

January 14, 2022

Zane Garcia Ramadan  
Assistant Director/CEO  
Department of Economic Security/Division of Developmental Disabilities  
1789 W Jefferson, 4<sup>th</sup> Floor  
Phoenix, AZ 85007

**RE: Notice to Cure Release \_Access to Care**

The Arizona Health Care Cost Containment System, Division of Health Care Management (AHCCCS) is writing to the Department of Economic Security/Division of Developmental Disabilities (DES/DDD) regarding its request to formally close the Access to Care Notice to Cure (NTC) issued April 27, 2017 due to violation of its Contract YH6-0014, DES Contract E2005004. The NTC was imposed due to DES/DDD's failure to ensure the health and safety of AHCCCS members and the timely provision of quality care and medically necessary services.

In response to the NTC, DES/DDD submitted bi-weekly Corrective Action Plan (CAP) reporting and presented monthly leadership updates regarding strategies and operational improvements implemented to improve access to care for members. DES/DDD provided data that signified progress on key outcome measures including a significant decrease of unassigned authorizations and the number of members requiring co-management by AHCCCS. In its NTC update letter submitted on March 4, 2021 and subsequent letters submitted on July 29, 2021 and November 17, 2021, DES/DDD reported on various systemic improvements including Standards of Work, policy development, and process improvements that addressed gaps in care, improved timely service delivery for new and existing members with complex needs, enhanced member communications and resolution processes, and improved internal administrative processes and communicates among Executive Leadership and Interdisciplinary Teams.

DDD/DES reported its completion of the corrective actions implemented to address the nine areas of deficiencies identified as Major Themes of the Access to Care NTC as follows:

- Theme 1: Improve process and monitoring of wait time and delayed services of members with complex health care needs.
- Theme 2: Address gaps in care ensuring that full amount of services is provided as outlined in ISP.
- Theme 3: Establish process for informing and engaging executive leadership in systemic service - related issues and processes.
- Theme 4: Mechanism to obtain timely care updates and clinical information for cases elevated to Central Office.
- Theme 5: Process to ensure applicable areas of the Division are aware of how to address member inquiries and concerns during resolution process.
- Theme 6: Established key point of contact to address member inquiries and concerns during the resolution process.

- Theme 7: Demonstrate fundamental understanding of member-centric care including enhanced approach to CFT/ISP meeting, improved process for engagement in member cases.
- Theme 8: Process to ensure that all members of the internal care team (e.g. CMO, QM staff, MM staff, SC, etc.) are apprised of issues and pathway to resolution.
- Theme 9: Process for improved member communication and effective resolution process throughout organization for members experiencing barriers in obtaining care and service.


Based on the above, DES/DDD has demonstrated progress regarding the areas of deficiency as outlined in the original NTC issue on April 27, 2017 and is hereby released from the Access to Care NTC. As such, DES/DDD is no longer required to submit CAP reporting updates specifically related to the nine areas of deficiencies as referenced above.

However, while AHCCCS agrees the major themes of the original NTC have been addressed, concern remains regarding how DES/DDD will ensure sustainability of its implemented process improvements, including ongoing training and education of internal teams to ensure sustained adherence with the revised policies, Standards of Works and other newly implemented operational systems. As such, AHCCCS reserves the right to request additional information and/or periodic updates as it deems necessary.

Any identified concerns in the future may result in additional Administrative Actions in accordance with the DES/DDD Contract, Section D Paragraph 76, Administrative Actions.

Should DES/DDD have any questions or concerns regarding this notice, please contact Jakenna Lebsock at [jakenna.lebsock@azahcccs.gov](mailto:jakenna.lebsock@azahcccs.gov) or 602.417.4229.

Sincerely,

  
[Meggan LaPorte \(Jan 14, 2022 13:21 MST\)](#)

Meggan LaPorte, CPPO, MSW  
Chief Procurement Officer

cc:

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