



## Welcome to AHCCCS Hot Topics

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

Please use the chat feature for questions or raise your hand.



Thank you.

# Statewide Arizona Crisis Hotline

**Call: 1-844-534-HOPE (4673) or**

**Text: 4HOPE (44673)**

**Chat: [Solari Crisis Response Network](#)**



# Arizona Crisis Hotlines by County

## Local Suicide and Crisis Hotlines by County

### Phone

Maricopa, Pinal, Gila Counties served by Mercy  
Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties  
served by Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties served by Care1st:  
**1-877-756-4090**

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

### Especially for Teens

Teen Lifeline phone or text: **602-248-TEEN (8336)**



# How to access the crisis line in your area

## Statewide:

Call: **1-844-534-HOPE (4673)**, Text: **4HOPE (44673)** or

Chat: [Solari Crisis Response Network](#)

## North GSA

- **Counties: Coconino, Mohave, Navajo, Yavapai:**  
Health Choice Arizona: **1-877-756-4090**

## Central GSA

- **Maricopa County, Pinal, Gila:** Mercy Care **1-800-631-1314**

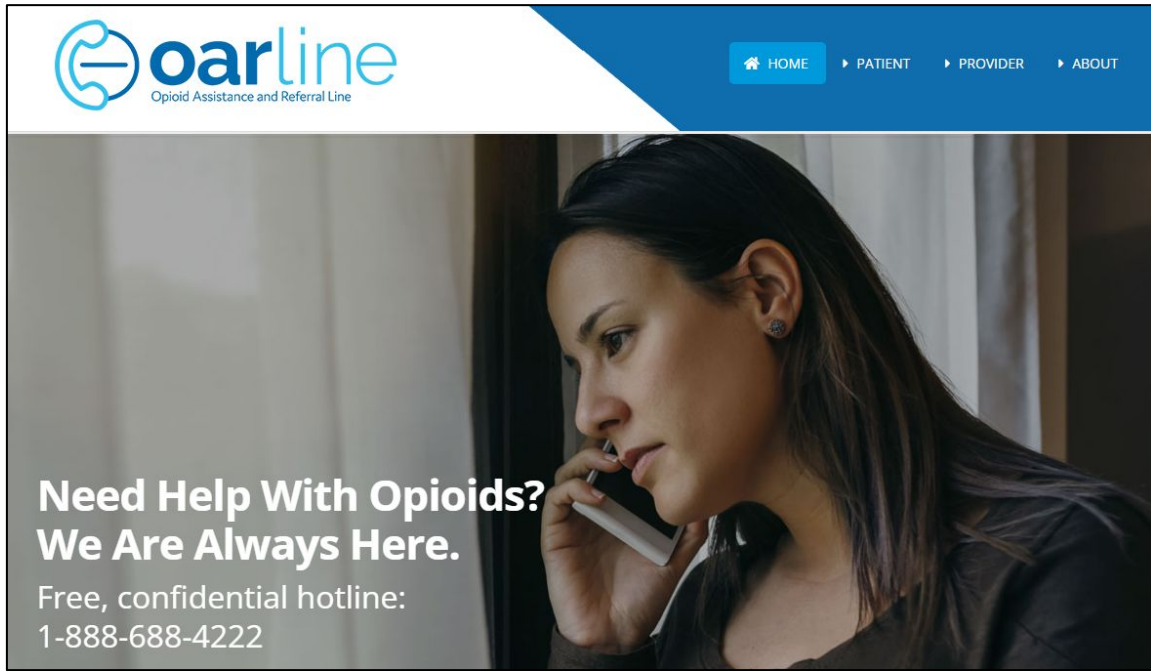
## South GSA

- **Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Santa Cruz, Yuma:**  
Arizona Complete Health - Complete Care Plan  
**1-866-495-6735**

## Tribal

- **Ak-Chin Indian Indian Community:**  
**1-800-259-3449**
- **Gila River Indian Community:**  
**1-800-259-3449**
- **Salt River Pima Maricopa Indian Community:**  
**1-855-331-6432**
- **Tohono O'odham Nation:**  
**1-844-423-8759**

# OARLine

The image shows a screenshot of the OARLine website. At the top left is the logo for 'oarline' with the tagline 'Opioid Assistance and Referral Line'. To the right of the logo is a navigation menu with links for 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. Below the navigation is a large photograph of a woman with long dark hair talking on a mobile phone. In the bottom left corner of the photograph, there is white text that reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'.

**Email:**

[AzOarline@gmail.com](mailto:AzOarline@gmail.com)

[www.azdhs.gov/oarline](http://www.azdhs.gov/oarline)

# Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

## Need to report a change?

The screenshot shows the Health-e-Arizona PLUS user interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', 'Reapply for Benefits', 'Change User Account Information', 'Enter Application Access Code to Access Existing Application', 'Lock My Account', 'Print Forms', 'Request Application Access Code to Access Existing Application', and 'View Messages'. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and email. Below that is 'My Medical Assistance' with a table showing one entry: AHCCCS Medical Assistance starting on 09/01/2021. At the bottom, 'My Applications' shows a table with one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and a View link.

The graphic features a blue background with a laptop displaying the website. The URL [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) is shown in a search bar at the top. The main text reads 'UPDATE YOUR INFORMATION TODAY!' in large white letters. Below this, it says 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' The AHCCCS logo (Arizona Health Care Cost Containment System) is at the bottom left. The laptop screen shows a notification about updating contact info and a section for 'INDIVIDUAL AND FAMILY' with the tagline 'Connecting individuals and families to coverage.' A family photo is visible on the laptop screen.

Log in or create an account today at [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)

# Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.

### Report a Change

- New Contact Information
- Update Address Confidentiality Program (ACP) Enrollment
- Add Person(s) - Someone Moved in or Had a Baby
- Remove Person(s) - Someone Moved Out or is Deceased
- Household Moved or Will Move
  - Moved Within Arizona
  - Moved Out of Arizona
- Update Information About a Person(s)
- Update Tax Filing Information
- Income Changed
- Expenses Changed
- Apply for another program
- Disability Changed
- Update Alternative Format

**You can tell us the change here, but there will be a delay to process the potential change in benefits.**

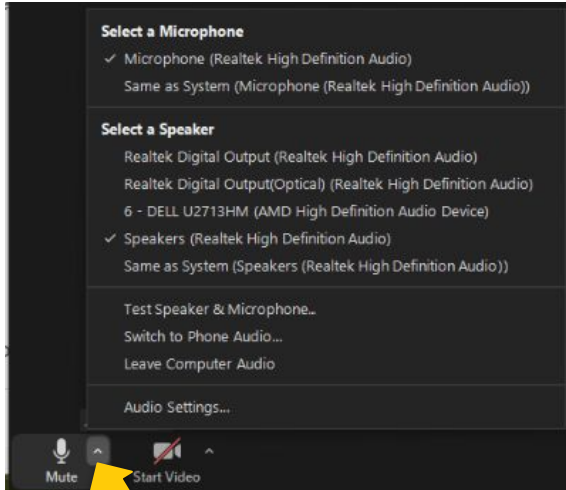
- Other Change

[← Previous](#) [Next →](#)

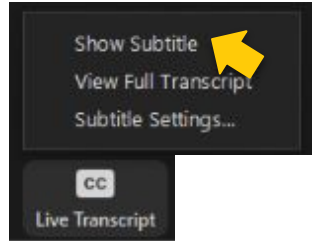
# Zoom Webinar Controls

## Navigating your bar on the bottom...

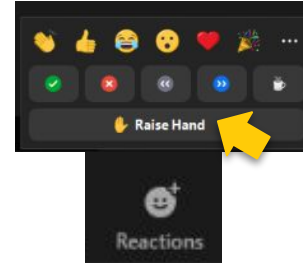
Audio Settings



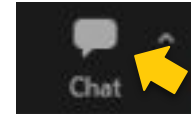
Turn on Closed Captioning



Raise Hand



Chat



### KEYBOARD SHORTCUTS TO RAISE HAND

**Windows:** Alt+Y to raise or lower your hand

**Mac:** Option+Y to raise or lower your hand



# Webinar Tips



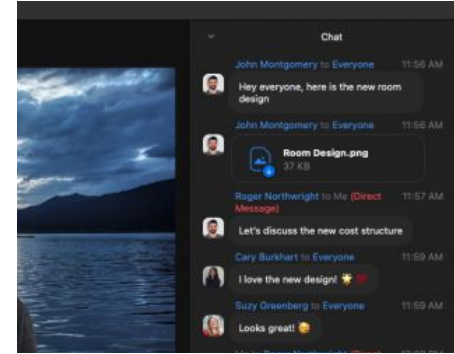
**Mute your mic when you aren't speaking.**



**Limit background noise and distractions.**



**Use gallery view to all participants.**



**Use chat feature (or Q&A when available) to ask questions or share resources.**

# This Meeting Is Being Recorded

**The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.**

**Please disconnect from this meeting if you do not agree to these terms.**



# AHCCCS Hot Topics

February 12, 2024

# Quality Strategy Update 2023-2024

Georgette Kubrussi Chukwuemeka  
Strategic Performance Administrator

# Quality Strategy: Definition and Requirements

Under Managed Care Regulations ([42 CFR § 438.340](#)):

- Each state contracting with Managed Care Organizations (MCOs) is required to develop and implement a written quality strategy for the purposes of describing, evaluating, and improving the quality of health care services provided by the MCO entities.
- States are required to:
  - Review and update its quality strategy as needed, but no less than once every three years,
  - Include an evaluation of the effectiveness of the quality strategy conducted within the previous three years, and
  - Post the results of the review on the state's website.

# Quality Strategy: Elements

Per Managed Care Regulations ([42 CFR § 438.340](#)), the Quality Strategy must contain several elements, including but not limited to:

- Network adequacy and availability of services standards,
- Continuous quality improvement goals and objectives,
- Description of quality metrics and performance targets, including those the State will publish at least annually on its website,
- Description of performance improvement projects to be implemented,
- State's plan to identify, evaluate, and reduce health disparities, and
- Mechanisms to comply with additional services for enrollees with special health care needs or who need Long-Term Services and Supports (LTSS).

# Quality Strategy: Current State

**Current State:** The State's Quality Strategy and Quality Strategy Evaluation were last published and submitted to CMS on July 1, 2021.

- The Quality Strategy Evaluation is intended as a companion document to the Quality Strategy and is meant to inform the Quality Strategy updates through the evaluation of the effectiveness of the Quality Strategy conducted within the previous three years.
- The July 2021 Quality Strategy and Quality Strategy Evaluation documents are available on the [AHCCCS Quality Strategy](#) web page.

# Quality Strategy: Current Goals and Objectives

**Current Goals and Objectives:** The current Quality Strategy has four goals, each with several associated objectives. Please see the Appendix for details on the objectives.

- *Quality Strategy Goal 1:* Improve the member's experience of care, including quality and satisfaction.
- *Quality Strategy Goal 2:* Improve the health of AHCCCS populations.
- *Quality Strategy Goal 3:* Reduce the growth in health care costs and lower costs per person.
- *Quality Strategy Goal 4:* Enhance data system and performance measure reporting capabilities.



# Quality Strategy: Next Steps

**Next Steps:** The next Quality Strategy and Quality Strategy Evaluation submissions are due to CMS no later than July 1, 2024.

- AHCCCS is in the process of updating both documents through collaboration with subject matter experts across the agency's divisions.
- AHCCCS is seeking input from members and other stakeholders in developing the Quality Strategy prior to finalizing it for CMS submission.
  - Please share any feedback on the current Quality Strategy, including feedback on the goals and objectives.

# Quality Strategy: Feedback Request

## For Discussion:

- Are the current Quality Strategy goals valuable?
  - Are there any changes to the goals that should be considered?
  - Are there any goals that should be added?
  - Are the associated objectives (found in the Appendix) valuable, or should any changes be considered?
- What quality-specific focus areas should be highlighted in the Quality Strategy?
- Feedback process: What feedback processes would be most effective in the future to collect feedback on the Quality Strategy?
  - How should changes to the Quality Strategy be communicated?
  - Ideally, how often should feedback be requested?

# Quality Strategy: Key Dates

Activity	Dates*
AHCCCS internal review and updates	Ongoing
Stakeholder Presentations	October 2023 - February 2024
AHCCCS Executive Management review and approvals	April 2024
Public Comment	May - June 2024
Post Quality Strategy and Quality Strategy Evaluation on AHCCCS website	No later than July 1, 2024
Submit Quality Strategy and Quality Strategy Evaluation to CMS	No later than July 1, 2024

\* Timeline generated based on three year review cycle and is subject to change.

# Quality Strategy: Feedback Opportunities

AHCCCS requests feedback on its Quality Strategy via the following opportunities:

- Stakeholder presentations: ALTCS Advisory Committee, AHCCCS and MCO Chief Medical Officers' Meeting, QM/MM/MCH EPSDT Quarterly Contractor Meeting, State Medicaid Advisory Committee, AHCCCS Quarterly Tribal Consultation, AHCCCS Community Forum.
  - Please submit feedback or questions to [Georgette.Chukwuemeka@azahcccs.gov](mailto:Georgette.Chukwuemeka@azahcccs.gov).
- Public comment period: AHCCCS will notify stakeholders once the Quality Strategy is posted online for review and feedback.

# Appendix

# Current Quality Strategy Goal 1 and Objectives

## **Quality Strategy Goal 1: Improve the member's experience of care, including quality and satisfaction.**

- Enrich the member experience through an integrated approach to service delivery,
- Improve information retrieval and reporting capability by establishing new and upgrading existing information technologies, thereby increasing responsiveness and productivity,
- Enhance current performance measures, PIPs, and best practice activities by creating a comprehensive quality of care assessment and improvement plan across AHCCCS programs, and
- Drive the improvement of member-centered outcomes using nationally recognized protocols, standards of care, and benchmarks, as well as the practice of collaborating with MCOs to reward providers based on clinical best practices and outcomes (as funding allows).

# Current Quality Strategy Goal 2 and Objectives

## Quality Strategy Goal 2: Improve the health of AHCCCS populations.

- Increase member access to integrated care that meets the member's individual needs within their local community,
- Support innovative reimbursement models, such as Alternative Payment Models (APMs), while promoting increased quality of care and services, and
- Build upon prevention and health maintenance efforts through targeted medical management:
  - Emphasizing disease and chronic care management,
  - Improving functionality in activities of daily living,
  - Planning patient care for special needs populations,
  - Identifying and sharing best practices, and
  - Expanding provider development of COE.

# Current Quality Strategy Goal 3 and Objectives

## **Quality Strategy Goal 3: Reduce the growth in healthcare costs and lower costs per person.**

- Increase analytical capacity to make more informed clinical and policy making decisions, and
- Develop collaborative strategies and initiatives with state agencies and other external partners, such as:
  - Strategic partnerships to improve access to healthcare services and affordable health care coverage,
  - Partnerships with sister government agencies, MCOs, and providers to educate Arizonans on health issues,
  - Effective medical management for at-risk and vulnerable populations, and
  - Building capacity in rural and underserved areas to address both professional and paraprofessional shortages.



# Current Quality Strategy Goal 4 and Objectives

## Quality Strategy Goal 4: Enhance data system and performance measure reporting capabilities.

- Evaluate current data system infrastructure,
- Identify system and process limitations impacting performance measure reporting and analysis,
- Leverage various data sources to produce comprehensive reliable data,
  - Collaborate with external stakeholders to facilitate access to supplemental data sources, and
  - Explore means for collecting and reporting performance measure data utilizing EHR methodologies, and
- Drive continuous delivery system performance through advanced data analytics and disparity analyses.

Questions?

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Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

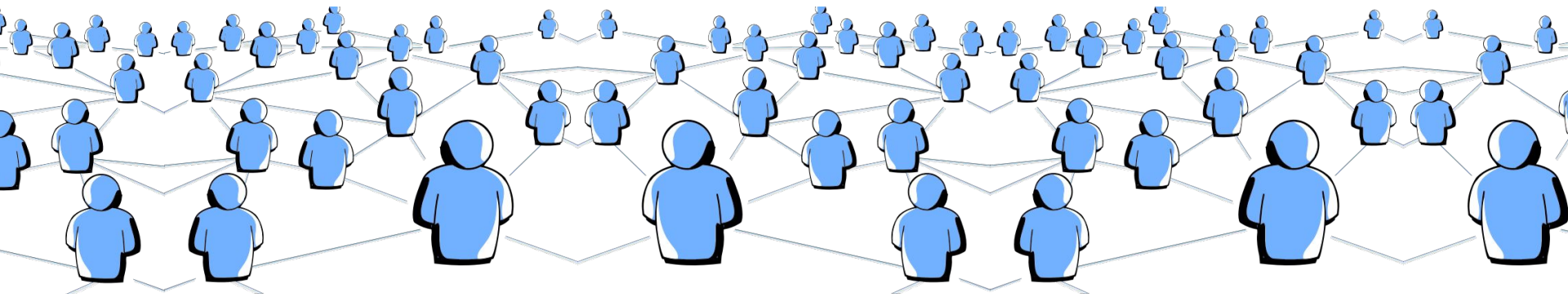
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[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



# Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

# Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)



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to help us better  
tailor meetings to  
meet your needs.