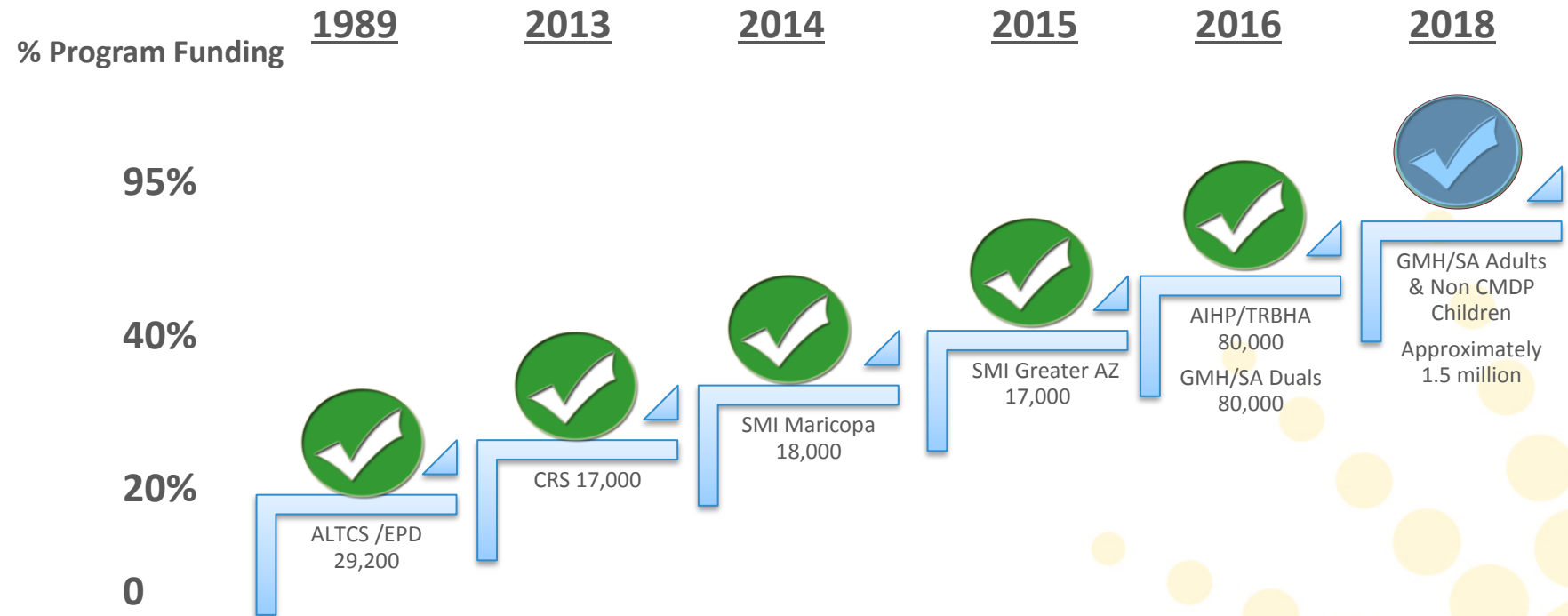




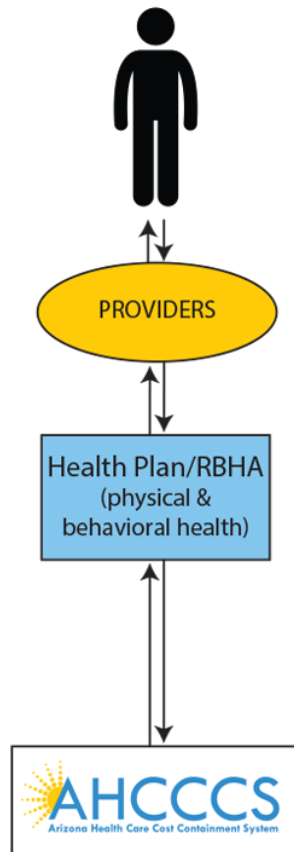
AHCCCS Update



MCO Integration Progress To Date



Integration at all 3 Levels



- New provider type - Integrated Clinics
- Licensure changes
- Provider payment incentives
- Targeted Investment - \$300M

- ALTCS – EPD
- Individuals with SMI
- Non-SMI Dual Eligible Members
- AIHP Integration for Tribal Members
- Children’s Rehabilitative Services (one plan)
- **Oct 2018 – ACC/AIHP - 1.5M Children/Adults**
- **ALTCS DD – 2019/2020 - Foster Children - 2020**

- Administrative Simplification – ADHS/BHS joins AHCCCS Administration
- Grant/Housing Funding into Medicaid System

Reaching across Arizona to provide comprehensive quality health care for those in need

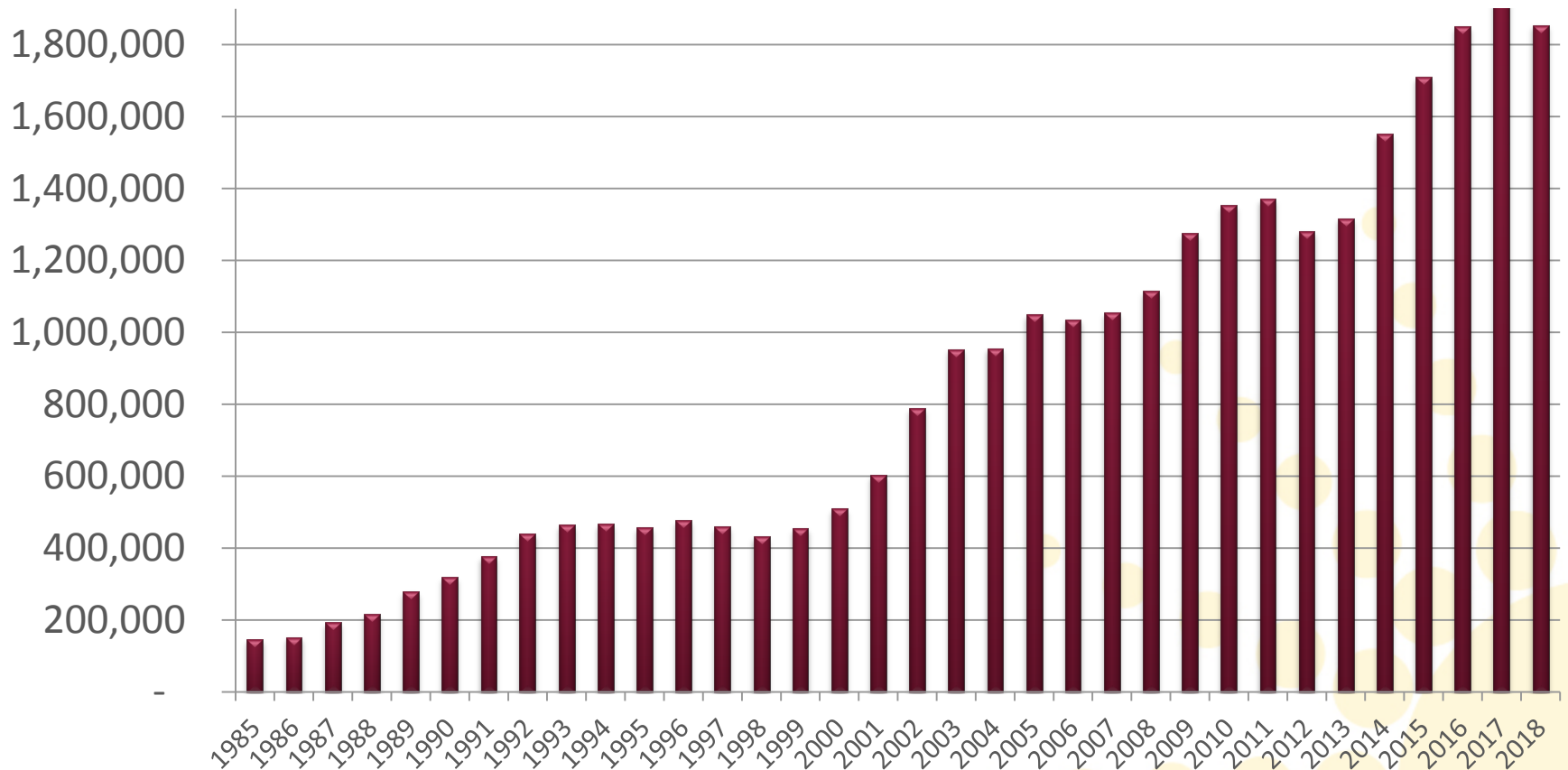
Post 10-1 Issues

1. COE-COT-Crisis
2. Claims Payment to BH providers and ICs– paid –
pended – denied
3. Ongoing Network Development
4. Transportation – NEMT

Budget Update



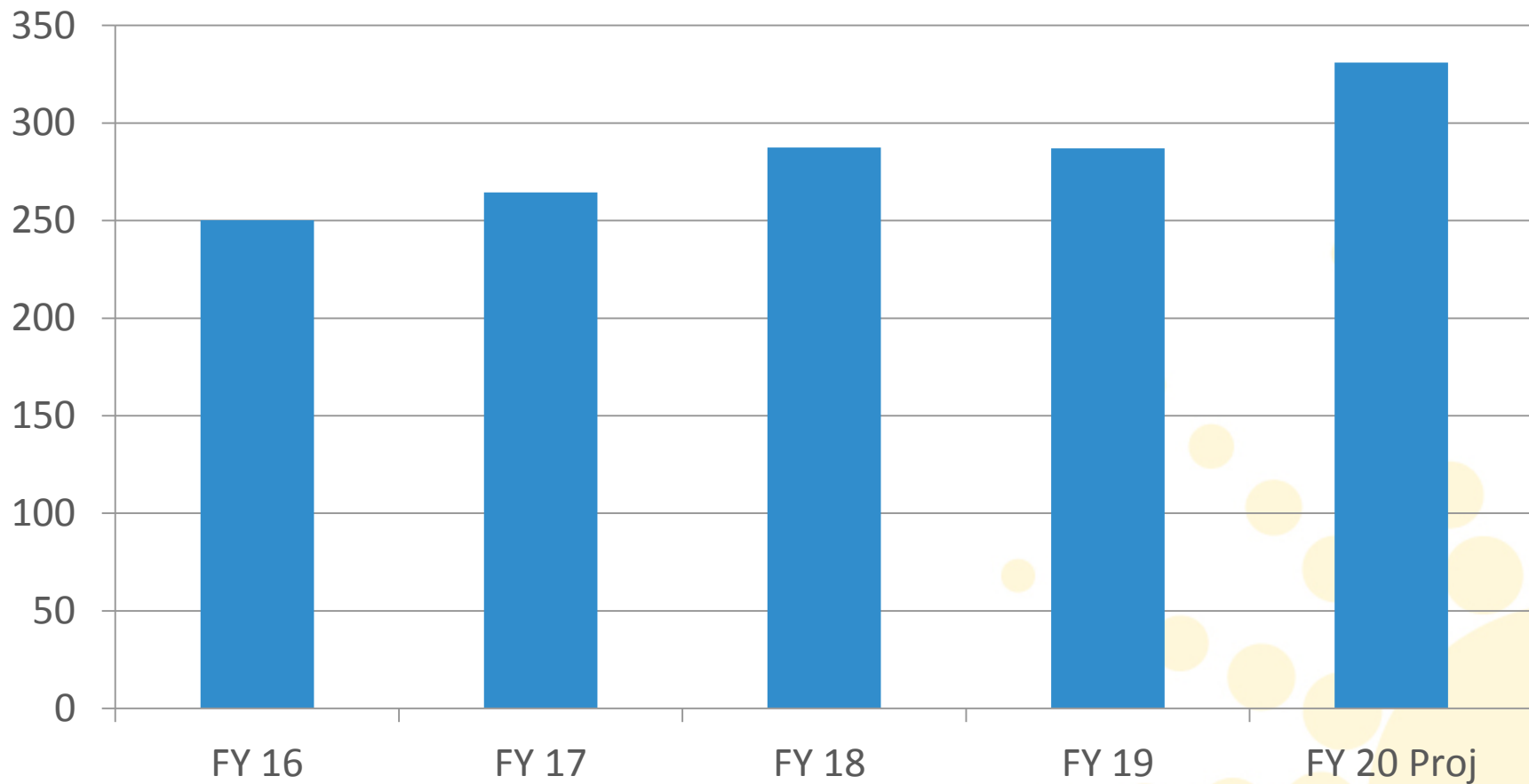
AHCCCS Population as of July 1, 1985 – 2018



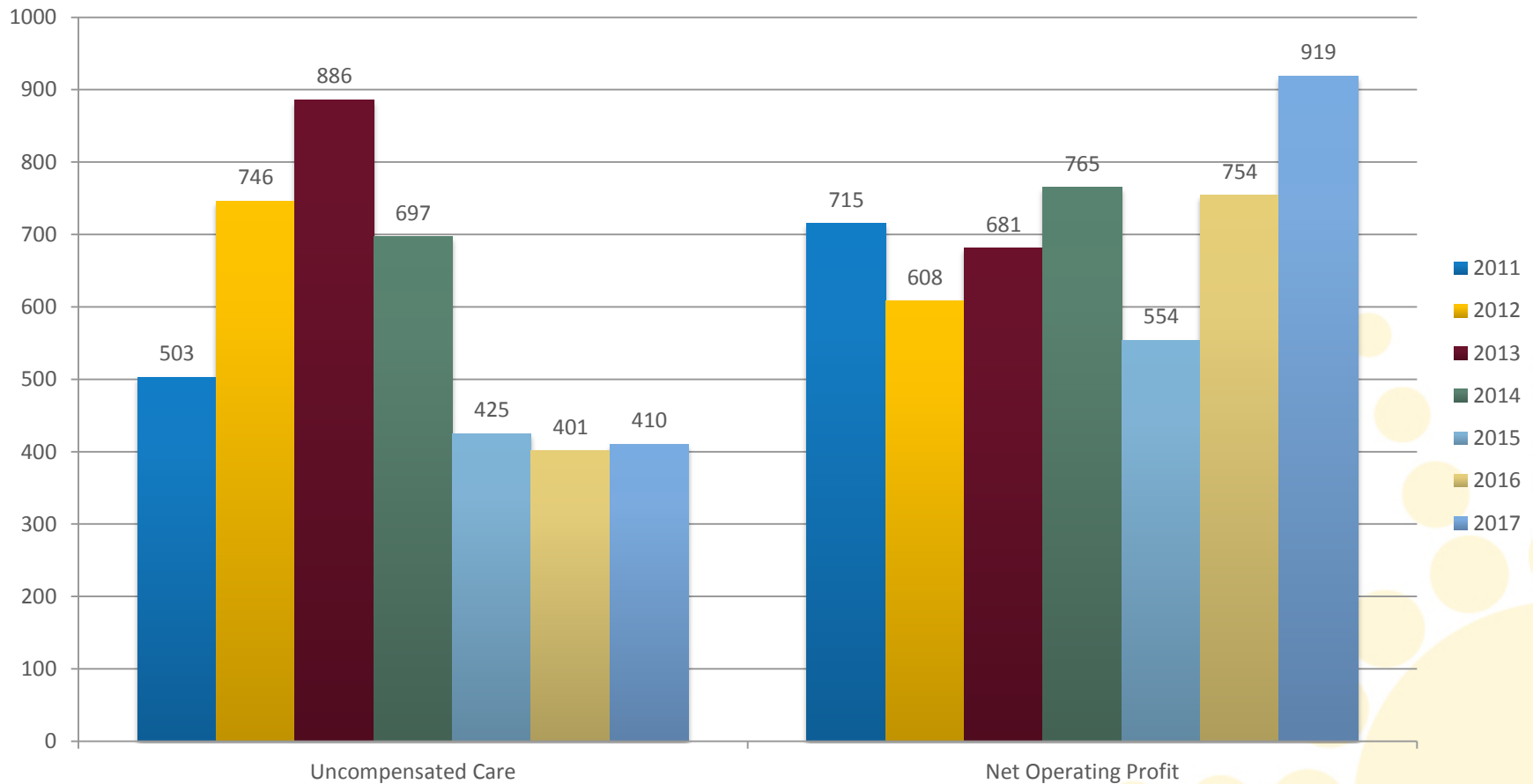
FY 20 Request

- Population and cost growth - \$58
- Population down 15 out of last 22 months
- KidsCare - \$8 m
- MCHIP - \$12 m
- No Health Insurer Fee – (\$18) m
- Transfer BH Funding DD – (\$31) m
- Total Increase = \$29

Hospital Assessments



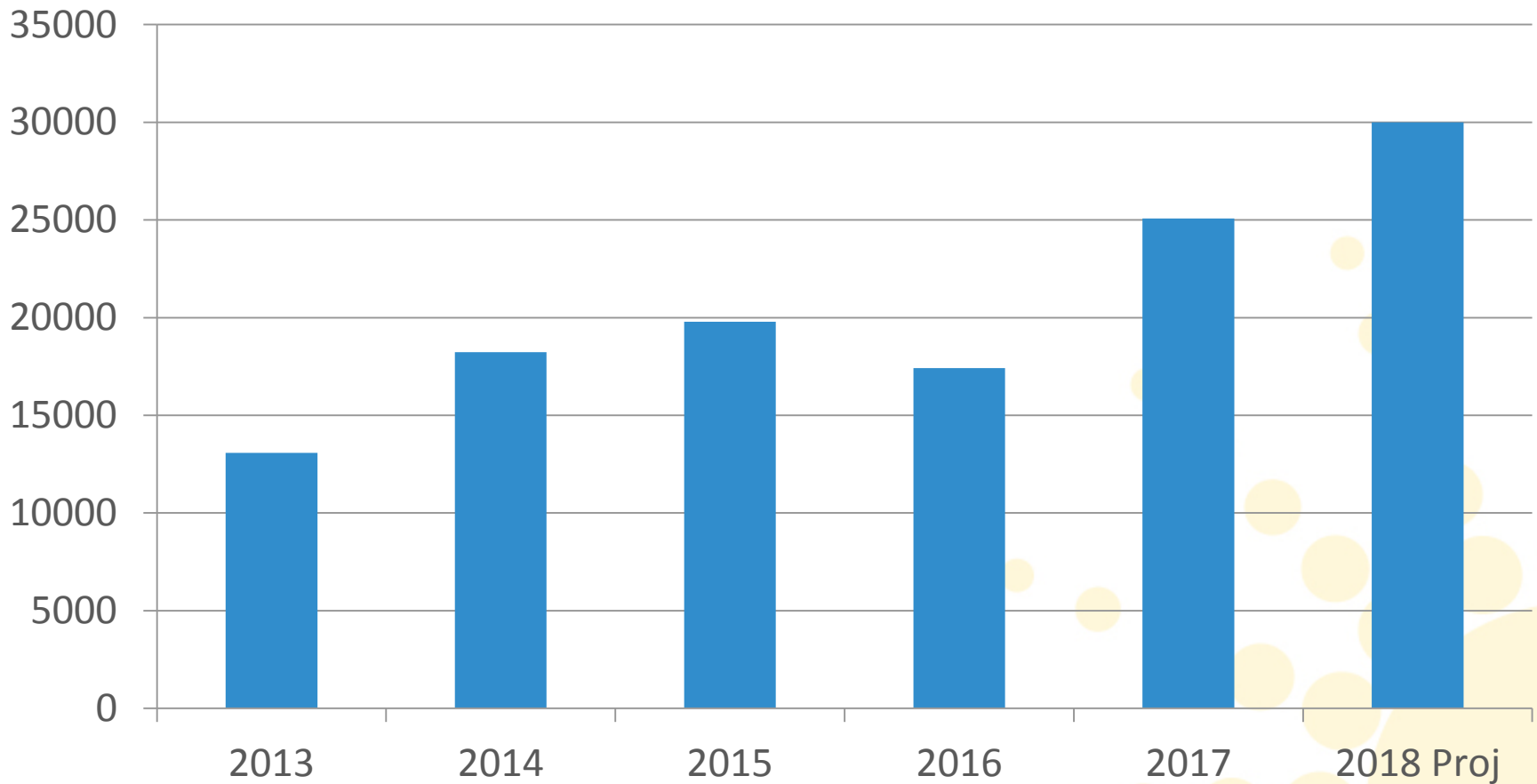
Hospital uncompensated care and profitability



Other Issues

- PBM
- Any willing provider
- Provider Rates – HCBS and other rates impacted by minimum wage/economy

Lifeline Calls



**Agency Business
Reviews**

Goals, Metrics, & Targets
Connecting the Organization

Business/Performance Reviews

Review of Quarterly & Strategic
Plans

**Visual
Management**

Visual Management Boards

Tiered Huddles

Process Standardization &
Standardized Work

**Employee Development
& Engagement**

Training

Huddle Board Management

Problem Solving

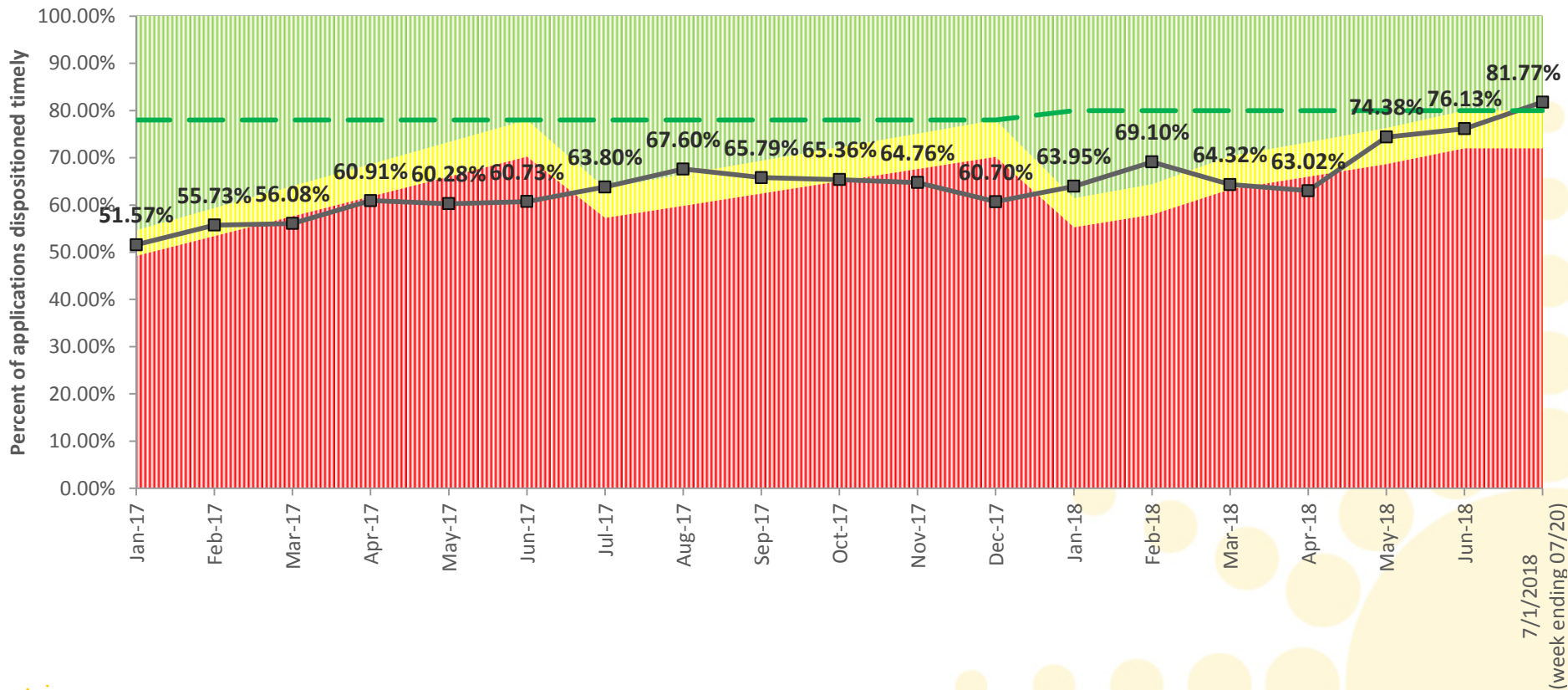
**Leader
Standard Work**

Performance Management

Gemba Walks

AMS Success! ALTCS Applications

Percent of ALTCS Applications Dispositioned in 45 Calendar Days or Less



Reducing Provider Burden

- Leverage Hawaii partnership for new Provider Registration System – 2019
- Demographic User streamline reporting for BH
- Evaluating some of the CMS proposals
- VBP streamlining

Member Burden Reduction

- Renewal Processing
 - Arizona is one of 7 states that currently process at least 75% of its Medicaid renewals automatically through the system with no action required by a State worker
 - 2016 – 75% Renewed Automatically
 - 2017 – 76% Renewed Automatically
- Arizona is one of 12 states where:
 - Consumers can start/stop an application and return later to complete
 - Consumers can scan and upload documents
 - Online portal available for application assistors
 - Can be used for seniors and individuals with disabilities
 - Can be used for at least one non-health program (such as SNAP or TANF)



Arizona Commonwealth Study Results



Commonwealth Study Summary

- Arizona overall went from 34 in last study to 29
- Improved on 15 measures
- Down in 3
- 12 no change
- Bottom quartile 12 measures
- Top quartile 7

Commonwealth Study Summary

Access ranked 42

- Bottom quartile
- Uninsured children
- Adults without usual source of care

Avoidable hospital use - 17

- None in bottom quartile
- Healthy lives 17
- Bottom quartile
- Suicide alcohol and drug use deaths

Commonwealth Study Summary

Prevention 39th – Bottom quartile

- Adults without all recommended vaccines
- Children without medical home
- Children who did not receive needed mental Health care
- Hospital patients did not receive patient centered care
- Home health patients without improved mobility
- Mentally ill adults who did not receive treatment

Disparity 13 – bottom quartile

- Uninsured children
- Adults without usual source of care
- Avoidable ED use duals - FFS data

Top 10 Trends/Strategies

1. Role of Managed care will only continue to grow – and for more complex populations including strategies for duals
2. The Feds and states will enhance efforts around quality measures/transparency for both states and plans
3. States continue to look more and more at the important role of BH services – social determinants of health and integration of those services
4. More states will expand coverage – some through work requirements policies – VA – Utah – Idaho – KS – some will expand Medicaid into portions of marketplace
5. States will continue to pursue flexibility - Work requirements/community engagements

Top 10 Continued

6. VBP is still a priority and very much a work in progress
7. Leadership turnover has been a challenge and with large gubernatorial election cycle will be even more pronounced near term
8. Overall current economic growth has resulted in slowing enrollment growth – that said states are not ready for the next recession
9. During the next economic downturn states/providers/ other policy priorities are going to pursue Pharma changes
10. States have an important role to play in supporting HIE and other data aggregation