

CHILDREN

2021 Highlights

- Piloted an enhanced Child and Adolescent Mobile Crisis Team model that will be evaluated for all mobile crisis services
- Implemented the Child and Adolescent Level of Care Utilization System (CALOCUS) tool to ensure youth with the most complex needs are receiving adequate levels of intensive case management and to monitor network need



- Formalized Behavioral Health Practice Tools as a requirement in policy in AHCCCS Medical Policy Manual (AMPM) in order to enhance monitoring (i.e., CFT supervision)
- Reduced provider training burden by standardizing seven different health plans' CFT training curricula into a singular curriculum

GENERAL MENTAL HEALTH AND SUBSTANCE USE

2021 Highlights

- Maintained four 24/7 Medication Assisted Treatment (MAT) access points and increased MAT providers from 35 to 68 Opioid Treatment Providers in five years
- Made Level of Care Utilization System (LOCUS) available to provider organizations to ensure adults with the most complex needs are receiving adequate levels of intensive case management and to monitor network need



- Created 46 "[Empowerment Tools](#)" in English and Spanish, one-page resources to help members and families navigate the behavioral health system
- In 2021, Sonoran Prevention Works (SPW) distributed 154,461 doses of naloxone through community-based distribution efforts.
- Launched the Opioid Use Disorder Treatment Locator: 20K unique page views and 49 providers listed to date

SERIOUS MENTAL ILLNESS

2021 Highlights

- Enhanced the behavioral health audit tool so health care plans can better audit provider compliance and increase focus on member outcomes
- Offered evidence-based practice (EBP) training classes to members and families for Supportive Housing, Supported Employment, Assertive Community Treatment, and Peer and Family Run Organizations
- Created AMPM 570 to standardize provider case management expectations and caseload ratios across the state



- Conducted network adequacy research on current behavioral health provider network in order to determine provider network development needs (focusing on specialty providers serving members with a developmental disability, SMI, and with co-occurring illness)
- Participated in data exchange with jails/prisons and managed care partners to facilitate enhanced discharge planning and care coordination for Medicaid members prior to release from incarceration

OTHER AHCCCS COC INITIATIVES

2021 Highlights

- Launched Community Cares, the Social Determinants of Health (SDOH) Closed Loop Referral System (CLRS) to help providers identify and fulfill social service needs of members
- Making significant updates to the Olmstead Plan to improve access to timely and appropriate community-based services for persons with disabilities



- Contracted a housing administrator to create a seamless statewide process to oversee housing services
- Submitted Housing and Health Opportunities project in 1115 Waiver renewal request
- Managed COVID-19 impacts to ensure members maintained access to health care services