

Sent Electronically
March 8, 2019

James Green, Ph.D
Assistant Director
Division of Developmental Disabilities
Department of Economic Security
1789 W. Jefferson, 4th floor
Phoenix, AZ 85007

SUBJECT: Submission of Progress Reports for Notices to Cure Compliance Actions

Dear Dr. Green,

As a result of the meeting held February 26, 2019, with Arizona Health Care Cost Containment System (AHCCCS) and the Department of Economic Security's Division of Developmental Disabilities (DES/DDD) leadership, AHCCCS is changing the frequency for reporting of progress towards resolution of the Notice to Cure Compliance Actions dated March 2, 2017, April 27, 2017, October 15, 2018 and January 7, 2019.

AHCCCS agrees to the request from DES/DDD to submit weekly status reports every Monday morning that identify the previous week's completed activities, the next week's scheduled activities/tasks, project risks and an update on current activities in progress. DDD will also submit monthly Annual Improvement Plans that include metrics demonstrating progress towards achieving contract compliance.

At a minimum DDD shall submit the following monthly metrics:

1. Number of unassigned authorizations by service type.
2. The percent of newly enrolled members receiving services within 30 days of ALTCS enrollment.
3. The percent of ongoing members who receive services within 14 days of a newly identified need.
4. The number of vacant service coordinator positions.
5. Reporting of service coordinator case load percentages based on the following being full case loads: 39 ALTCS members, 80 Targeted members, 80 DDD only members.
6. The number of new quality management incidents received, investigated and closed in the month.
7. The number of outstanding quality incidents remaining uninvestigated and the number closed during the month.

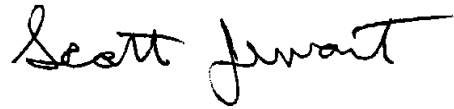
Monthly reports shall be submitted by the fifth day of each month starting April 2019. The submissions shall continue until the corresponding compliance action is closed by AHCCCS.

The weekly and monthly updates and all related Notice to Cure submissions must be submitted to Scott Jewart at Scott.Jewart@azahcccs.gov with a copy submission to Michelle Holmes at Michelle.Holmes@azahcccs.gov. AHCCCS will monitor reporting for resolution of issues and

compliance with contract requirements. AHCCCS also reserves the right to request additional information as determined necessary.

If you have any questions please contact me at (602) 417-4646 or Scott.Jewart@azahcccs.gov.

Sincerely,

A handwritten signature in black ink that reads "Scott Jewart". The signature is written in a cursive, flowing style.

Scott Jewart
Operations and Compliance Officer
AHCCCS Division of Health Care Management

cc: Lynn Lingwall, DDD
Nicole Fidel, DDD
Stephanie Schwartz-Jacobs, DDD
Christina Quast, AHCCCS
Jakenna Lebsock, AHCCCS
Virginia Rountree, AHCCCS
Michelle Holmes, AHCCCS