



Clinical Oversight Committee Activities

January 2024



Clinical Oversight Committee Activities

January 30, 2024

Katie Hobbs
Office of the Governor
1700 W. Washington
Phoenix, AZ 85007

Dear Governor Hobbs:

Pursuant to A.R.S. §36-2917.01, please find enclosed the 2023 AHCCCS Report on Clinical Oversight Review Committee Activities. Please contact me if I can answer any questions or provide additional information.

Sincerely,



Carmen Heredia
Cabinet Executive Officer
and Executive Deputy Director

cc: The Honorable Warren Petersen, President, Arizona State Senate
The Honorable Ben Toma, Speaker, Arizona House of Representatives
The Honorable Steve Montenegro, Arizona House of Representatives
The Honorable T.J. Shope, Arizona State Senate
The Honorable Adrian Fontes, Arizona Secretary of State
Zaida Dedolph Piecoro, Health Policy Advisor, Office of the Governor

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Background

Pursuant to A.R.S. §36-2917.01, annually on or before February 1, AHCCCS shall provide a report to the Governor, the President of the Senate, the Speaker of the House of Representatives, the chairperson of the health and human services committee, or its successor, in the senate and the chairperson of the health committee, or its successor, in the House of Representatives and shall provide a copy of this report to the Secretary of State. The report shall include:

- A summary of topics reviewed by the clinical oversight review committee in the preceding year, and
- Any recommendations relating to quality performance metrics stemming from the committee's activities.

Committee Structure

The Committee chaired by the AHCCCS Chief Medical Officer, Dr. Sara Salek, and includes representatives from the following Divisions:

- Office of the Director (OOD)
 - Agency Leadership including the Agency Director, Assistant Director of Health Care Services, and Assistant Director of Grants and Innovation
 - Clinical Staff including Pharmacy Director, Dental Director, and Clinical Project Manager
- Division of Health Care Services (DHCS) formally known as Division of Healthcare Management (DHCM)
 - Clinical including Maternal Child Health (MCH), Quality Improvement (QI), and Quality Management
 - Operations including Network, Contract and Policy
 - Finance
- Office of Data Analytics (AODA)
- Division of Community Advocacy and Intergovernmental Relations (DCAIR)
 - Office of Human Rights
 - Office of Individual and Family Affairs
 - Federal Relations and Communications
- Division of Fee-for-Service Management (DFSM)
- Division of Grants and Innovation (DGI) formally known as Division of Grants Management (DGA)
 - System of Care (SOC)
 - Crisis

Information from the Committee was also presented at AHCCCS external stakeholder meetings to obtain feedback from members and other stakeholders on AHCCCS clinical performance. In 2023, the Committee continued to meet quarterly as an ongoing effort started in 2016 to support greater awareness of clinical activities across the Agency.

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2023 COMMITTEE SUMMARY OF TOPICS REVIEWED

February 2023

QI Updates

- **2022 KidsCare Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results** – The committee received an update on the recent CAHPS survey results. AHCCCS conducted a CAHPS survey for the KidsCare program. Eight measures were rated three stars or above.
- **Health Equity Update** – The committee received an update on the agency's work surrounding health equity. It was shared that the team has heard from federal partners that a Health Equity Measure which will be reported on an annual basis, and they have begun the process of collecting the appropriate data.

Substance Use Prevention and Treatment

- **ASAM CONTINUUM Initiative** – The committee received an update on the agency initiative to implement the ASAM CONTINUUM, which is a structured interview software for patients with substance use. The committee reviewed the plan for a small group of provider organizations to implement the comprehensive assessment for substance use starting April 1, 2023.
- **Harm Reduction and Primary Prevention Campaigns Substance Use Block Grant (SABG)** – The committee received updates on two media campaigns being funded by SABG. The first media campaign for primary prevention is titled TalkHeals. This campaign targets resources for teens to support them with mental health needs and encourages them to reach out and start talking. The second campaign, Use Safe, targets harm reduction to increase referral traffic to searches for Sonoran Prevention Works and increase naloxone distribution.
- **Naloxone Distribution** – The committee received an update on naloxone distribution through SABG and SOR (State Opioid Response) Grant.

Individuals with Specialized Healthcare Needs

- **Children's SOC** – The committee received an update on the CALOCUS implementation and the school based referrals program as well as reviewed program data.
- **Maternal Mental Health Advisory Committee Updates** – The committee reviewed the finalize report and the 10 specific recommendations including additional coverage (douglas, home visitation, community health worker/community health representative, traditional healing, lactation support) and innovative models like the Arizona Perinatal Psychiatry Access Line (A-PAL).
- **Independent Oversight Committee** – The committee reviewed the 2022 annual independent oversight committee report summary.
- **Crisis System** – The Crisis team shared new data available including crisis call volume trended month to month, percentage of calls resulting in mobile team dispatch, reason for crisis call by child or adult. The committee also reviewed 4Hope text contacts.

June 2023

Fraud Waste Abuse (FWA) Situation Updates

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- **Behavioral Health Coding Workgroup** – The committee received an update on the Fraud Waste Abuse situation that the agency is working to correct. One of the activities included the development of the Behavioral Health Coding Workgroup which includes Managed Care Organizations (MCOs) and providers. The committee reviewed the approved system changes to combat fraud, waste, and abuse in the system.
- **Solari** – The committee received an update on the use of 211 to assist members affected by sober living facility closures.
- **DFSM** – The committee received an update from the DFSM Assistant Director on system requests and processes the division is implementing to combat the FWA situation.
- **DHCS** – The committee received an update from the DHCS Assistant Director on current FWA activities including coordination with the MCOs.

Quality Improvement Updates

- **QI** – The committee received an update on the performance measure focused projects, member satisfaction survey projects, and additional long term projects.
- **CYE 2022 External Quality Review (EQR) Annual Technical Reports** – The committee reviewed an update on the EQR reports being posted for the public. The reports include both program levels and contractor specific information related to quality performance measures.

Individuals with Specialized Healthcare Needs

- **Behavioral Health (BH) Chart Audits** – The committee received an update from the System of Care Team on the Behavioral Health Chart Audits. The update included the 2018 to 2023 roadmap with publication of the standardized Audit Instructions and release of the BH Audit Portal. The audits were reinitiated in May 2023.
- **Crisis System** – The committee received an update from the Crisis System Team on the current crisis data.

October 2023

Fraud Waste Abuse (FWA) Situation Updates

- **BH Coding Workgroup** – The committee received an update on the BH Coding Workgroup discussions with the Managed Care Organizations (MCOs) and providers. Topics included coding and data needs, policy updates, system and code updates, as well as telehealth.
- **Solari** – The committee received an update on the use of 211 to assist members affected by sober living facility closures.
- **DFSM** – The committee received an update from the DFSM Assistant Director on system monitoring, emerging claims concerns and interventions.
- **DHCS** – The committee received an update from the DHCS Assistant Director on current FWA activities including coordination with the MCOs.

Quality Improvement Updates

- **Arizona Olmstead Plan** – The committee received an update on the Arizona Olmstead Plan. This included a review of the origin of the plan, Arizona's approach and the strategies included in the plan.

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- **QI** – The committee received an update from the QI team. The committee received an overview of the 2023 CAHPS Survey results as well as additional projects the team is working on. This included the 2022 Performance Measure validation with final rates anticipated in December 2023.
- **MCH** – The committee received an update from the MCH team on open policies and projects that the team is working on.
- **Department of Economic Security, Division of Developmental Disabilities (DES/DDD) Issue Tracking** – The Operations Compliance team provided an update to the committee on tracking DDD issues being reported. The team is taking compliance efforts to include sending a Notice of Concern and review of DEs/DDD policies and training.
- **Provider Based Abuse/Neglect Prevention Survey** – The committee received an update on the Provider Based Abuse/Neglect Prevention Survey and initial themes captured in the responses from the open ended questions. The team is working on next steps related to the responses and will be evaluating in partnership with other agencies.

Individuals with Specialized Healthcare Needs

- **Children’s SOC** – The committee received an update from the Children’s SOC on projects including Serious Emotional Disturbance (SED) Eligibility Readiness and reviewed data for the Children’s Behavioral Health Services Fund Referrals. The committee also received an update on the CALOCUS initiative with assessment completed and out of state placement data.
- **Adult’s SOC** – The committee received an update from the Adult’s SOC team on their current projects. The committee reviewed data related to the ACT Fidelity Reviews, Petitions, and SMI determinations. They also reviewed the proposed Policy 310-B revisions.
- **Crisis System** – The committee received an update from the Crisis System Team on the current crisis data.

December 2023

Quality Improvement Updates

- **QI** – The committee received an update from the Quality Improvement team on the Performance Measure Dashboard, the HIV Viral Load Suppression Measure, as well as additional projects. The committee requested that Arizona data be presented compared to other states at the next meeting for the 2022 Dashboard data.
- **MCH** – The committee received an update from the MCH team on the congenital syphilis statewide data and the screening improvement plan. The committee recommended leveraging the grants substance use disorder provider network to ensure best practice guidelines for sexually transmitted disease testing are being followed. The committee also reviewed the Vaccines for Children data and the recommendations to ensure the programs success

Individuals with Specialized Healthcare Needs

- **Children’s SOC** – The committee reviewed the SED data in follow-up from the October meeting. The team shared information on the National Wraparound Implementation Center Project. The committee reviewed data on the Children’s Behavioral Health Services Fund and Out of State Placement.
- **Adult’s SOC** – The committee reviewed the Court Ordered Evaluation petition and SMI referrals data.

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- **Crisis System** – The committee received an update from the Crisis System Team on the current crisis data.
- **ASAM CONTINUUM Initiative** – The committee received an update on the ASAM CONTINUUM Initiative. This included the pilot results, the BH audit crosswalk review, assessment data, and next steps for system wide usage. The committee recommended reviewing all identified provider concerns since the inception of the project to ensure all issues have been addressed.

Conclusion

In 2024, the Committee will continue to meet quarterly and support greater awareness of clinical activities across the Agency and linking to community forums for members and stakeholders to provide feedback. The committee's focus areas will continue to be the public behavioral health system clinical oversight, including addressing the needs of individuals living with SMI, substance use conditions, and the impact of integration on health care outcomes for our members.

For questions, please feel free to reach out to Dr. Sara Salek, AHCCCS Chief Medical Officer, at sara.salek@azahcccs.gov.