A20330344	YARNTTEST	CRAM	19890210	20230601	20230601	QMB or SLMB	Accepted	
XYZ	XYZ000057	A20330346	ZORBTEST	BRAG		2022	2023061	Other	Denied	Missing DOB,invalid enrollment dates.
XYZ	XYZ000058		RACKTEST III	ANT	20180824	20221001	20220930	Other	Denied	Missing AHCCCS ID, enrollment end date prior to enrollment begin date.
XYZ	XYZ000059	A20330348	LAMPTEST	ARGUE	20181109	20230601	44835	Other	Denied	invalid enrollment date.

- ix. Provider will review “Crisis” Status report to view the status of their submitted records. A part of this review is the ‘Denied’ status on the report. Provider will be required to resubmit any missing data for these records if needed (see step below on Resubmissions.)

Below is a grid of the example Provider submissions from step i, which status report they would be received on and which next steps the provider would take for each record.

PROVIDER INTERNAL ID	CRISIS STATUS	ERROR MESSAGE	Cause	Next Steps
XYZ0000050	Received			None for provider. AzCH-CCP will review.
XYZ0000051	Received			None for provider. AzCH-CCP will review.
XYZ0000052	Denied	Enrollment dates prior to 10/1/2022.	See error message.	Provider to review and determine if dates should be adjusted.
XYZ0000053	Denied	Enrollment dates prior to 10/1/2022.	See error message.	Provider to review and determine if dates should be adjusted.
XYZ0000054	Sent			None for provider. AHCCCS will review.

PROVIDER INTERNAL ID	CRISIS STATUS	ERROR MESSAGE	Cause	Next Steps
XYZ0000055	Denied	Missing enrollment dates.	See error message.	Resubmit record on future file with missing information.
XYZ0000056	Accepted			"Crisis" transaction complete! Submit claims.
XYZ0000057	Denied	Missing DOB, invalid enrollment dates.	See error message.	Resubmit record on future file with missing information.
XYZ0000058	Denied	Missing AHCCCS ID, enrollment end date prior to enrollment begin date.	See error message.	Resubmit record on future file with correct information.
XYZ0000059	Denied	Invalid enrollment date.	See error message.	Resubmit record on future file with correct information.

ix. Resubmission – the following steps will detail how a provider would resubmit any ‘Denied’ records found on the “Crisis” Status report on a future “Crisis” Input file.

a. After reviewing the “Crisis” Status report (detailed in steps vii-viii above), add the records you will be resubmitting on a new input file.

i. **Ensure you use the same Provider Internal System ID provided on initial submission to avoid errors!**

ii. Ensure you send a full record not just what was missing on the initial submission.

iii. *Example file name AC CRISIS_XYZ_20221011.xlsx*

AutoSave AC CRISIS_XYZ_20230611 - Saved Search (Alt+Q)

File Home PivotChart Analyze Insert Draw Page Layout Formulas Data Review View Developer Design Format Help

Get From From From Recent Existing Refresh Properties Queries & Connections Stocks Currencies Geography Sort Filter Clear Reapply Text to Columns Flash Fill Remove Duplicates Data Validation Consolidate Relationships Manage Data Model What-If Analysis Forecast Group Ungroup Subtotal Show Detail Hide Detail

Get & Transform Data Get & Transform Data Data Types Sort & Filter Sort & Filter Data Tools Data Tools Forecast Forecast Outline Outline

A1 Provider ID

Provider ID	Provider Internal System Id	AHCCCS ID	Last name	First name	Date of birth	Enrollment Begin Date	Enrollment End Date	Current AHCCCS Health Plan
XYZ	XYZ000053	A20330337	TRIMTEST	GRAB	19880304	20230601	20230605	RBHA Only other than AZCH
XYZ	XYZ000055	A20330342	WELLTEST	DRP	19881201	20230601	20230601	LTC
XYZ	XYZ000057	A20330346	ZORBTTEST	BRAG	19990101	20230601	20230601	Other
XYZ	XYZ000058	A12345654	RACKTEST II	ANT	20180824	20230601	20230603	Other
XYZ	XYZ000059	A20330348	LAMPTEST	ARGUE	20181109	20230601	20230601	Other

x. Follow step i. and drop new “Crisis” Input file on SFTP.

\\sftp.centene.com\usr\XYZ INC\ToCentene\Enrollment\

Filename	Size	Date
..		03/27/23 10:01
AC CRISIS_XYZ_20230611.xlsx	13 KB	03/26/23 07:04

xi. Repeat steps ii-x again to follow resubmissions through process.