

INNOVATIONS IN SERVICE DELIVERY & TECHNOLOGY

- Successfully transitioned more than **60 percent of AHCCCS employees to a virtual work environment**, allowing the agency to consolidate two main campus buildings into one.
- Supported the work of the Governor's Abuse and Neglect Prevention Task Force through the Oct. 1, 2020 implementation of **minimum subcontract provisions** aimed at preventing abuse, neglect, and exploitation.
- Launched the AHCCCS **Provider Enrollment Portal (APEP)**, allowing providers to enroll with AHCCCS electronically any time of day.
- Implemented an **Electronic Visit Verification system** to verify member receipt of critical in-home services.
- Improved the **timely processing of Medicaid applications** to 94 percent for non-ALTCS applications and to 91 percent for ALTCS applications.
- **Increased influenza vaccine rates by 10 percent** to incentivize provider administration of the vaccine and partnered with health plans to offer managed care members a \$10 gift card for receiving a flu shot.
- Added **more than 3,000 members to American Indian Medical Homes**, improving care coordination for members served in IHS and 638 facilities.
- Created a **Health Equity Committee** to examine and understand health disparities that exist within the program and to develop strategies to ensure health equity for all AHCCCS members.
- Partnered with policy makers and hospitals to develop a new assessment, increasing payments to eligible hospitals by **\$800 million annually**.
- Increased rates by an estimated **\$380 million for dental providers and practitioners**.
- Secured more than **\$37 million in grant funding** to address the opioid epidemic, expand the state's suicide prevention work, and meet emergent needs related to the COVID-19 pandemic.

RESPONSE TO THE COVID-19 PUBLIC HEALTH EMERGENCY

- Obtained permission to pursue more than **46 programmatic flexibilities** from the Centers for Medicare and Medicaid Services. Key flexibilities implemented include:
 - Expanding the program's telehealth benefit to allow for a broader range of services to be provided electronically.
 - Expediting the provider enrollment process.
 - Reimbursing parents for care offered to their minor children and allowing spouses offering paid care to be paid beyond the standard 40 hours per week limit.
- Offered provider financial relief:
 - Made over **\$59 million** in additional payments to nursing facilities, assisted living facilities, home and community based service providers and critical access hospitals.
 - Advanced or accelerated more than **\$90 million** in funding to hospitals, primary care providers, behavioral health outpatient providers, and justice clinic providers who participate in the agency's Targeted Investments Program and hospitals participating in the graduate medical education program.