

December 21, 2022

The Honorable David Gowan  
Chairman, Joint Legislative Budget Committee  
1700 West Washington Street  
Phoenix, Arizona 85007

Dear Senator Gowan:

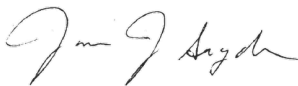
The Arizona Health Care Cost Containment System (AHCCCS) is submitting this report pursuant to Laws 2022, Chapter 305, Section 2, which states:

A. On or before December 31, 2022, the Arizona Health Care Cost Containment System Administration shall:

1. Develop a methodology to track accommodations that are requested and provided pursuant to the Americans with disabilities act to persons with disabilities who are living with serious mental illness and any complaints related to accommodations requested or provided pursuant to the Americans with disabilities act.
2. Report to the joint legislative budget committee and the chairpersons of the health and human services committees of the senate and the house of representatives on the methodology that is developed and the implementation costs that will be incurred by the administration to implement the methodology.

If you have any questions regarding the attached report, please contact Megan Woods, Integrated Care Administrator, at (602) 417-4086, or [megan.woods@azahcccs.gov](mailto:megan.woods@azahcccs.gov).

Sincerely,



Jami Snyder  
Director

Cc: The Honorable Regina Cobb, Vice Chairperson, Joint Legislative Budget Committee  
The Honorable Nancy Barto, Chairperson, Senate Health & Human Services Committee  
The Honorable Joanne Osborne, Chairperson, House Health & Human Services Committee  
Richard Stavneak, Director, Joint Legislative Budget Committee  
Art Harding, Director of Government Affairs, Governor's Office



# **Serious Mental Illness and Americans with Disability Act Methodology Report**

**December 2022**



# Serious Mental Illness and Americans with Disability Act Methodology Report

## Overview

In accordance with Laws 2022, Chapter 305, Section 2, AHCCCS has developed a methodology related to the tracking of accommodations that are requested and resolved pursuant to the Americans with Disabilities Act (ADA) for persons with disabilities who are living with a serious mental illness designation. The proposed methodology will also document complaints related to reasonable accommodations as defined by the ADA, Rehabilitation Act, 29 CFR Part 1630. Implementation costs that would be incurred by the Arizona Health Care Cost Containment System (AHCCCS) administration to implement the methodology are also provided within.

## Methodology

When AHCCCS members request accommodations for disabilities when seeking healthcare, such requests are typically made of their healthcare providers. AHCCCS has more than 120,000 registered providers, and there is currently no process to collect information regarding accommodation requests from those providers. In order to track and report information related to these requests, an automated process for healthcare provider reporting would be necessary, along with staff to manage the process and reporting.

## Tracking

Healthcare providers would be required to track the requesting, processing, and outcomes of reasonable accommodation for AHCCCS to report the State's performance with requests for reasonable accommodations made by members living with a serious mental illness designation. After a reasonable accommodation request is granted or denied, the provider would need to complete an online reasonable accommodation reporting form, which would be housed in the AHCCCS Quality Management (QM) Portal to track all required information detailed in the reporting section. The modifications to the AHCCCS QM Portal would be designed and built by the AHCCCS Information Services Division (ISD) and are expected to take approximately eighteen months to complete, once assigned.

## Reporting

Providers would need to ensure that the following information is documented and maintained about each request for accommodation made by a member living with a SMI designation:

1. The specific reasonable accommodation requested, if any,
2. The service (Medical, Behavioral, Supported Employment, Peer Support, etc.) sought by the requesting member or currently engaged in by the requesting member,
3. Whether the accommodation was needed to establish the service, engage in essential aspects of the service, or enjoy the benefits and privileges of the service,
4. Whether the request was granted (which may include an accommodation different from the one requested) or denied,
5. The identity of the deciding official,
6. The identity of the concurring official, if any,
7. If denied, the basis for the denial,
8. If an appeal was requested,
9. Outcome of any appeals requests,
10. If a grievance process was established,

## Serious Mental Illness and Americans with Disability Act Methodology Report

11. Outcome of any grievance processes, and
12. The number of days taken to process the request.

### Implementation & Annual Costs

AHCCCS anticipates first year costs of approximately \$400,000, Total Fund, to modify the Quality Management Portal, and for the staffing necessary to manage the system and the reporting process. Annual staffing costs after year one are anticipated at \$160,000, Total Fund.

### Summary

This report offers a methodology, with an initial implementation cost of \$400,000 and ongoing annual costs of \$160,000 for the tracking of requested accommodations pursuant to the Americans with Disabilities Act to persons with disabilities who are living with a serious mental illness designation and any complaints related to accommodations pursuant to the Americans with Disabilities Act. It is important to note that the ability for AHCCCS to report such accommodations is fully reliant on healthcare providers' compliance with an unfunded reporting of the necessary information to AHCCCS.