



COVID-19 Behavioral Health Task Force

October 9, 2020



Welcome to Behavioral Task Force Meeting

- ❖ You were automatically muted upon entry.
- ❖ Please keep yourself on mute throughout the meeting to limit feedback.
- ❖ Do not put us on hold.
- ❖ To unmute your line - click on the microphone icon or press “*6” on your phone.
- ❖ Please use the chat feature for questions.

Thank you.

Agenda

- ❖ Housekeeping: Lauren Prole
- ❖ AHCCCS Update: Dr. Sara Salek
- ❖ ADHS Update: Teresa Ehnert
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ The Az Opioid Assistance and Referral (OAR) Line: Dr. Daniel Brooks
- ❖ Questions, Open Discussion & Wrap-Up: All

AHCCCS Update

Dr. Sara Salek
Chief Medical Officer
AHCCCS

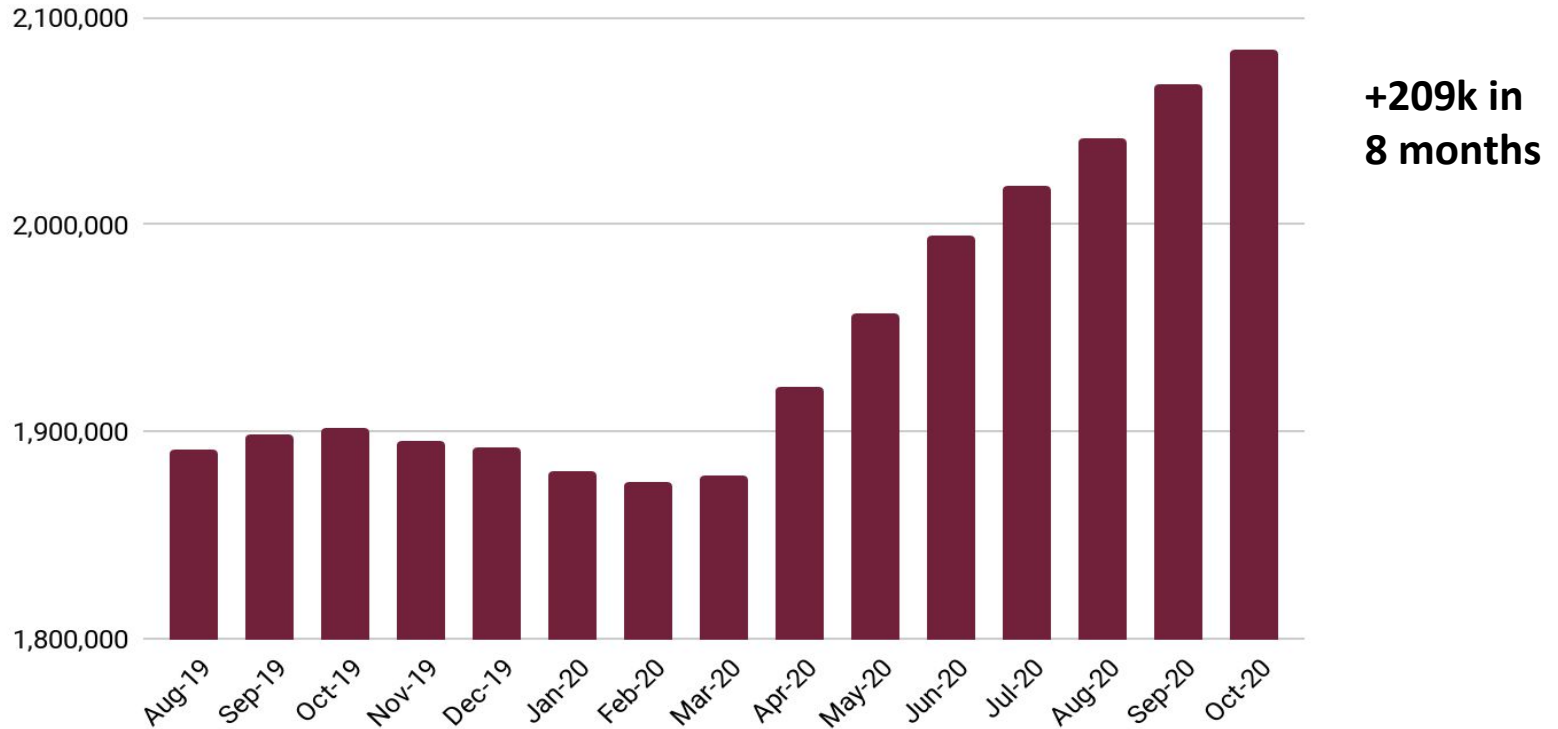
Public Health Emergency (PHE)

On October 2, 2020, U.S. Department of Health and Human Services Secretary Alex Azar [issued a renewal of the COVID-19 public health emergency](#), effective October 23.

A full 90-day extension, this will extend the PHE through **January 21, 2021**.

This would make the current 6.2 percentage point FMAP enhancement available through Q1 2021.

AHCCCS Enrollment: August 2019 - September 2020



Where do I find the latest information about COVID-19?

- AHCCCS updates the FAQ document daily to reflect the latest guidance for providers, members and plans
- Please find guidance at: <https://azahcccs.gov/AHCCCS/AboutUs/covid19FAQ.html>

The screenshot shows the top navigation bar of the AHCCCS website. It includes links for 'State Agencies', 'State Services', 'Visit OpenBooks', and 'Ombudsman-Citizens Aide'. On the right, there is a search bar labeled 'AZ.Gov' and the 'az.gov' logo. Below the navigation bar is a yellow banner with the text 'Learn more about coronavirus (COVID-19)' and a large red arrow pointing to the right. To the left of the banner is the AHCCCS logo, which consists of a sunburst icon and the text 'AHCCCS Arizona Health Care Cost Containment System'. To the right of the banner is a 'Google Custom Search' box with a search button and a link to 'Advanced search'. Below the banner is a photograph of a diverse group of people, including a doctor, a nurse, and a family.



ENHANCED BY Google



Advanced search

HOME	AHCCCS INFO	MEMBERS/APPLICANTS	PLANS/PROVIDERS	AMERICAN INDIANS	RESOURCES	FRAUD PREVENTION	CRISIS?
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Home / Resources / Waiver / Pending Waivers / This Page

▼ Oversight of Health Plans

▲ Governmental Oversight

Federal and State Requirements

Legislative Sessions

Waiver



PCH SNCP Technical Amendment

COVID-19 Federal Emergency Authorities Request

IMD Waiver Amendment

SB 1092 Legislative Directive Waiver Proposal

American Indian Initiatives

Mental Health Parity

County Acute Care Contributions

Grants

Hospital Finance & Utilization Information

Health Plan Report Card

COVID-19 Federal Emergency Authorities Request

On March 17 and March 24, 2020, the Arizona Health Care Cost Containment System (AHCCCS) submitted requests to the Administrator for the Centers for Medicare and Medicaid Services (CMS) to waive certain Medicaid and KidsCare requirements to enable the State to combat the continued spread of 2019 novel coronavirus (COVID-19). AHCCCS is seeking a broad range of emergency authorities to:

- Strengthen the provider workforce and remove barriers to care for AHCCCS members
- Enhance Medicaid services and supports for vulnerable members for the duration of the emergency period
- Remove cost sharing and other administrative requirements to support continued access to services

Arizona's request to CMS is posted below:

- Letter To CMS Administrator on COVID-19 Flexibilities (submitted March 17, 2020)
- Summary of Additional COVID-19 Flexibility Requests (submitted March 24, 2020)
- Summary of Additional COVID-19 Flexibility Requests (submitted April 17, 2020)

Status of AHCCCS Emergency Authority Requests (updated Aug. 6, 2020)

CMS approved components of Arizona's request under the 1135 Waiver, Appendix K and State Plan:

- CMS 1135 Waiver Approval Letter for COVID-19 Flexibilities (received March 23, 2020)
- CMS Medicaid Disaster Relief State Plan Amendment (SPA) Approval (received April 1, 2020)
- CMS 1115 Waiver Appendix K Approval Letter (received April 6, 2020)
- CMS 1115 Waiver Approved Appendix K Document (received April 6, 2020)
- CMS Medicaid Disaster Relief State Plan Amendment (SPA) Approval, #2 (received April 9, 2020)
- CMS CHIP Disaster Relief State Plan Amendment (SPA) Approval (received April 24, 2020)
- CMS 1135 Waiver Approval Letter for COVID-19 Flexibilities (received May 6, 2020)
- CMS Medicaid Disaster Relief State Plan Amendment (SPA) Amendment #3 (received May 22, 2020)
- CMS 1135 Waiver Approval Letter for COVID-19 Flexibilities (received July 9, 2020)

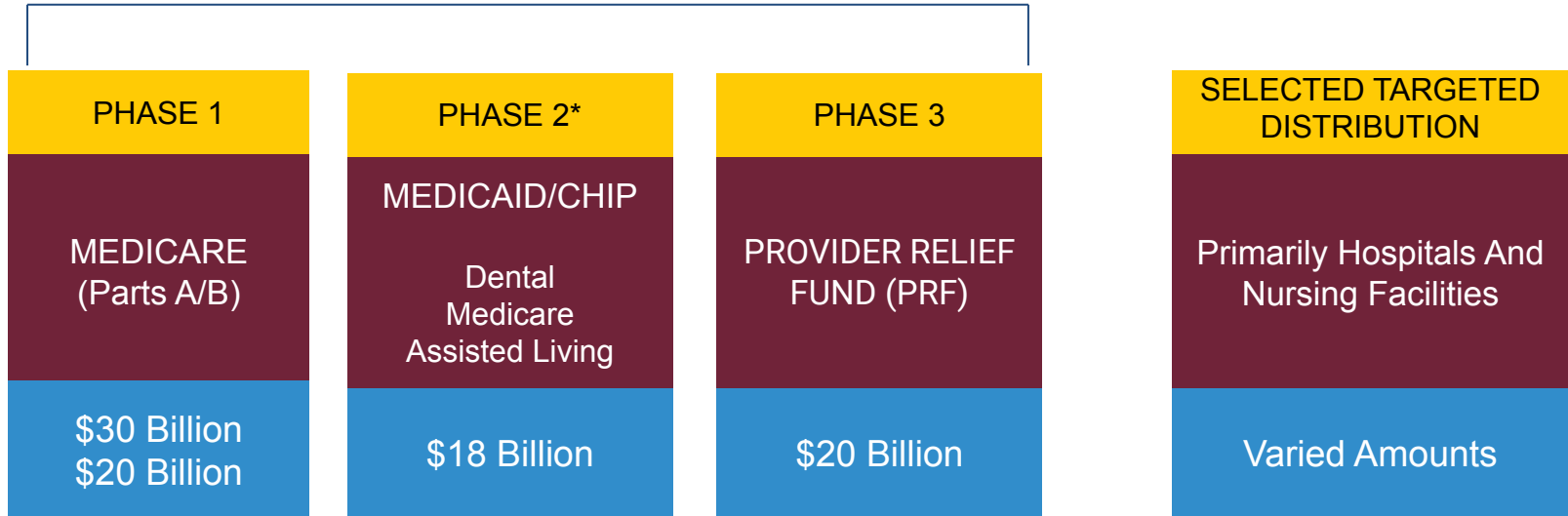
The allowances from CMS grant broad authority to Arizona to tailor changes to best serve its citizens. AHCCCS will make decisions about how and when these changes will be implemented.

AHCCCS will pursue the extension of some of the flexibilities granted (updated 7/21/2020) during the public health emergency.



CARES Act Provider Relief Funding

GENERAL DISTRIBUTION



To date, HHS has allocated approximately \$144 billion of the \$175 billion in congressionally-appropriated Provider Relief Funding.

CARES Act Provider Relief Funding - [Phase 3](#)

The funds will be open to previously ineligible providers (e.g., those who began practicing in 2020) and will permit those who have already received funds through previous distributions to apply for additional funding that reflects financial losses and changes in operating expenses due to the pandemic.

Providers can begin applying for funds on Monday, Oct. 5 and will have through Nov. 6, 2020 to apply.

The agency explained that the distribution is intended to give all applicants **2% of annual revenue from patient care, plus provide an additional amount to offset providers' COVID-19 revenue losses and expenses.**

AHCCCS Flu Vaccine Strategy During COVID-19

- Multi-pronged strategy to:
 - Reimburse pharmacies for flu vaccine and administration for children 3 through 18
 - Reimburse flu vaccine and administration for eligible EMS providers
 - Increase rates for flu vaccine and administration codes by 10%
 - Provide a \$10 gift card to all managed care members who obtain an flu vaccine
 -

ADHS Update

Teresa Ehnert

Bureau Chief, Public Health Emergency Preparedness
Health Emergency Operation Center/ ESF8
PHEP/HPP Director, Arizona

Southern Arizona Crisis Line Update

Johnnie Gasper
Manager - Crisis System
Arizona Complete Health

Crisis System-Overview



- IB Episodes and Primary Presentation
 - Consistent with August 2019 data-still under 12 month rolling
 - September shows reduction in volume by comparison to August annually
 - Primary presentation data shared below for baseline

	CY2019 Avg	Rolling 12	Change
Anxiety	25.5%	26.8%	1.4%
Self-harm/Suicidal	20.1%	17.9%	-2.2%
Psychosis	14.1%	13.9%	-0.2%
Substance use/abuse	6.0%	6.5%	0.4%
Coordination of care	7.6%	9.7%	2.1%
DTO	4.9%	5.0%	0.1%
Agression	3.9%	4.9%	1.0%
Depression	5.7%	5.1%	-0.6%
Social Concerns	3.2%	3.4%	0.2%
Other	3.9%	2.1%	-1.8%
Medical/medications	1.7%	1.7%	0.0%
DV	1.6%	1.3%	-0.3%
Housing problems	1.2%	1.1%	-0.1%
Follow up	0.7%	0.6%	-0.1%

	CY2019 Avg	Rolling 12	Sep-20	Change CY2019	Change Rolling 12
Anxiety	25.5%	26.8%	26.2%	0.8%	-0.6%
Self-harm/Suicidal	20.1%	17.9%	18.4%	-1.7%	0.5%
Psychosis	14.1%	13.9%	16.0%	1.9%	2.1%
Substance use/abuse	6.0%	6.5%	7.1%	1.1%	0.7%
Coordination of care	7.6%	9.7%	6.8%	-0.8%	-2.9%
DTO	4.9%	5.0%	5.5%	0.6%	0.5%
Agression	3.9%	4.9%	5.5%	1.6%	0.6%
Depression	5.7%	5.1%	4.9%	-0.7%	-0.2%
Social Concerns	3.2%	3.4%	3.2%	-0.1%	-0.3%
Other	3.9%	2.1%	2.3%	-1.6%	0.2%
Medical/medications	1.7%	1.7%	1.7%	0.0%	0.0%
DV	1.6%	1.3%	1.2%	-0.4%	-0.1%
Housing problems	1.2%	1.1%	0.6%	-0.5%	-0.4%
Follow up	0.7%	0.6%	0.5%	-0.2%	-0.1%

*Rolling 12 is taken from September 2019-August 2020

COVID-19 Hotline, Crisis Line & Resilient Arizona Updates

Justin Chase , LMSW, CPHQ, FACHE
Chief Executive Officer
Crisis Response Network





211 Statewide COVID-19 Hotline

COVID-19 Hotline - Program Data Report

Report Dates: 3/20/2020 through 10/7/2020

	Program Summary
COVID-19 Hotline Inbound Calls	51,706
COVID-19 Hotline Calls Handled by Agent	12,343
Transferred to Poison Control	12,626

Statewide COVID-19 Hotline



Primary Reason for Call
Best sources of information
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc)
Other
Testing information and availability
Travel, events, group gatherings
Resources: Financial assistance (eviction prevention, utility assistance, etc.)

Crisis Line Updates

August vs. September 2020

Measure	August 2020	September 2020	Variance
Total Call Volume	22,419	21,391	4.6% Decrease
Mobile Team Dispatches	2,230	2,339	4.9% Increase
Reasons for Call			
Depression	622	684	10.0% Increase
Anxiety	842	897	6.5% Increase
Medical	354	314	11.3% Decrease
Suicidal/Self-Harm	2,670	2,723	2.0% Increase
Domestic Violence	89	95	6.7% Increase
Population			
Adults	9,676	9,865	2.0% Increase
Children (<18)	1,496	1,757	17.4% Increase

Crisis Line Updates (2019 vs 2020)

Measure	September 2019	September 2020	Variance
Total Call Volume	23,695	21,391	9.7% Decrease
Mobile Team Dispatches	2,369	2,339	1.3% Decrease
Reasons for Call			
Depression	532	684	28.9% Increase
Anxiety	618	897	45.1% Increase
Medical	299	314	5.0% Increase
Suicidal/Self-Harm	2,743	2,723	0.7% Decrease
Domestic Violence	110	95	13.6% Decrease
Population			
Adults	8,304	9,865	18.8% Increase
Children (<18)	1,722	1,757	2.0% Increase

Crisis Line Updates (2019 vs 2020)

Measure	March-September 2019	March-September 2020	Variance
Total Call Volume	163,851	150,311	8.3% Decrease
Mobile Team Dispatches	15,400	14,453	6.1% Decrease
Reasons for Call			
Depression	3,895	4,257	9.3% Increase
Anxiety	4,556	6,089	33.6% Increase
Medical	2,485	2,548	2.5% Increase
Suicidal/Self-Harm	18,040	17,359	3.8% Decrease
Domestic Violence	844	721	14.6% Decrease
Population			
Adults	62,874	66,036	5.0% Increase
Children (<18)	10,164	9,524	6.3% Decrease

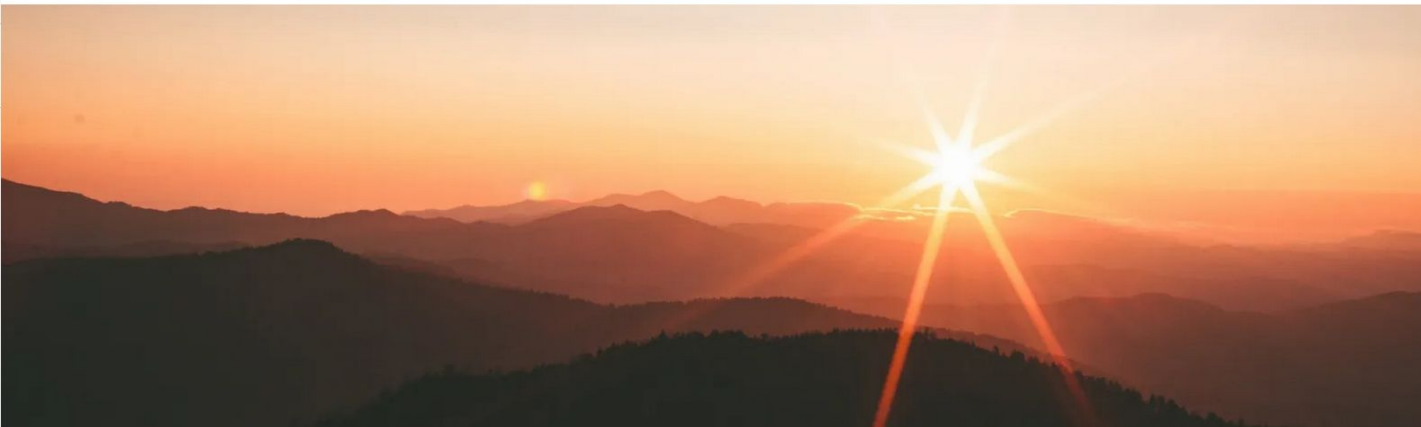
RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Call 2-1-1 to connect with an Arizona Crisis Counseling Provider.

RESILIENT *Arizona*
CRISIS COUNSELING PROGRAM

HOME ABOUT PROVIDERS COVID-19 ESPAÑOL MEDIA



What we do

Resilient Arizona Crisis Counseling Program is a federally funded program that helps people and communities recover from the effects of disasters and/or pandemics through short-



Free and confidential

Our services are 100% free and confidential.



Providers

Resilient Arizona providers are located throughout Arizona and specialize in short-term counseling and emotional support. Dial 2-1-1 to connect with a provider today.



CALL 2-1-1 TO CONNECT WITH A CRISIS COUNSELING PROVIDER.

CENTRAL ARIZONA



ENPACT - Suicide Prevention Center
Phone: 480-756-4465
Hours of operation: 24/7
Email: ENPACT@laf.com

Crisis Preparation and Recovery
Phone: 480-477-6662
Hours of operation: 7 AM - 4 PM
Email: CRISIS@laf.com



RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM

Family Involvement Center
Phone: 602-288-0955
Hours of operation: 8:30 AM - 5:30 PM
Email: FOCUS@laf.com



NORTHERN ARIZONA



The Guidance Center
Phone: 928-764-6246
Hours of operation: 24/7

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM



Family Involvement Center
Phone: 928-565-2626
Hours of operation: 8:30 AM - 5:30 PM
Email: FOCUS@laf.com

SOUTHERN ARIZONA



La Frontera Center
Phone: 520-389-5885
Hours of operation: 8 AM - 7 PM
Email: CS@laf.com

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM



Family Involvement Center
Phone: 520-454-6252
Hours of operation: 8:30 AM - 6:30 PM
Email: FOCUS@laf.com

Visit www.resilientarizona.org

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	2367
Individual Crisis Counseling	727
Group Counseling/Public Education	642
Brief Educational/Supportive Contact	1579
Total Unique Interactions	2948

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	332
Telephone contact	1024
E-mail contact	2066
Community networking and coalition building	1052
Material handed to people	4496
Material mailed to people	2021
Material left in public places	5365
Mass media	49
Social networking messages	642
Total	17,216

The Az Opioid Assistance and Referral (OAR) Line



Daniel E. Brooks MD

Medical Director; Banner Poison & Drug Information
Center

Center for Toxicology and Pharmacology Education &
Research; UofA College of Medicine-Phoenix

**The Az Opioid Assistance
and Referral (OAR) Line**

888-688-4222

The Arizona Opioid Assistance and Referral Line

Partnership between CTPER and Az DHS

OAR Line

888-688-4222

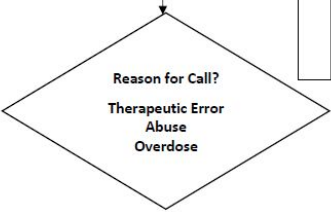
Went Live March 26, 2018

Opioid Related Calls
 (Follow ToxSentry Documentation Guidelines)

*Immediate 911 or ED Referral:
 Unresponsiveness, Naloxone use OR Concern for Self-Harm*

Acute Toxicity

Note: Immediate 911 or ED referral for patients with significant effects Consider conference with EMS dispatch.



- Things to consider:
- [Naloxone administration](#)
 - Opiate naive?
 - Age/Medications/PMH?
 - 911 or ED referral for high risk patients

Follow up:
Hospital: normal practice plus home f/u to provide resources.
Home: Initial 30-60 minutes, then until back to baseline or asymptomatic.
Provide referrals as needed:
[Harm Reduction](#)
[Naloxone Prescription](#)
 MAT referral use: [SAMHSA](#) or [Governor's Website](#)
[OTP](#) resources

Inquire about pregnancy status for all females callers between the ages of 12 and 65 years.
 Use routine standards to consult on call Toxicologist

Addiction/Withdrawal

Provider

1. Providers not waived to prescribe buprenorphine for OUD; [General Information](#) for referral
2. [Buprenorphine Treatment](#) Practitioner referral
3. For Physician seeking [OTP](#) locations for referral
4. Provider not familiar with OUD treatment; refer to a substance abuse specialist ([MAT](#) or [OTP](#))
5. For physicians seeking to [qualify](#) or [apply](#) for a DATA 2000 waiver
6. Midlevel provider seeking to [complete training](#) or [apply](#) for a DATA 2000 Waiver.
7. For Physician seeking [OTP](#) certification
8. [FAQs](#)

Layperson/Patient

- Requesting Addiction/Pain treatment:
1. [OTP](#) Referral
 2. MAT referral use: [SAMHSA](#) or [Governor's Website](#)
 3. [Buprenorphine](#) locations
 4. [Crisis Referral](#); 24hrs
 5. [Dispose](#) of medications
 6. [Chronic Pain Management](#)
 7. [Pain Medicine Provider \(ABPM\)](#)
 8. [Harm Reduction](#)
 9. [FAQs](#)

Acute/Chronic Pain

Provider

1. [Acute/Chronic Pain Guidelines](#)
2. [VA Guidelines 2017](#)
3. [CDC Guidelines 2016](#)
4. [CDC mobile app opioid guideline](#)
5. [ED Prescribing Guidelines](#)

Definitions & Abbreviations

ABPM: American Board of Pain Medicine	CDC: Centers for Disease Control
DATA 2000: Drug Addiction Treatment Act of 2000	ED: Emergency Department
FAQs: Frequently Asked Questions	MAT: Medication Assisted Therapy
Midlevels: Nurse Practitioner (NP) or Physician's Assistant (PA)	OTP: Opioid Treatment Program
OTP: Opioid Treatment Program	PMH: Past Medical History
PMH: Past Medical History	POV: Patient's own vehicle
Provider: Doctor of Osteopathic Medicine (DO); Medical Doctor (MD); Midlevels	OU: Opioid Use Disorder
SAMHSA: Substance Abuse and Mental Health Services Administration	VA: Veteran's Administration
SI: Suicidal Ideation	

Standard Operating Procedures:

CTPER Opioid Call Service

1. Purpose

- a. The OCS hotline is a collaboration between the AzDHS, APDIC, CTPER, and BPDIC following the Governor's mandate to address the opioid epidemic in Arizona by finding the best treatments and reducing barriers to care¹.
- b. To establish and maintain the Opioid Call Service (OCS) to provide information, resources and professional consultation for all opioid-related injuries and illnesses (including toxicity, chronic pain and withdrawal) on a 24/7/365 basis.
- c. To outline the Opioid Call Service's SOPs.

2. Scope

- a. The APDIC and BPDIC will staff a 24-hour hotline and provide any available assistance, information, and/or referral to medical providers and lay person seeking information regarding the risks, treatment, prevention, and professional consultation for all opioid-related injuries and illnesses.
- b. Methadone can only be prescribed and dispensed for the purposes of MAT by qualified physicians licensed to operate an OTP
- c. DATA 2000, part of the Children's Health Act of 2000, permits physicians who meet certain qualifications to treat opioid dependency with narcotic medications approved by the FDA, including buprenorphine, in treatment settings other than OTPs.
- d. Approved medications indicated for the treatment of substance use disorders and prevent opioid overdose.
 - i. Buprenorphine (Subutex® sublingual)
 - ii. Buprenorphine/Naloxone (Suboxone® oral and Zubsolv® sublingual)
 - iii. Methadone (Dolophins®)
 - iv. Naltrexone (Revia® PO and Vivitrol® IV)
 - v. Naloxone (Narcan®)

3. Procedure

- a. Answering the phone:
 - i. Answer the line with "TBD Hotline, this is (my name) how can I help you?"
 1. How will we redirect callers on overnights and weekends
 2. Will we route after-hours layperson to CACL?
 - a. 602-222-9444 (local)
 - b. 800-631-1314 (toll-free)
 - c. 800-327-9254 (TTY)
 - d. 877-756-4090 (Northern AZ)
 - e. 602-47-1100 (Warm Line)

OAR Line Data: September 2020 Calls

Total Opioid Related Calls	311
Total OAR line calls	62
Total Opioid PCC calls:	249
Magellan Project	0
Number of post overdose patients referred to MAT	9
Number of post-overdose patients linked to the OAR line by hospital staff	8
Number of staff hired to deliver virtual case management services	0
Number of hours dedicated to virtual case management services	104
Number of healthcare providers that received academic detailing services through OAR	114
Opioid-related deaths called to PCs	0

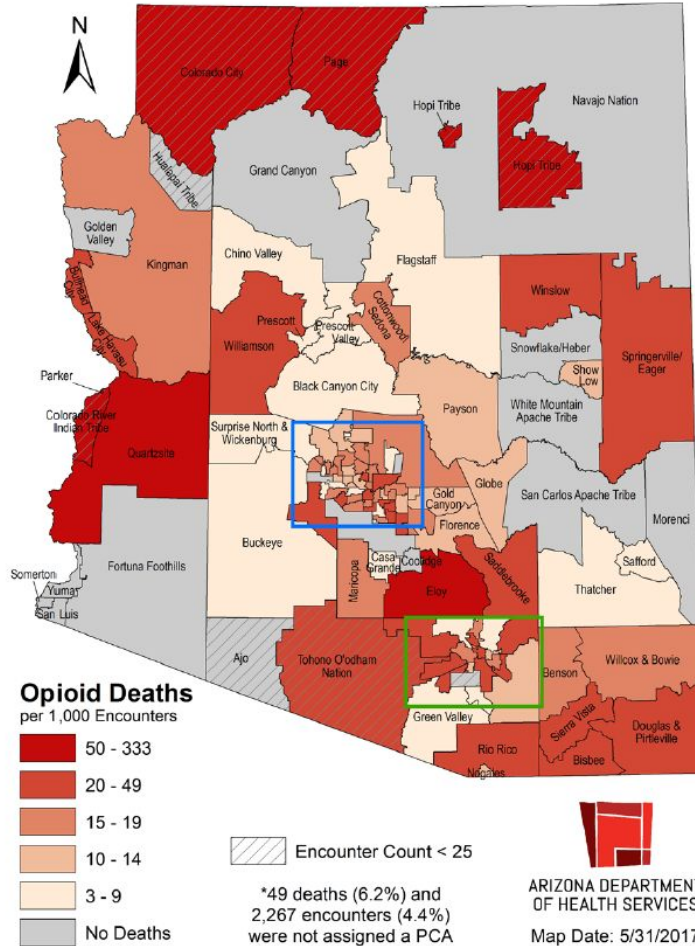
OAR Line Data: 2020 1st Quarter Report

All calls:	832
Exposure/Clinical Calls:	491
Information Calls:	341
Provider calls:	394
Patient / Caregiver (layperson) calls:	478
Calls via OAR Line:	200
Calls via other (non-OAR) PCC Lines:	672
Number of post overdose patients referred to MAT	54
Number of post-overdose patients linked to the OAR line by hospital staff	55
Number of hours dedicated to virtual case management services	282
Number of staff hired to deliver virtual case management services	0
Number of healthcare providers that received academic detailing services through OAR.	916
Opioid-related deaths called to PCS	1

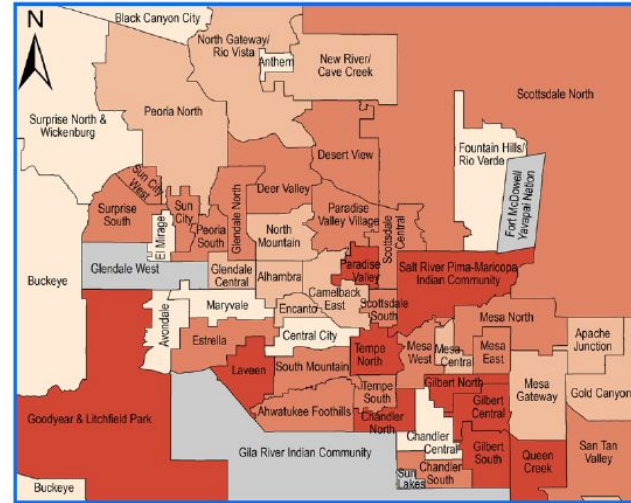
OAR Line Data: 2020 1st Quarter Report

Clinician Type	Arizona	Arizona PCC Line
	OAR Line	
Physicians (MD, DO)	47	238
Physician Assistants	1	6
Nurse Practitioners	3	8
Dentists	0	0
Mental Health Professional	5	0
Pharmacists	1	5
Other	0	0
Medical Resident	0	6
Registered Nurse (RN)	4	50
Podiatrist	0	0
Other Health Professional (EMTP,MA)	4	13
Other (Please Specify)	1	2
Totals	66	328
Grand total (=total provider calls)	394	

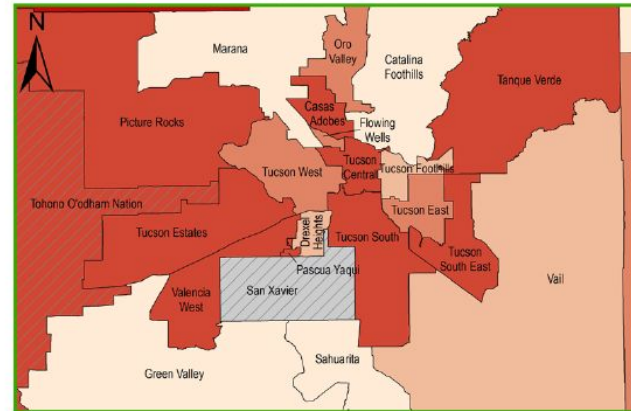
Opioid Deaths per 1,000 Encounters by Primary Care Area (PCA), 2016*



Metro Phoenix



Metro Tucson



OAR Line Data:

2020 1st Quarter

County	Total Opioid Calls
Apache	2
Cochise	6
Coconino	5
Gila	5
Graham	1
Greenlee	0
La Paz	0
Maricopa	272
Mohave	8
Navajo	2
Pima	67
Pinal	14
Santa Cruz	1
Yavapai	7
Yuma	10
Unknown	4
Total	404

OAR Line Data: 2020 1st Quarter Report

Drug Type	Arizona OAR Line	Arizona PCC Line
1. Oxycodone	26	127
2. Oxycodone/ APAP	7	40
3. Hydrocodone/APAP	5	36
4. Heroin	15	70
5. Morphine/Oxycontin	8	23
6. Tramadol	2	52
7. Fentanyl	36	71
8. Methadone	6	34
9. Suboxone/Buprenorphine	6	34
10. Kratom	0	9

OAR Line: Total calls (3/26/20 - 9/1/20)

Total Opioid-related calls: 11, 542

Total Calls via the OAR Line: 1,558 (13.5%)

Patient 'Enrollment' - Passive Process

HCF staff identify patients with opioid-related issues

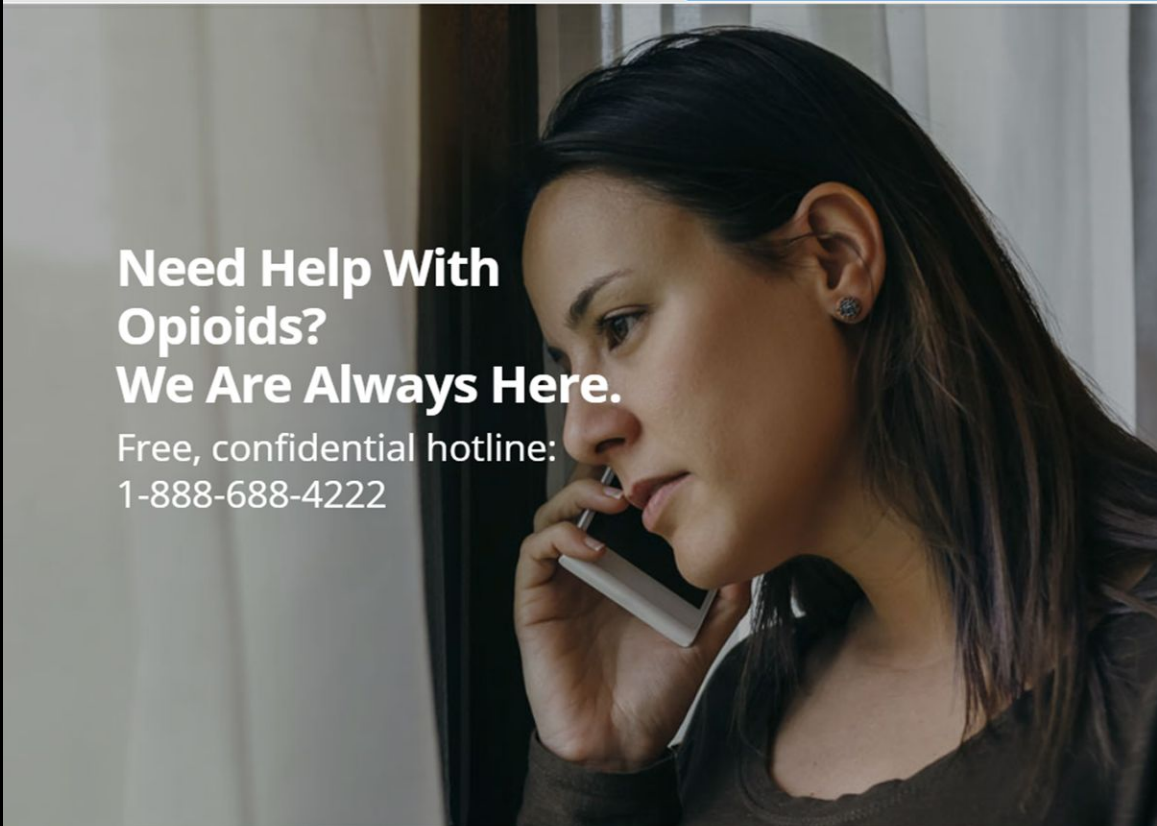
Inform patient about the OAR Line Services

Verbal consent for involvement (confirm contact info)

Call OAR Line with: Patient name Contact info (cell, email)

Substance Issue

OAR Line staff perform at least two follow-up calls (2d and 1wk)

A photograph of a woman with long dark hair, wearing a dark top, talking on a white mobile phone. She is looking slightly to the left of the frame. The background is a simple, light-colored wall.

Need Help With Opioids? We Are Always Here.

Free, confidential hotline:
1-888-688-4222

OAR Line Advertising

The Az Opioid Assistance & Referral (OAR) Line

o1-888-688-4222

Free, confidential, **24/7 Arizona** helpline for all opioid related questions, resources and treatment referrals.

Trained pharmacist and nurses available to all callers.

Providers (only) can also consult MD toxicologists.

Reminders

Clinic: _____

Phone Number: _____

Date: _____

Provider: _____

Medications: _____



The Arizona

Opioid Assistance & Referral Line (OAR Line)

1-888-688-4222

24/7 nurses and pharmacists
All calls are free and confidential



Arizona Opioid Assistance & Referral Line (The Az OAR Line)

1-888-688-4222

Opioid Questions? We can help with....

- ✓ Referrals for treatment or pain specialists.
- ✓ Concerns about opioid use and weaning.
- ✓ Using opioids for acute and chronic pain.
- ✓ Education about naloxone (Narcan®) or other supplies.
- ✓ Questions about opioid use during pregnant or breastfeeding.
- ✓ New opioid laws and prescribing guidelines.

Calls are free and confidential

Answered by medical experts 24/7



ARIZONA DEPARTMENT
OF HEALTH SERVICES

THE UNIVERSITY OF ARIZONA
Center for Toxicology
& Pharmacology
Education & Research

The OAR line is a joint project between the Arizona Department of Health Services, The Arizona Health Care Cost Containment System and the Poison and Drug Information Centers of Arizona.

Questions / Slides

daniel.brooks@bannerhealth.com

602-402-8210 (cell)

OAR LINE: [Azdhs.gov/oarline/](https://azdhs.gov/oarline/)

CTPER: <https://phoenixmed.arizona.edu/ctper>

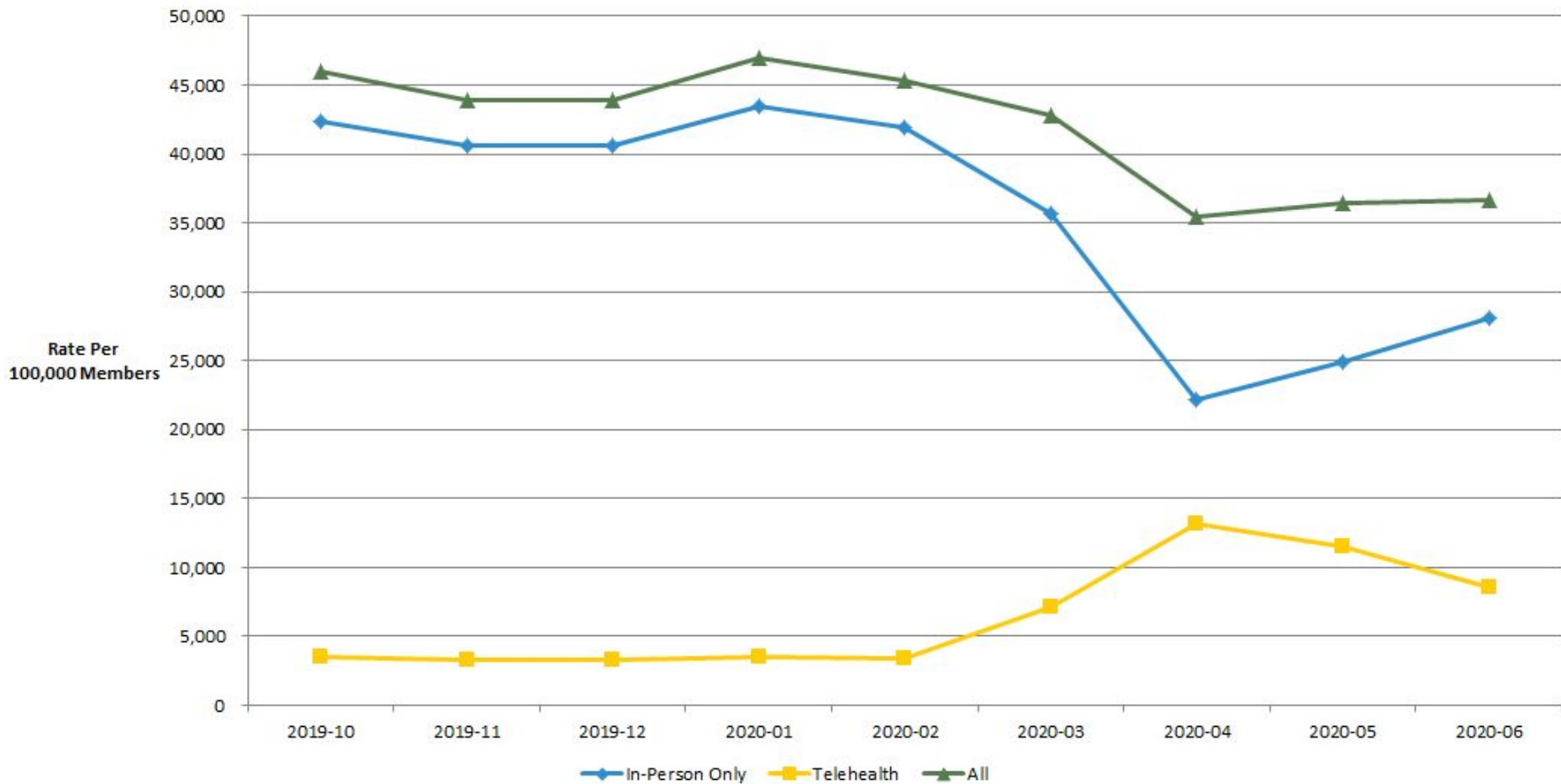
Telehealth Utilization Analysis

Will Buckley

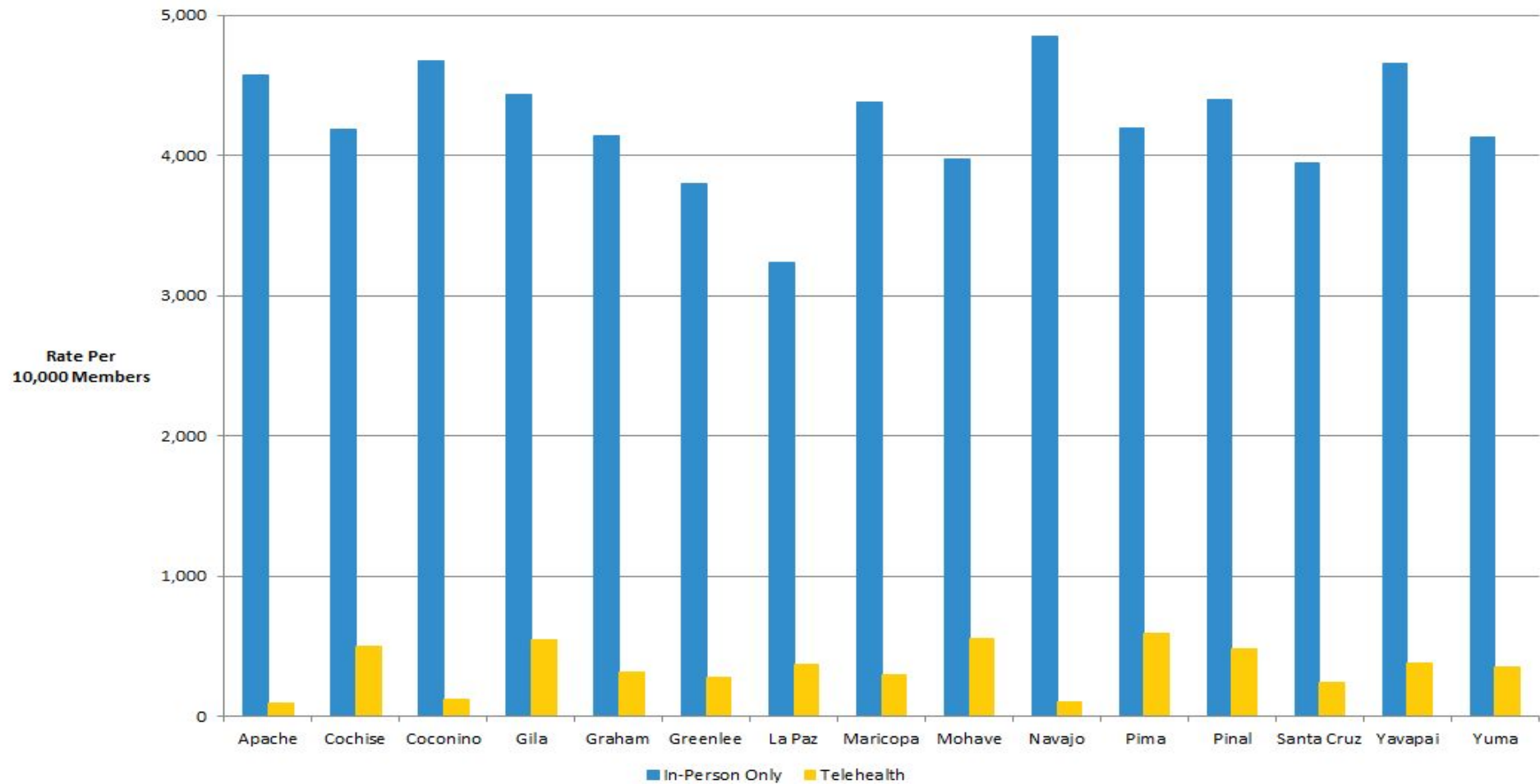
Business Intelligence Manager

Division of Healthcare Management - AHCCCS

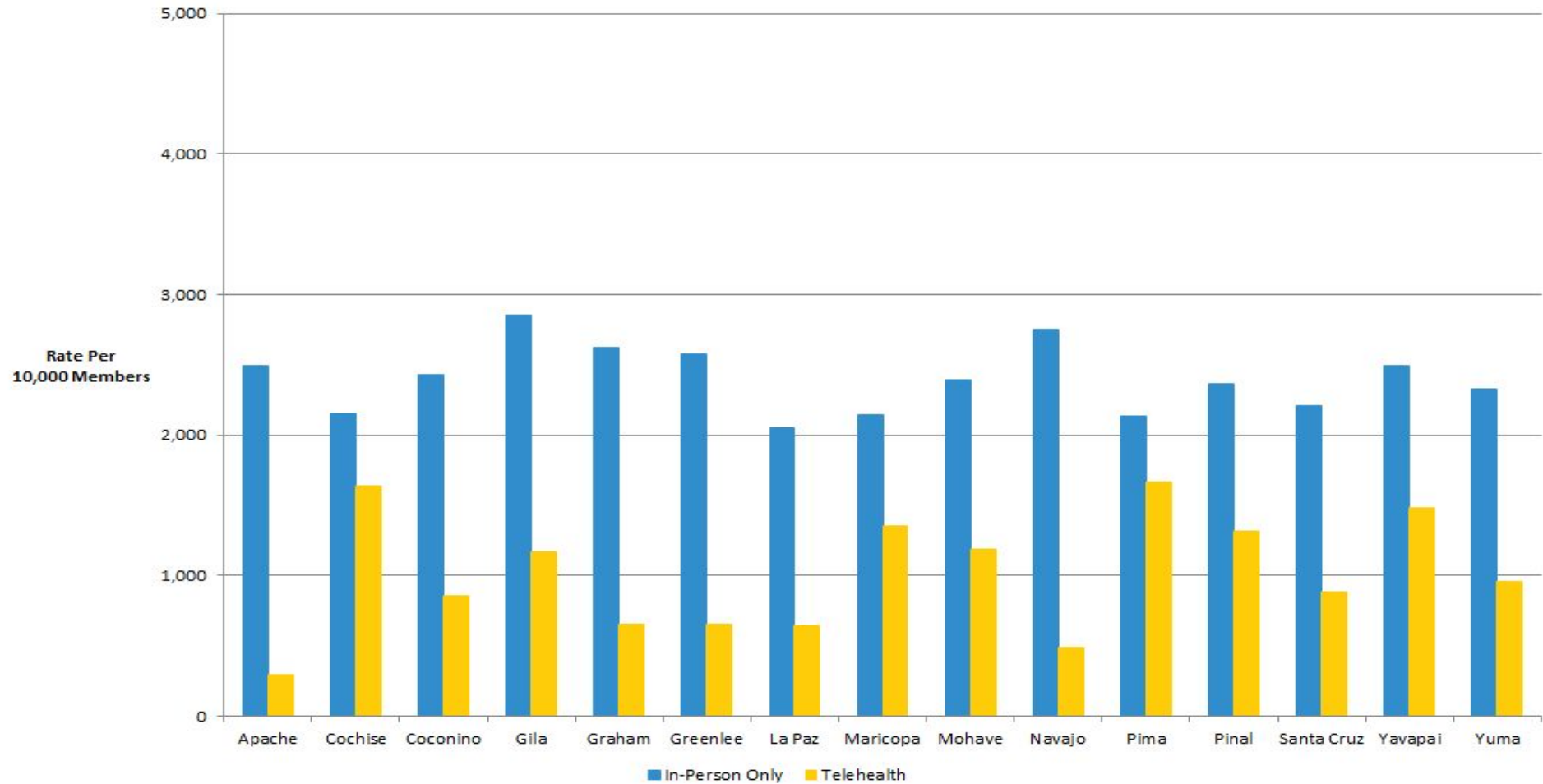
FFY20 YTD Statewide Utilization By Mode of Service Delivery (Distinct Member Count by Month, Rate Per 100,000 Enrolled Members)



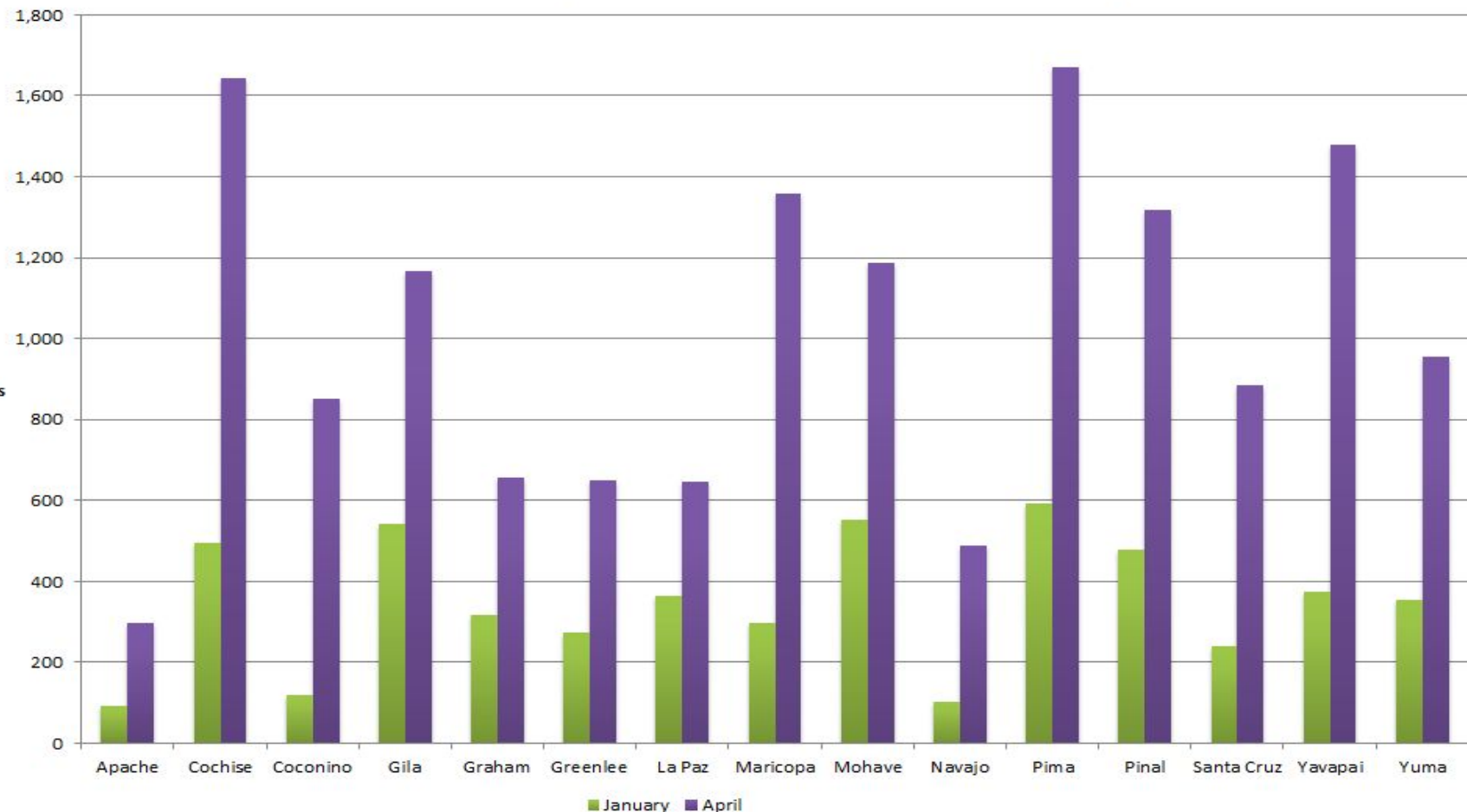
January 2020 County-Level Utilization By Mode of Service Delivery
(Distinct Member Count, Rate Per 10,000 Enrolled Members)



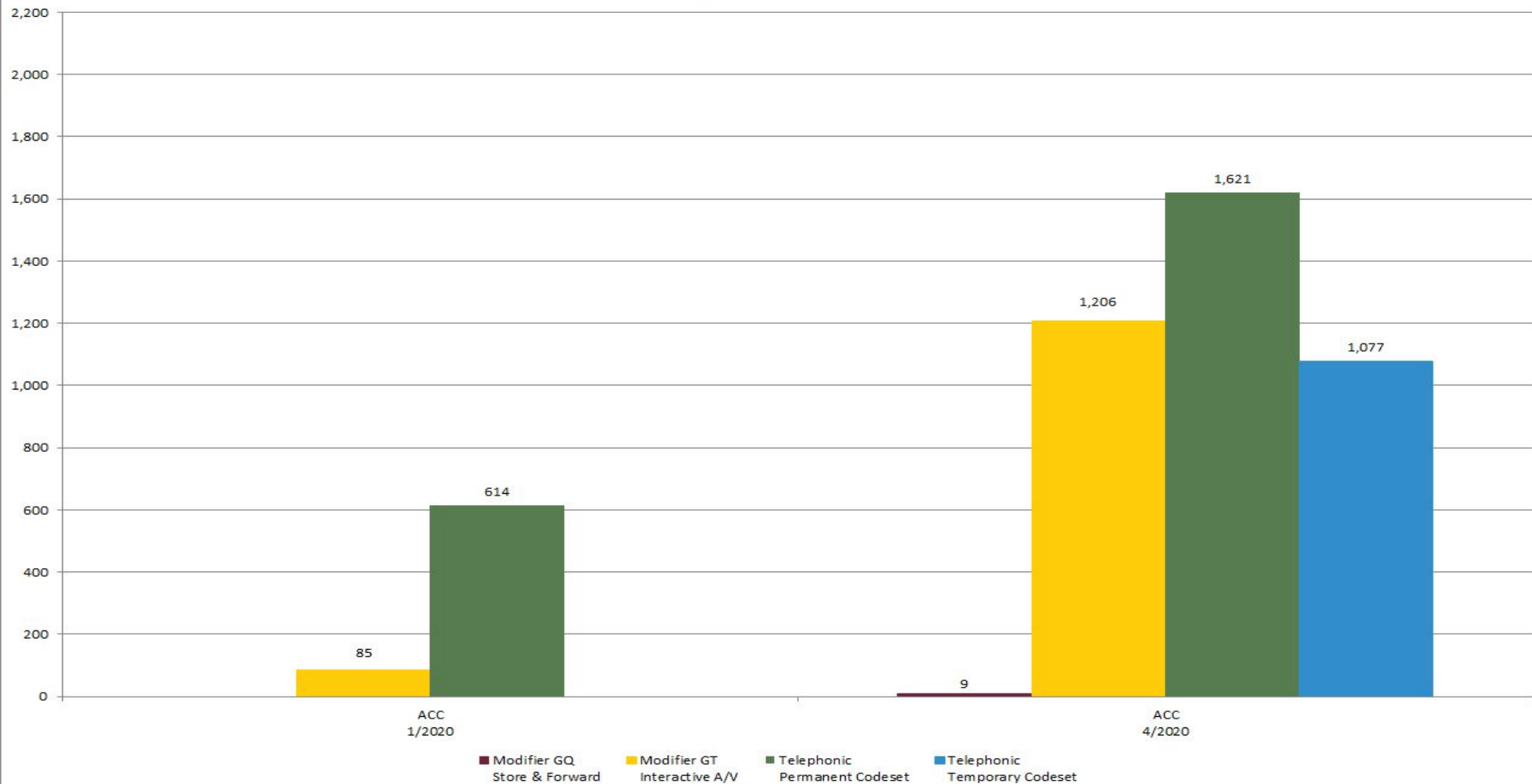
April 2020 County-Level Utilization By Mode of Service Delivery
(Distinct Member Count, Rate Per 10,000 Enrolled Members)



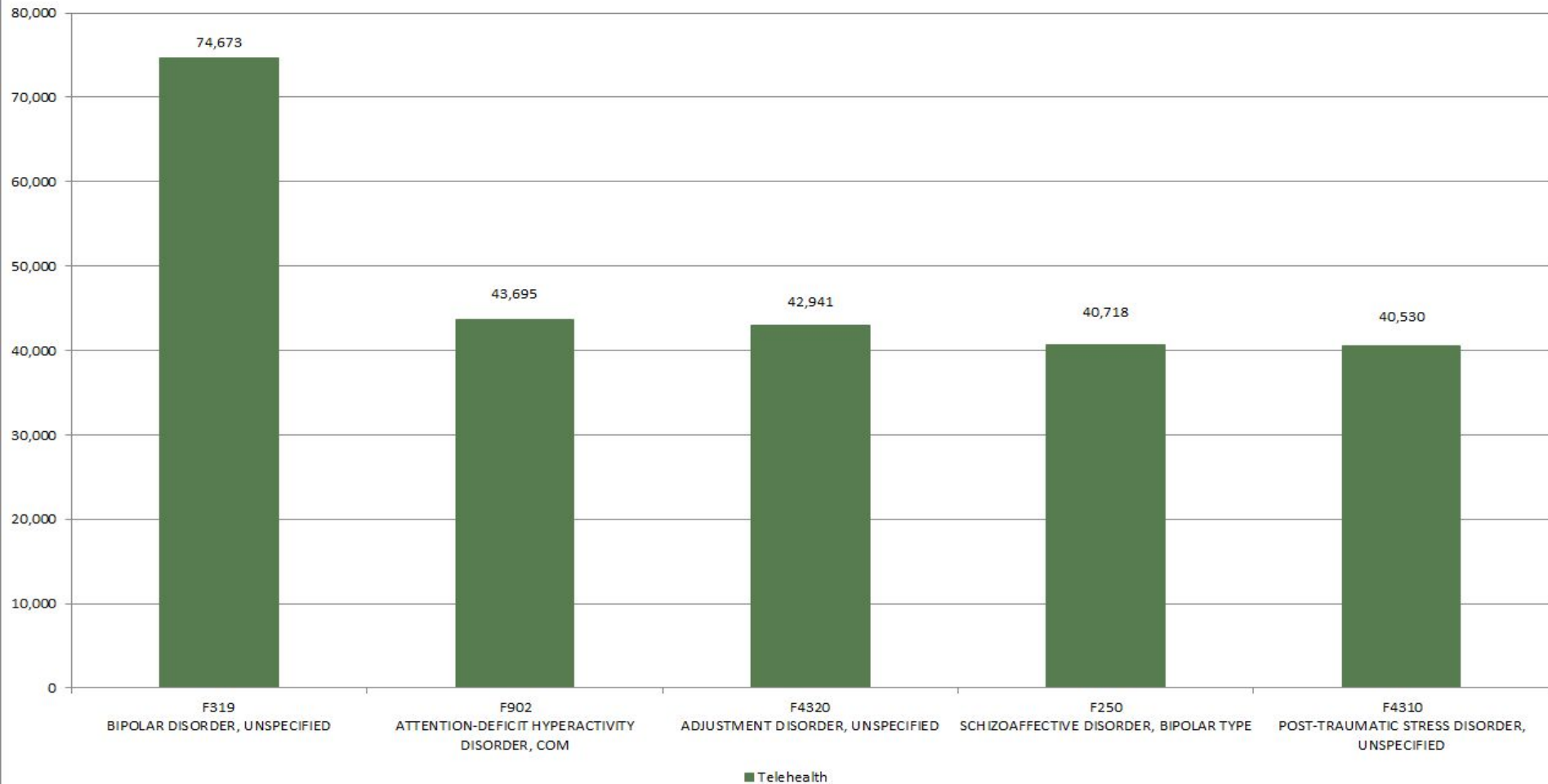
County-Level Telehealth Utilization Comparison: January Relative to April (Distinct Member Count, Rate Per 10,000 Enrolled Members)



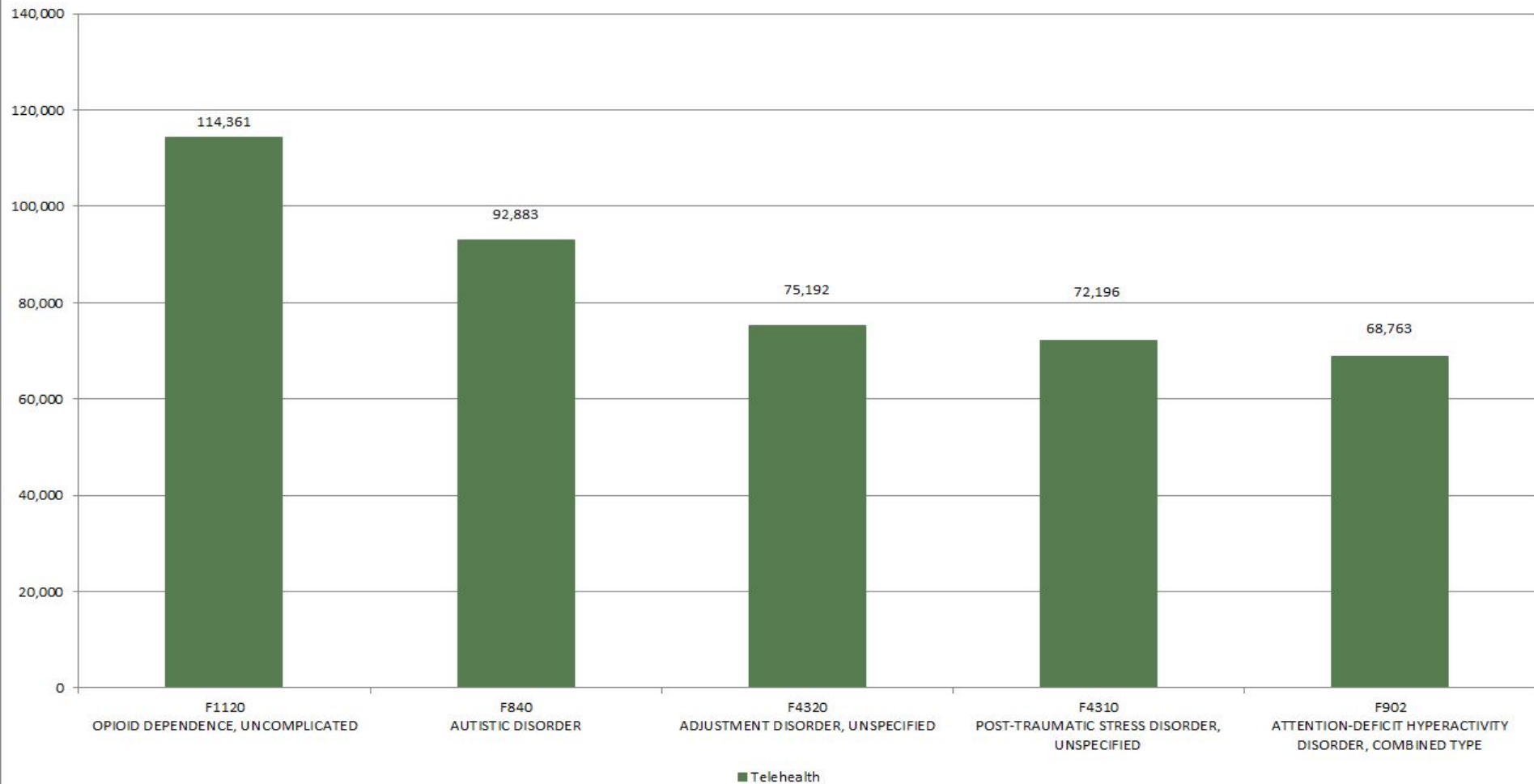
of ACC Claim Lines by Telehealth Mode of Delivery (Rate Per 10,000 Enrolled Members)



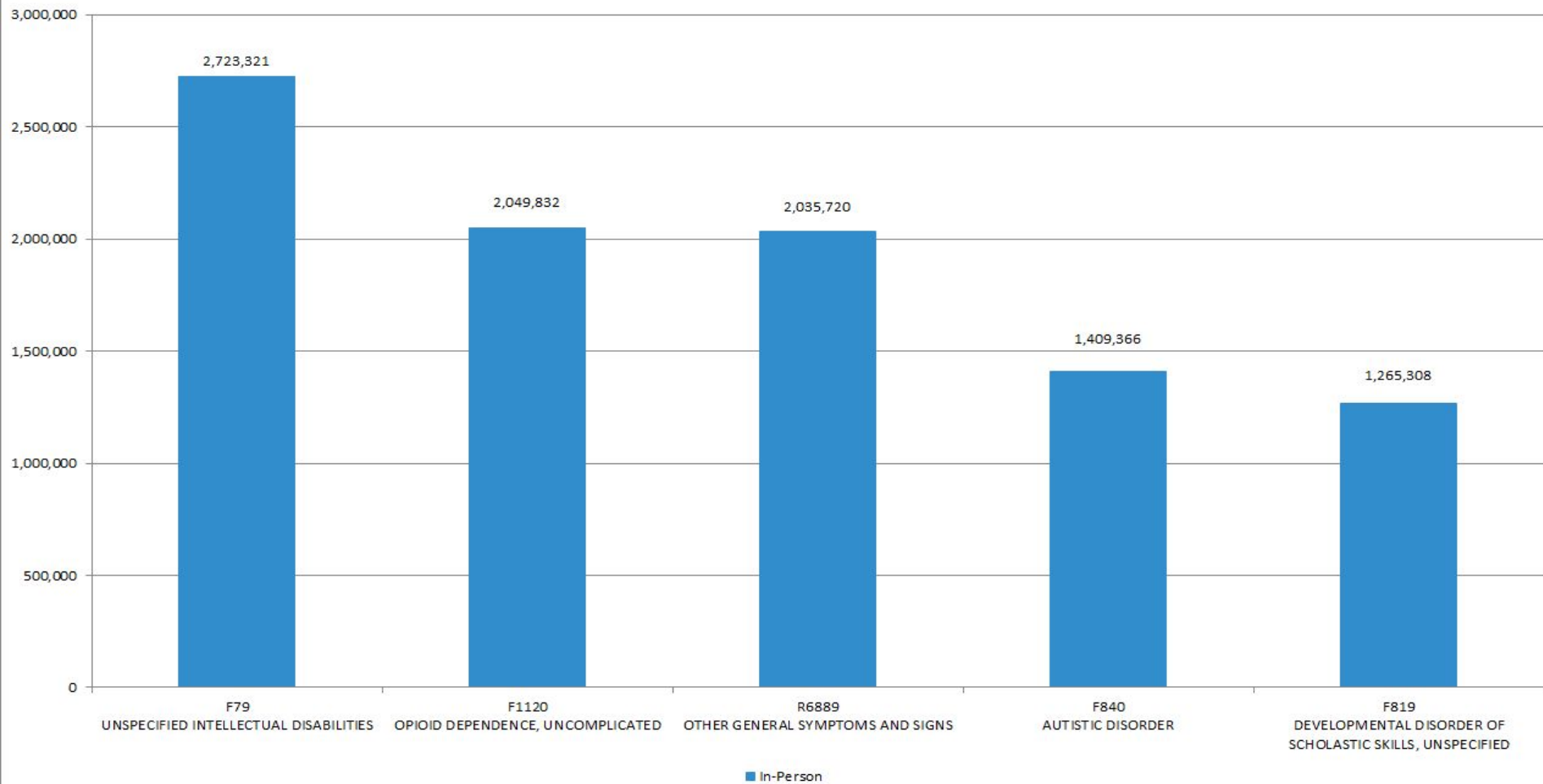
Most Common Primary Diagnoses Treated Via Telehealth Pre-Pandemic (Number of Claim Lines, October 2019 - February 2020)



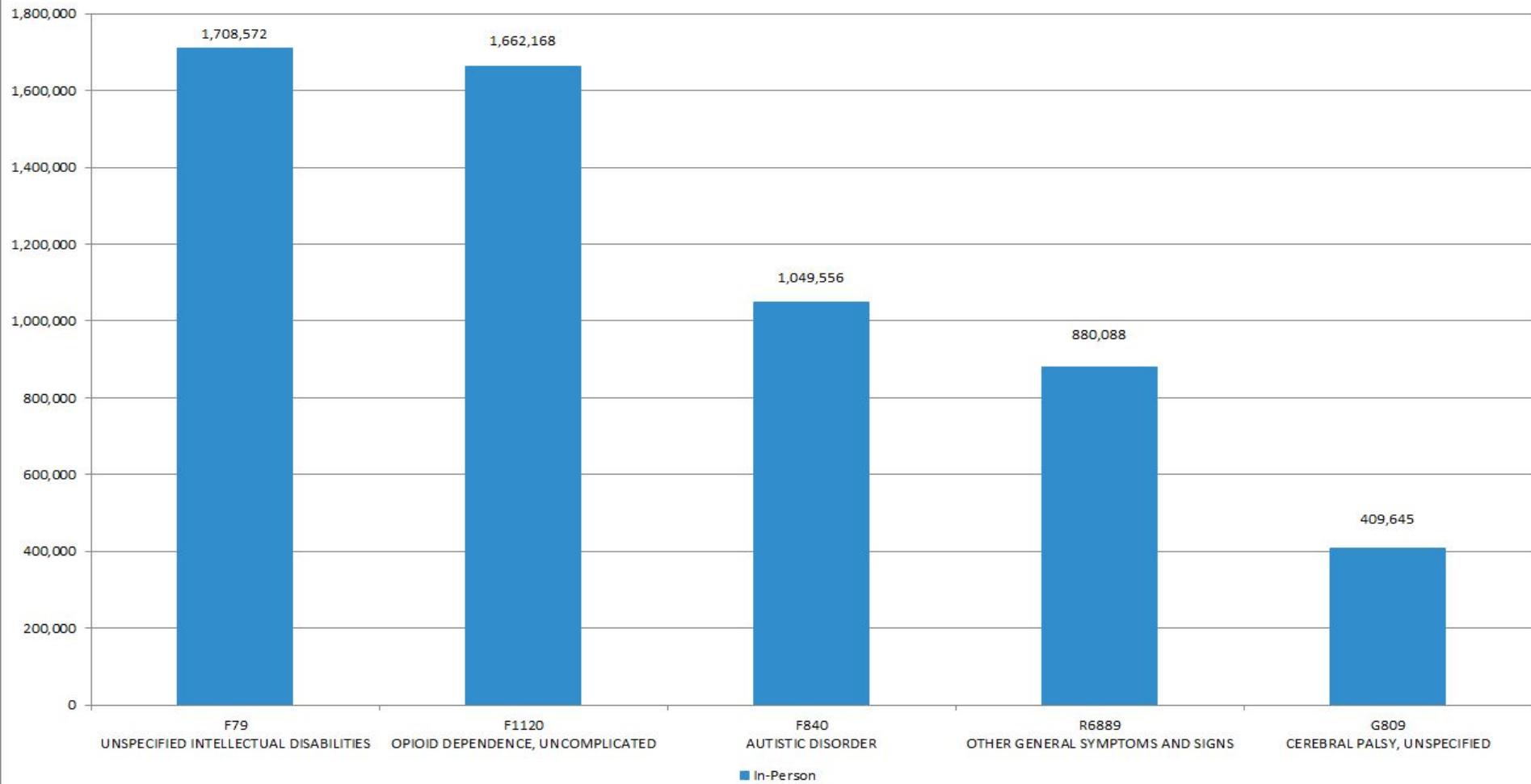
Most Common Primary Diagnoses Treated Via Telehealth During Pandemic (Number of Claim Lines, March - June 2020)



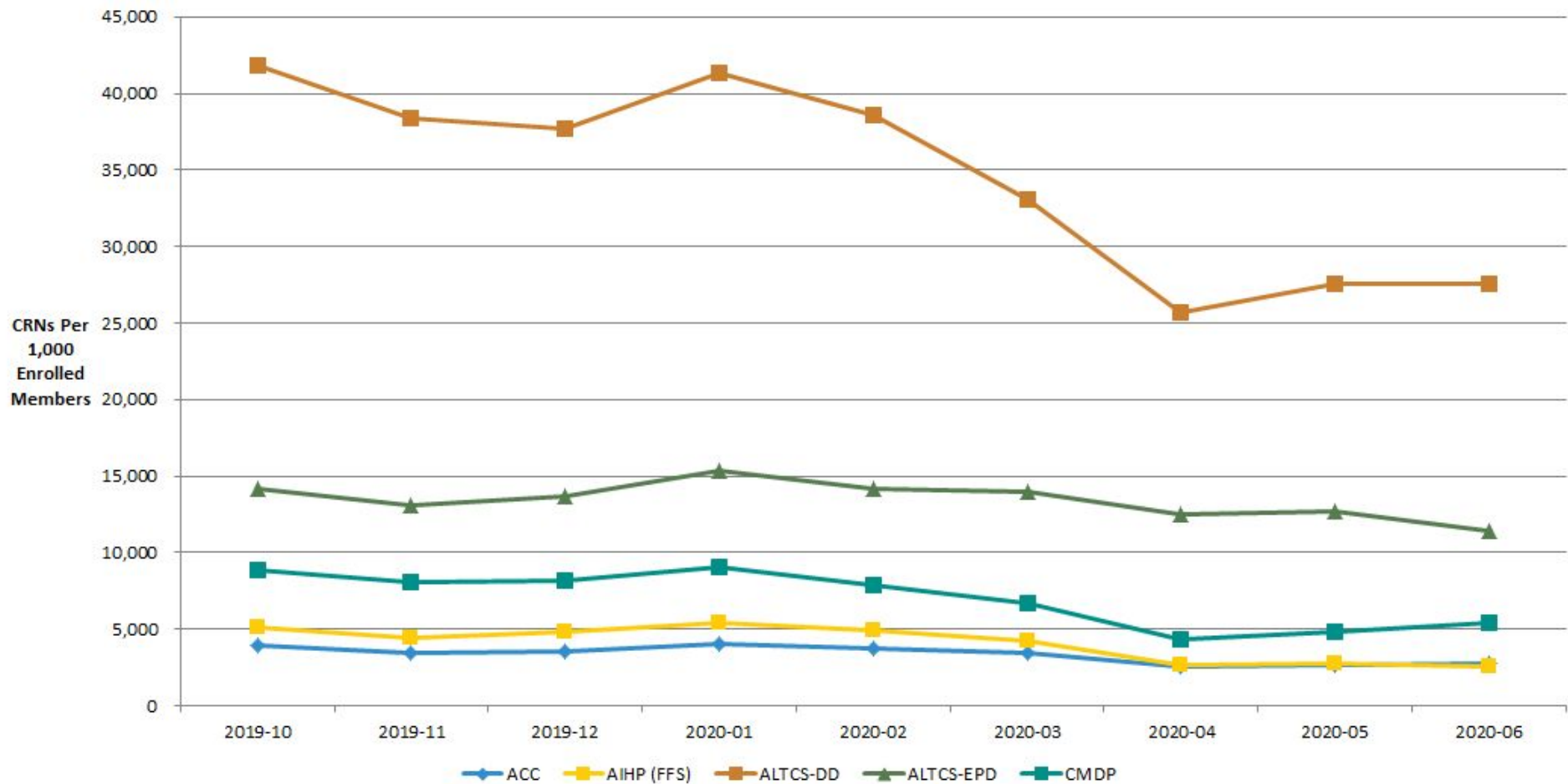
Most Common Primary Diagnoses Treated In-Person Pre-Pandemic (Number of Claim Lines, October 2019 - February 2020)



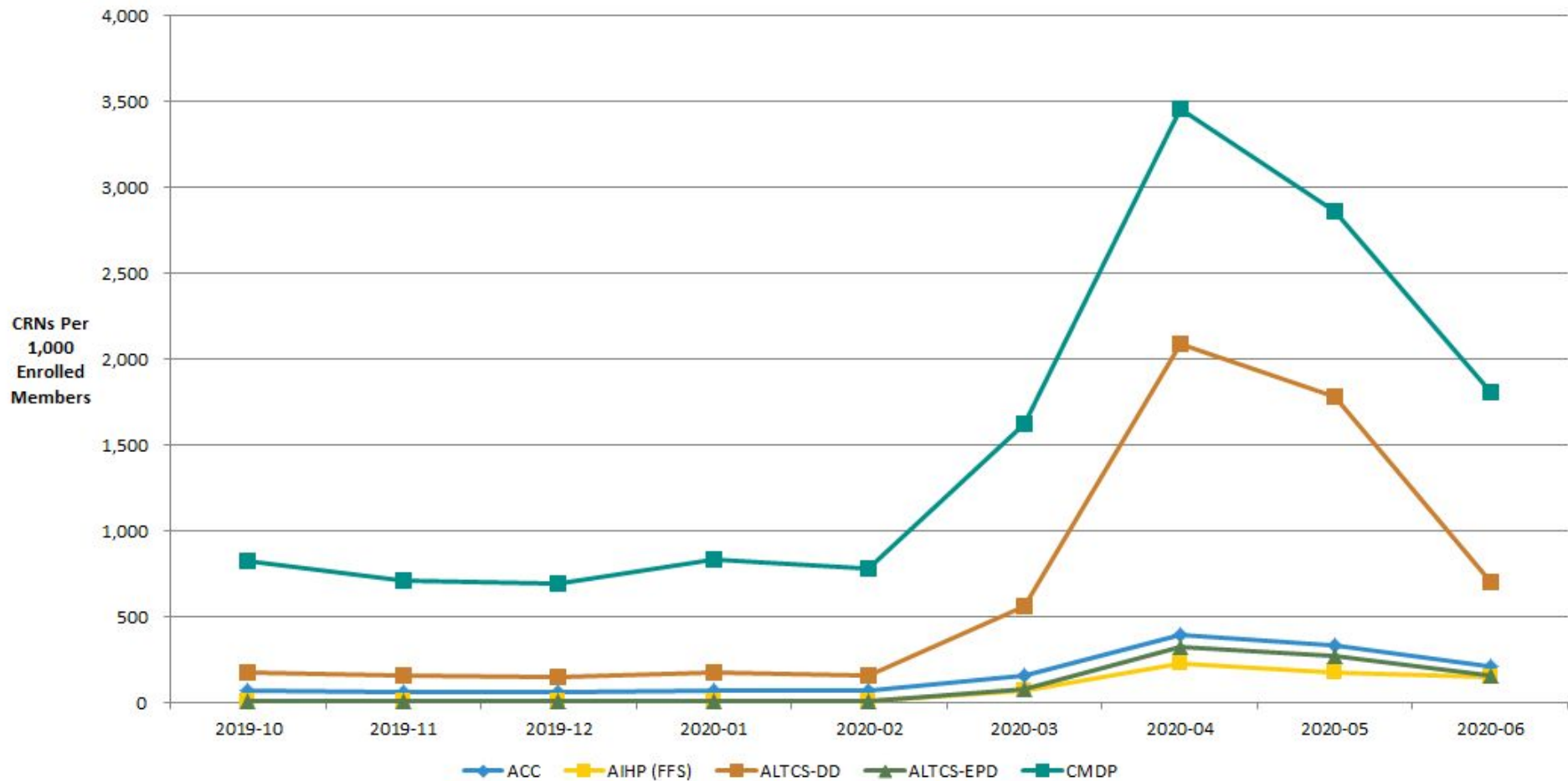
Most Common Primary Diagnoses Treated In-Person During Pandemic (Number of Claim Lines, March - June 2020)



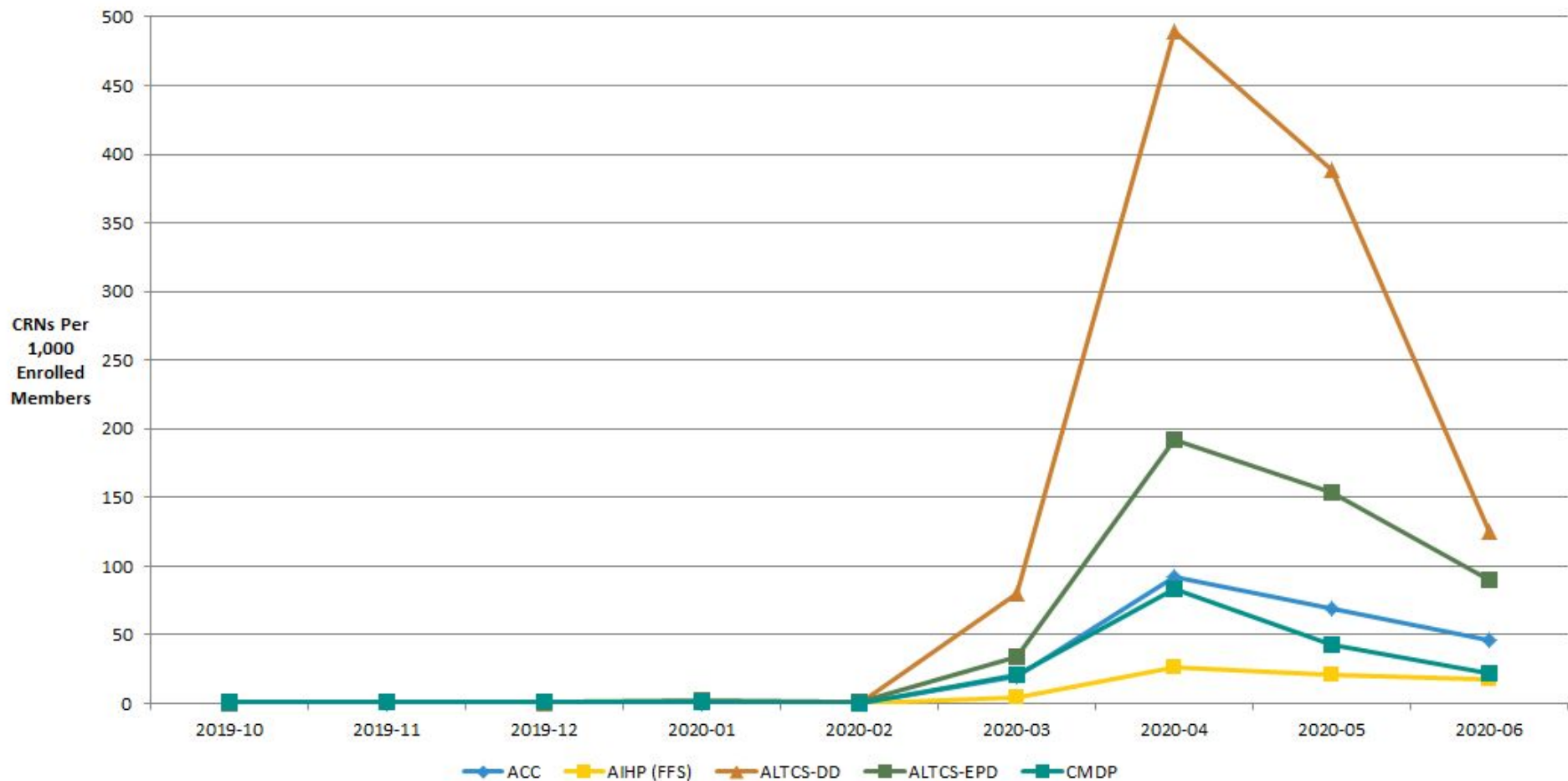
FFY20 YTD Statewide Utilization In-Person Only (Physical & Behavioral Health) (CRNs Per 1,000 Enrolled Members by Month)



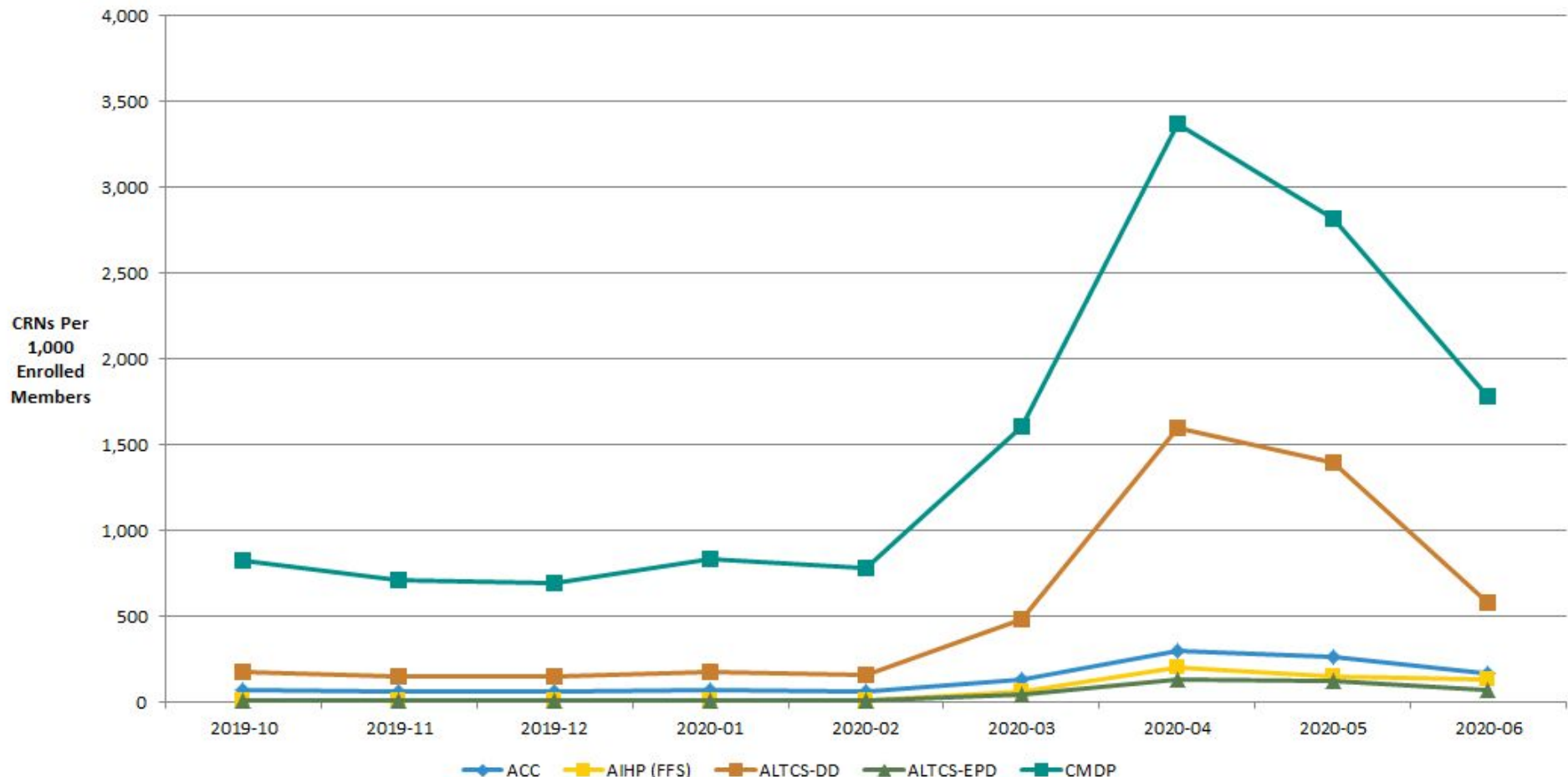
FFY20 YTD Statewide Utilization of Telehealth (Physical & Behavioral Health) (CRNs Per 1,000 Enrolled Members by Month)



FFY20 YTD Statewide Utilization of Telehealth (Physical Health Only) (CRNs Per 1,000 Enrolled Members by Month)



FFY20 YTD Statewide Utilization of Telehealth (Behavioral Health Only) (CRNs Per 1,000 Enrolled Members by Month)





Questions, Open Discussion & Wrap Up

Next Meeting - October 23rd

(Meetings are every other Friday)



Thank you!

Future Topics - Send topics you want to discuss
to lauren.prole@azahcccs.gov