

December 21, 2016

Blythe Fitzharris  
Adult System of Care Administrator  
Mercy Maricopa Integrated Care  
4350 East Cotton Center Blvd., Bldg. D  
Phoenix, Arizona 85040

**REA: Corrective Action Plan Termination Notice**

Dear Ms. Fitzharris:

The Arizona Health Care Cost Containment System Division of Health Care Management (hereinafter “AHCCCS”) is writing Mercy Maricopa Integrated Care (hereinafter “Mercy Maricopa”) to provide notice of a Corrective Action Plan Termination. On October 12, 2016, AHCCCS issued a Corrective Action Plan (CAP) to Mercy Maricopa regarding the Stipulation for provision of community services under the Litigation (“Stipulation”) entered into by the parties in *Arnold v. Sarn*. The requirement of a CAP was based on the findings of the 2016 Mercer Report which reflected data from January 1 - December 31, 2015.

AHCCCS reviewed Mercy Maricopa’s CAP response as submitted on November 15, 2016 and considered the actions administered since the findings of the report and current data provided by Mercy Maricopa. As a result of this review, AHCCCS has determined that MMIC has made significant progress as outlined below and therefore is terminating the related CAP.

AHCCCS acknowledges Mercy Maricopa’s reported improvements and continued efforts that are underway in addressing the provision of community services as identified below:

- Individual Service Plans (ISP)

Mercy Maricopa is tracking the status of assessment and ISP completion in the SMI quarterly report submitted to AHCCCS. Additionally, Mercy Maricopa has issued performance improvement plans and Corrective Action Plans to providers who fell below the required minimum threshold of 85%.

- Limited recommendations of family support services

AHCCCS acknowledges the work completed by Mercy Maricopa to increase access of family support services. Specifically, since the publication of the annual Mercer report; Mercy Maricopa has accomplished the following:

- Added peer and family support services to the intake ISP to ensure immediate access

- Created a family resource manual
  - Hosted two yearly conferences focused on providing information to family members about services and the behavioral health system
  - Implemented a welcome packet to encourage family coordination and participation in members' loved ones treatment planning
  - Conducted family focus groups and development of family strategic plan
  - Updated the peer and family resource center member services engagement processes to include family engagement processes
- The disproportionate number of members (91%) receiving pre-job training in supported employment, versus services to maintain employment

AHCCCS recognizes that most current data obtained from contracted supported employment providers demonstrates an increase in utilization from 473 in July 2014 to 1022 in October 2016. Similar trends are noted for long term support with an increase from 153 to 301. Additionally, the percentage reported in the Annual Mercer Report did not take into account those individuals receiving employment services via Arizona's primary payer: Vocational Rehabilitation.

- The need for ongoing technical assistance to clinical housing staff regarding permanent supportive housing referrals result in successfully housed members

Mercy Maricopa has accomplished considerable advancements toward housing individuals with a serious mental illness, including hiring one housing specialist per 1000 members, as recommended by the Mercer report. In addition, Mercy Maricopa has completed the following:

- Provided in-person training to each SMI clinic on permanent supportive housing model and housing options, and created online training
  - Facilitated quarterly housing collaborative meetings with housing and housing service providers to review programs, care coordination, utilization and other related items
  - Provided training to the broader provider community, including stakeholders, hospitals courts, state employees
  - Participated in PSH fidelity reviews and TA sessions with providers including ACT teams
- The need for ongoing training for clinical staff, specifically ACT team staff regarding the nature of services domain

Mercy Maricopa has provided technical assistance to ACT teams regarding nature of services via WICHE. Additionally, AHCCCS acknowledges the implementation and development of the consumer advisory councils, county-wide focus groups for strategic planning, expanded psychoeducational programming, and day assistance available to family members.

AHCCCS will continue its oversight of these key areas through Mercy Maricopa's bi-monthly reporting on the substance abuse specialist positions, face-to-face contact rates for ACT teams and improvement in claim data.

Should Mercy Maricopa have any additional questions regarding the CAP termination, please contact Kelli Donley at [Kelli.Donley@azahcccs.gov](mailto:Kelli.Donley@azahcccs.gov) or 602.364.4651.

Sincerely,

*Virginia Rountree*

Virginia Rountree  
Assistant Director  
Division of Health Care Management  
AHCCCS

Cc: Eddy Broadway, Mercy Maricopa Integrated Care  
Angelo Edge, Mercy Maricopa Integrated Care  
Tad Gary, Mercy Maricopa Integrated Care  
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