March 24, 2022

Toni Cota
Senior Procurement Specialist
Arizona Health Care Cost Containment System
801 East Jefferson Street
Phoenix, Arizona 85034

Dear Ms. Cota:

Enclosed you will find Copa Heath's (Copa) and Central Arizona Shelter Services' (CASS) joint response to Arizona Health Care Cost Containment Systems' March 21, 2022, request for additional information - related to RFP YH22-0055.

1)In the interview, it was stated that CASS has become a licensed AHCCCS provider and may have capacity and intent to provide outpatient services at the Bower Park Shelter facility. Please provide: a) What is CASS' AHCCCS provider ID and registered provider type? b) It is not the intent of AHCCCS to license the shelter component of the project, would any CASS (or COPA) reimbursable services require licensing of the shelter facility component? c) If CASS is registered as a licensed outpatient provider, what is the location of the licensed outpatient facility from which outpatient services will be provided?

a) CASS' AHCCCS provider ID is 098456 and respective Outpatient Treatment Center (OTC) is classified as provider type 77.

b) We do not intend to license the Shelter portion of the Bower Park facility. Under the Arizona Department of Health Services (ADHS) licensed OTC guidelines, the licensee may use qualified staff, as outlined in Arizona Administrative Code (A.A.C.) R9-10 to provide services off site. Services may be provided at the shelter, but the services will be affiliated with the OTC identified in the answer below. These services will be billed using the appropriate Place of Service (POS) Code 99 "Other Place of Service".

c) CASS is registered at its 230 S. 12th Avenue, Phoenix, AZ 85007 location.

2) It is the intent that all residents of the Bower Park Transitional Shelter facility will have a choice of providers. While AHCCCS recognizes the intent for COPA and CASS to provide on-site outpatient services in the Transitional Shelter facility (and adjoining clinic), how will CASS and COPA ensure choice of and access to services from other potential 3rd party Medicaid outpatient services that a member may be eligible for or utilize?

All residents of the Bower Park Transitional Shelter Facility will have a choice of providers. CASS and Copa Health will work with the resident at the time of registration to determine if they are currently enrolled in a health home or have a PC. CASS and Copa Health will help individuals connect or reconnect to their provider of choice. Based on our experience with homeless people, many were automatically assigned to a Health Home or PCP, but may have never attended appointments. In these cases, we will assist identified residents in connecting with their assigned providers or offer our services. In all cases, the individual has the opportunity to choose a provider at the time of registration or at any time thereafter.

3) What are your long-term plans for providing community health services in the integrated clinic? Will clinic services be available to other AHCCCS members after an initial onboarding period?

Yes. Copa clinic services will be available to other AHCCCS members after an initial onboarding period. Our primary clients are the residents of the Bower Park Transitional Shelter Facility. Long-Term services may be made available to other AHCCCS members, however; that decision would have to be made by the RBHA/ACA based on the unmet service needs in the geographic service area. Given the space limitations of the proposed facility compared to other clinics we operate, the proposed clinic will have limited capacity to accommodate additional individuals.

4) It was AHCCCS intent that shelter operations and client services initiate on or as close the date of project completion and occupancy. In the interview it was noted that hiring would start after the building was complete and it would be 3 to 6 months before the shelter would be staffed. It would seem this might leave the facility unused for some period of time between staffing up and occupancy. How would COPA and CASS minimize the time from facility readiness to operations? Please provide a timeline of key events between completion and start of shelter and clinic services/operations.

As we assume that we will be closely involved in the planning and construction of the facility we believe that we will have a clear understanding of when the facility will be ready for occupancy. Based on these dates we will begin our staffing efforts as identified below.

Timeline (prior to anticipated completion date):

180 days	Ensure required building and fire inspections are completed, develop policies and procedures, organizational chart, and job descriptions
160 days	Obtain certificate of occupancy, begin interviewing for clinical director and facility manager(s)
120 days	Submit ADHS license application, hire clinical director, and facility manager(s)
100 days	Final job descriptions approved and posted
90-60 days	Complete ADHS inspection and response (as applicable), begin hiring staff, and transfer current staff to the program
60-30 days	Pay ADHS licensing fee, finalize hiring, begin training and onboarding
30 days to opening	Leadership and staff assist in the start-up/opening

5) As described in the RFP, the Bower Park Transitional Facility is intended to be longer term, low-barrier, and unique supportive shelter environment to support persons determined seriously mentally ill and experiencing homelessness including those with complex service histories. Please describe and provide clear examples of how this site will be operated differently than any current shelter or housing program being operated by the Respondent in recognition of the Bower Park Transitional Facility vision.

The Bower Park Transitional Shelter Facility will provide longer term, low barrier, and supportive services to individuals determined SMI with complex needs and experiencing homelessness. The Bower Park Transitional Shelter Facility and Copa Health Clinic will offer a truly unique experience to residents, including the following:

1) Specialized staff experience with individuals living with severe mental illness with complex needs.
2) Copa and CASS hold quality credentials to meet the targeted population's needs.
3) The Copa Health Clinic will be able to provide integrated behavioral and physical health services if requested by the individual.
4) The facility will be barrier-free.
5) The facility will utilize a Trauma-Informed foundation with the continuum of care approach that will be reflected in client service delivery and care, organization policies, actions, and decisions.
6) Clinically trained staff will be available 24/7 to the residents.

Thank you for the opportunity to provide clarification in support of Copa and CASS developing the Bridge to Success Transitional Housing Facility and Integrated Outpatient Clinic.

Respectfully,

Latrice Hickman

Latrice S. Hickman, MPA
VP, Compliance and Risk
Copa Health, Inc.

cc: John Moore, CFO
Copa Health, Inc.