



AHCCCS Update



AIHP Integration- 10.01.18

- Approximately 37, 939 members
- Outreached to top BH and CRS providers
- Internal staff capacity- case management and PA/UR nurses
- Care coordination with ACC/RBHAs, UHS/CRS, MSICs

AIHP Integration- 10.01.18

- Coordination around COE/COT, NTXIX services, crisis
- FFS rates for BH
- CaseManagers@AZAHCCCS.gov

Post Go-Live Monitoring

- Closely monitoring plan activity: member calls, provider calls, transportation, pharmacy, care coordination, claims payment, etc.
- No major concerns related to gaps in care or failure to coordinate care
- Issues addressed to date
 - Education of pharmacies on member enrollment lookup
 - Transport of minors
 - Specific plan call center challenges

Points of Contact - ACC Transition

| | |
|--|---|
| AHCCCS Member Services 602-417-7100 (Maricopa County) 1-800-962-6690 (Outside of Maricopa County) www.azahcccs.gov | |
| American Indian Health Program Prior authorization technical assistance: 602-417-4400 Claims customer service: 602-417-7670 option 4 azahcccs.gov/AmericanIndians/AIHP/ | Arizona Complete Health- Complete Care Plan 1-888-788-4408 www.azcompletehealth.com/ completecare |
| Banner University Family Care 1-800-582-8686 www.bannerufc.com/acc | Care1st Health Plan 1-866-560-4042 www.care1staz.com |
| Magellan Complete Care 1-800-424-5891 www.mccofaz.com | Mercy Care 1-800-624-3879 www.mercycareaz.org |
| Steward Health Choice Arizona 1-800-322-8670 www.stewardhealthchoiceaz.com | UnitedHealthcare Community Plan 1-800-348-4058 www.uhccommunityplan.com |

Strategic Plan & Budget Update

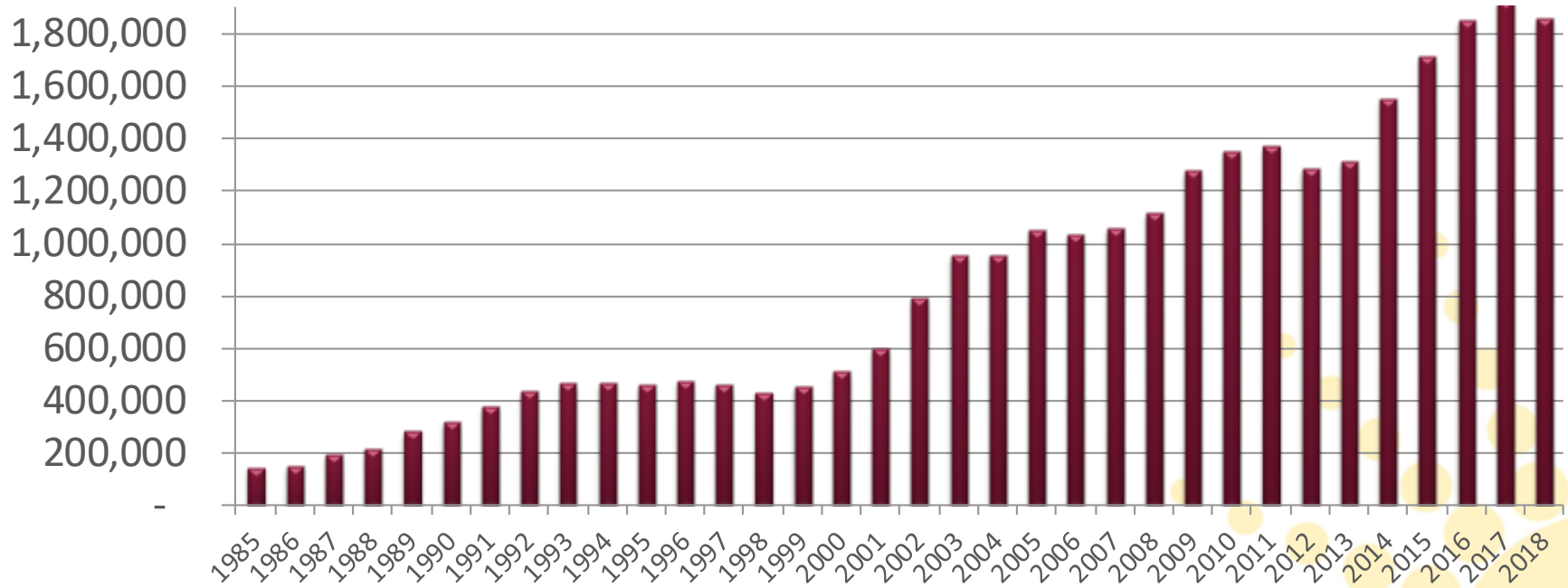


AHCCCS Strategic Plan

| Goals | Goal Performance Indicator(s) | Objectives FY 2019 |
|---|---|--|
| 1: AHCCCS must pursue and implement long term strategies that bend the cost curve while improving member health outcomes. | Percentage of Health Plan spend in alternative payment models | a) 47% of Health Plan spend in alternative payment models |
| | Number of regulatory flexibilities approved | b) 3 regulatory flexibilities approved |
| | Number of members receiving a Medicaid behavioral health service in schools | c) Increase the number of members receiving a Medicaid behavioral health service in a school by 10% |
| 2: AHCCCS must pursue continuous quality improvement | Percent of measures which exceed the National Committee for Quality Assurance (NCQA) mean | a) 50% of measures exceed the NCQA mean |
| | Number of facilities achieving medical home status | b) 8 facilities achieve medical home status |
| | Overall number of prescribed opioids | c) 13% reduction in overall number of opioids prescribed |
| 3: AHCCCS must reduce fragmentation driving towards an integrated sustainable healthcare system | Percent of AHCCCS enrollees served in a fully integrated health plan | a) 98% of AHCCCS enrollees served in a fully integrated health plan by October 1, 2018 |
| | Percent of Targeted Investment (TI) participants retained | b) Retain 95% of TI participants |
| | Number of provider organizations participating in the Health Information Exchange (HIE) | c) Increase number of provider organizations participating in the HIE to 580 |
| | Percent of members who receive at least one BH service per month during their first six months of CMDP enrollment | d) Increase percent of members who receive at least one service per month during their first six months of CMDP enrollment from 76% to 80% |
| | Percent of pre-release inmates who receive a service within 3 months of release from incarceration | e) Increase percent of pre-release inmates who receive a service within 3 months of release from 43% to 50% |
| 4: AHCCCS must maintain core organizational capacity, infrastructure and workforce planning that effectively serves AHCCCS operations | AHCCCS Overall Employee Engagement Score | a) Increase engagement score to 9 |
| | ADOA system security evaluation score | b) Increase ranking on the ADOA system security evaluation score to 725 |

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

AHCCCS Population as of July 1, 1985 – 2018

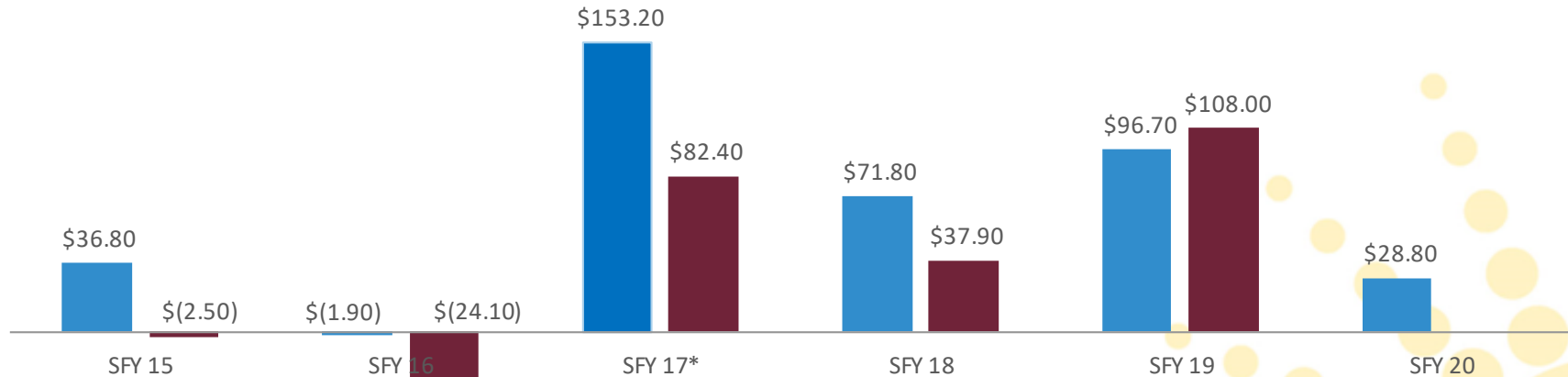


SFY20 Budget Request

Historical AHCCCS GF Requests

(in Millions)

■ Fall Revision ■ September Submission



*Does not include \$517M BHS Base Mod

FY 20 Request

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

Differential Adjusted Payment Program: Request for Information

- Seeking Stakeholder Input
- Have done adjustments for AIMH and working on high cost drugs
- Other Provider examples
 - Hospitals Subject to APR-DRG Reimbursement for HIE
 - Nursing Facilities – Above average 2 quality measures
 - Integrated Clinics – increase for Physical health seric
 - E-prescribe for select providers

AZ Opioid Dashboard

Real Time Opioid Data

For the first time, statewide opioid data is available in real time. [Check out the details](#) of the five categories of data we are now collecting.

1,176

suspect opioid
deaths

7,437

suspect opioid
overdoses

722

neonatal
abstinence
syndrome

13,994

naloxone doses
dispensed

4,917

naloxone doses
administered



- The final rule for [Opioid Reporting](#) has been released and is now in effect. [Review the final reporting rules](#)
- [Arizona Opioid Prescribing Guidelines - 2018](#)
- Learn about the new [Arizona Opioid Epidemic Act | Español](#)
- The final rule for [Opioid Prescribing and Treatment](#) has been released and is now in effect.
- Check out our latest [progress on the opioid response](#).

Figures from 7/11/17 12:42 PM

Opium State Targeted Response (STR)

- **Funding Period:** 5/1/17 to 4/30/19 (2 Years)
- **Amount:** \$12 million per year
- **Submitted:** 2/17/17
- **Status:** Award Granted
- **Area served:** All Regions
- **Population of focus:** At minimum; individuals with an OUD living in rural and underserved urban areas; individuals with OUD being released from correctional settings; pregnant and parenting women with OUDs; young adults ages 18-25 years; and older adults ages 55 years and older.

State Opioid Response (SOR)

- **Funding Period:** 9/30/18 – 9/29/20 (2 years)
- **Amount:** \$19,975,519 per year
- **Submitted:** 8/13/18
- **Status:** Pending Award (Formulary Grant)
- **Area served:** All Regions *Funding will go through T/RBHAS; additional projects will go to RFP*
- **Population of Focus:** Individuals re-entering the community from correctional settings; individuals in rural and isolated areas; individuals experiencing homelessness; tribal populations; veterans, military service members and military families; pregnant women and parents with OUD; and individuals who have experienced trauma, toxic stress or adverse childhood experiences (ACEs).

Substance Use Disorder Services Fund

\$10 m funding to be used for direct services

1. Increase outreach and identification of under and uninsured individuals with OUD
2. Increase navigation to OUD treatment
3. Increase utilization of OUD treatment services

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

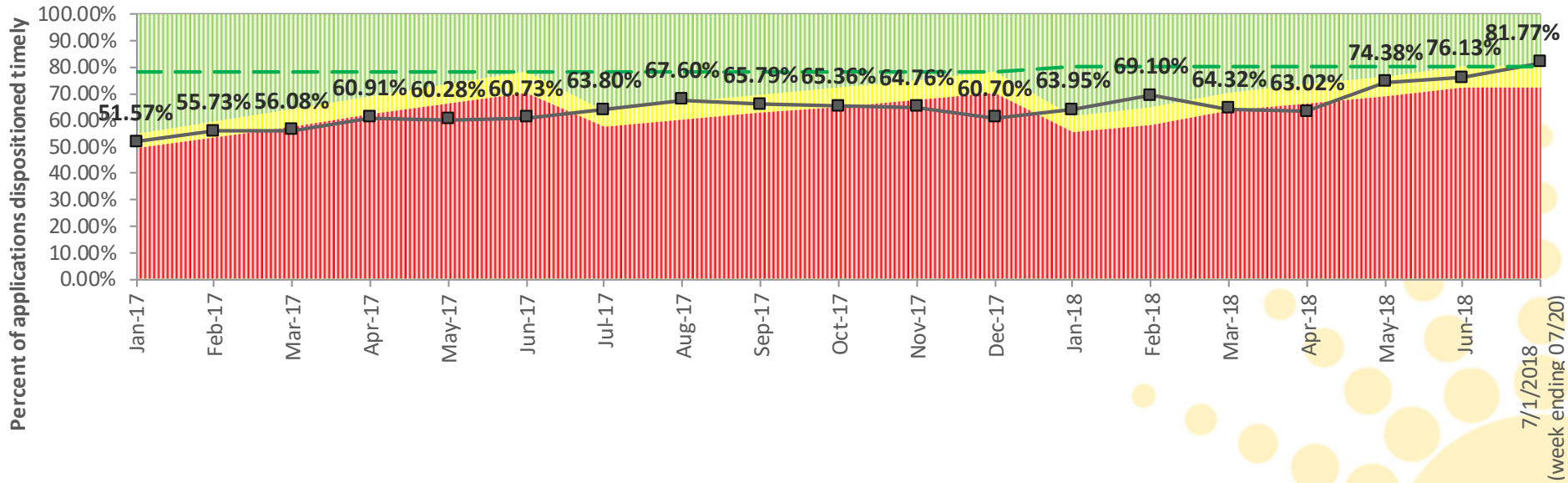
Leader Standard Work

Performance Management

Gemba Walks

AMS Success! ALTCS Applications

Percent of ALTCS Applications Dispositioned in 45 Calendar Days or Less



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

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 Streamlining

- 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

Member Streamlining

- 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)

HIE Participant Growth

