



Community Quality Forum

November 17, 2022

Community Quality Forum Agenda

- **Welcome**
- **Community Quality Forum Purpose: Dr. Sara Salek**
- **1115 Waiver Updates: Alex Demyan**
- **Crisis System Updates: CJ Loielle**
- **Quality Improvement Update: Georgette Chukwuemeka**
 - [PM Dashboard Review](#)
 - 2023 Back to School Campaign
 - Prenatal and Postpartum Care PIP
 - ADHS-AHCCCS Efforts to Report HIV Viral Load Suppression Rates for AZ
- **AHCCCS Substance Use Strategies: Dr. Salek**

Community Quality Forum

The AHCCCS Community Quality Forum evaluates physical and behavioral health system performance in alignment with our integrated care model in collaboration and consultation with community stakeholders to drive system improvement efforts.

Waiver Update

Alex Deyman

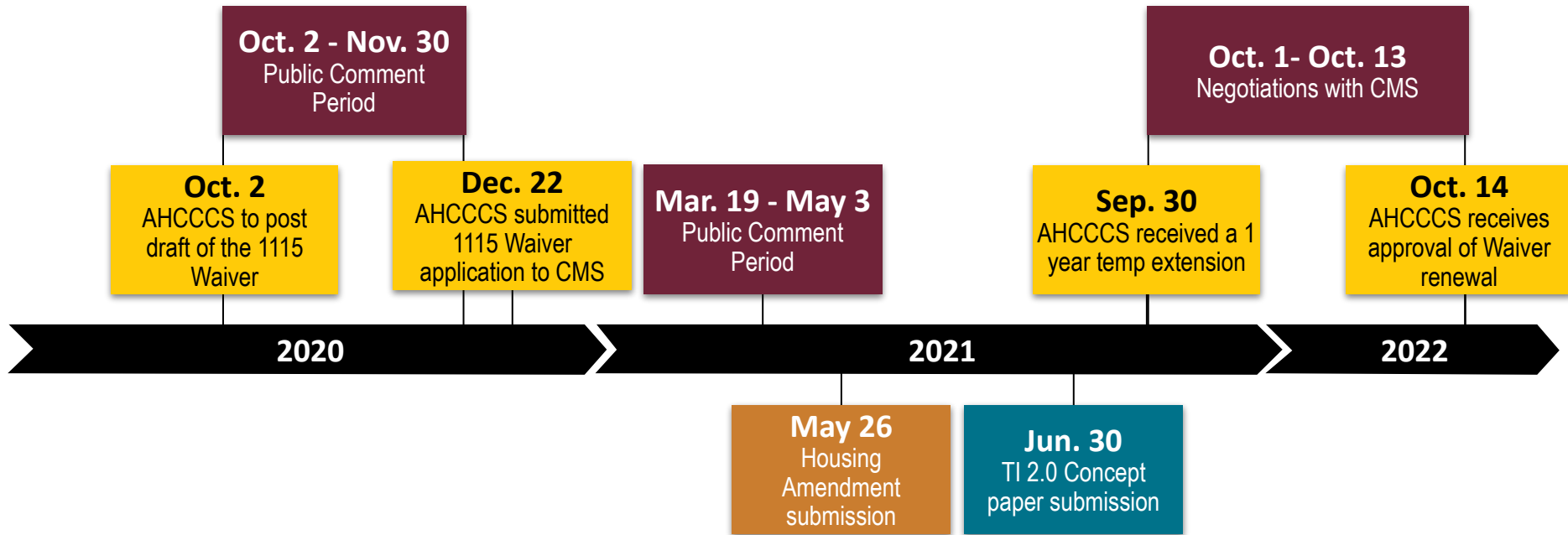
Deputy Assistant Director

Division of Community Advocacy and
Intergovernmental Relations

Section 1115 of the Social Security Act

- Allows states flexibility to design Demonstration projects that promote the objectives of the Medicaid program.
- Demonstration projects are typically approved for a five year period and can be renewed every five years.
- Must be budget neutral meaning that federal spending under the waiver cannot exceed what it would have been in absence of the waiver.


Arizona's 1115 Waiver Renewal Timeline



1115 Waiver Renewal Approval


- On Oct.14, 2022 CMS approved Arizona's request for a five-year extension of its 1115 Waiver
 - October 14, 2022 through Sept. 30, 2027
- Continues:
 - Retroactive Eligibility
 - HCBS
 - Managed Care
 - ACC
 - ALTCS
 - CHP
 - ACC-RBHA





1115 Waiver Renewal Approval- Dental for AI/AN Adults

- Authorizes payment for medically necessary diagnostic, therapeutic, and preventative dental services for American Indian/Alaskan Native (AI/AN) beneficiaries at Indian Health Services (IHS) or tribally operated 638 facility.
- Reimbursement for services that are eligible for 100% FMAP beyond the current \$1,000 emergency dental limit and the \$1,000 dental limit for ALTCS beneficiaries age 21 or older when provided by IHS or Tribal 638 facilities.



1115 Waiver Renewal Approval - Targeted Investments 2.0

- Provider types eligible for participation:
 - Primary Care: PCP clinics, ICs
 - Behavioral Health: 77s, ICs
 - Justice Clinics: ICs, FQHCs, RHCs
- TI incentives based on developing required processes and meeting performance measure targets.
- To participate, provider organizations will need to meet certain requirements.
- Example TI 2.0 Initiatives:
 - Screening and referring members to community services (CLRS)
 - Developing cultural competency training and protocols (CLAS)

A close-up photograph of a hand holding a wooden house-shaped keychain with two keys. The house is light-colored wood with a small square window cutout. The keys are silver and attached to a black ring. The background is a soft, out-of-focus grey.

1115 Waiver Renewal Approval- Housing and Health Opportunities (H2O)

Services

- Temporary housing for up to 6 months:
 - For members transitioning out of institutional or congregate settings, individuals who are homeless, individuals transitioning out of an emergency shelter, individuals transitioning out of foster care.
- Housing transition navigation
- Medically necessary home accessibility modifications and remediation services
- Outreach

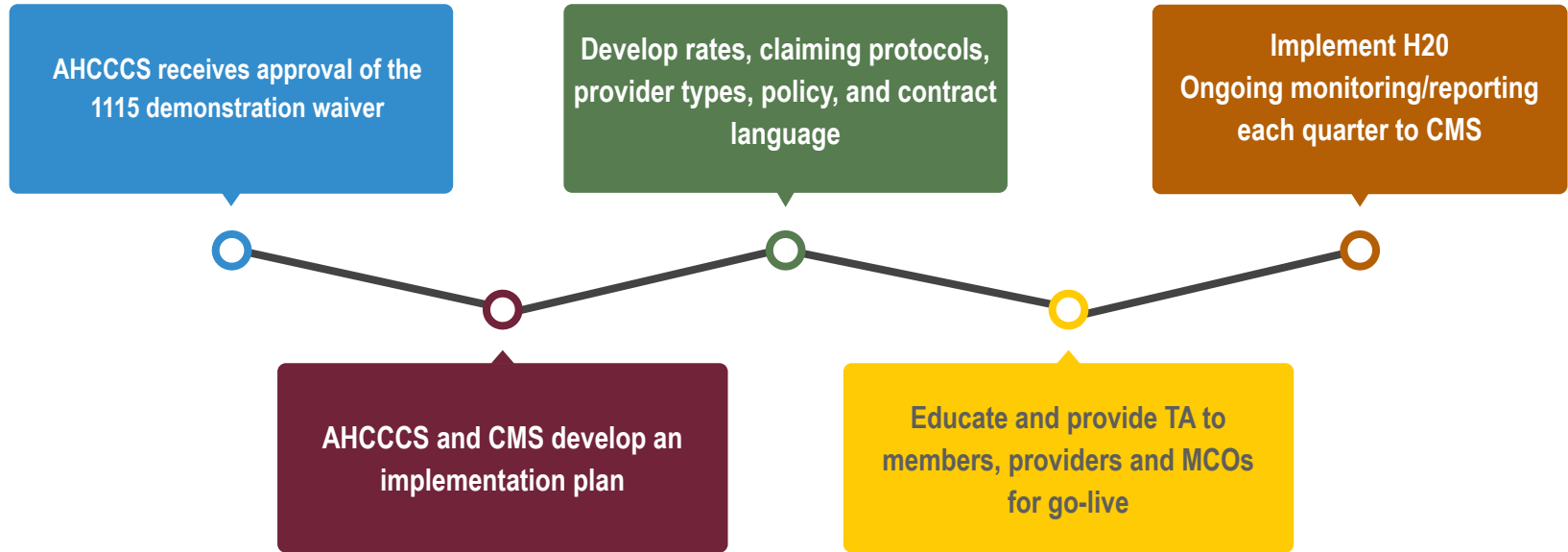
A close-up photograph of a hand holding a key. The keychain is a small, light-colored wooden house with a square window. The background is a soft, out-of-focus grey.

1115 Waiver Renewal Approval- Housing and Health Opportunities (H2O)

Infrastructure

- Technology
 - Electronic referral systems
 - Screening tool and/or systems
- Development of business or operational practices
- Workforce development
- Outreach, education, and stakeholder convening

Waiver Implementation - H20



**Deliverables are ongoing throughout the entire demonstration period.

Requests Subject to Continued Negotiation

- Traditional Healing services
- Pre-release services for individuals in federal, state, local and tribal correctional facilities

1115 Waiver Renewal Approval Resources

The Waiver approval is effective October 14, 2022 through Sept. 30, 2027.


All documents, including the original and amended waiver applications and the approval letter from CMS, are posted on the [AHCCCS 1115 Waiver web page](#).

TI 2.0 Resources

Visit the Targeted Investments webpage:

www.azahcccs.gov/TargetedInvestments

Sign up for the Targeted Investments Newsletter:

Subscribe to TI News 

Email the Targeted Investments Team Inbox:

Targeted.Investments@AZAHCCCS.gov

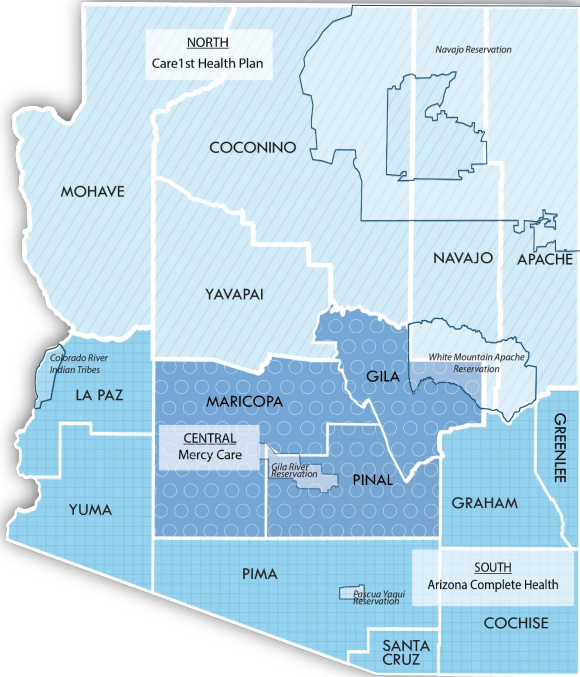
Crisis System Update & AZ 988 Implementation plan progress

CJ Loielle

Deputy Assistant Director

Division of Grants Administration

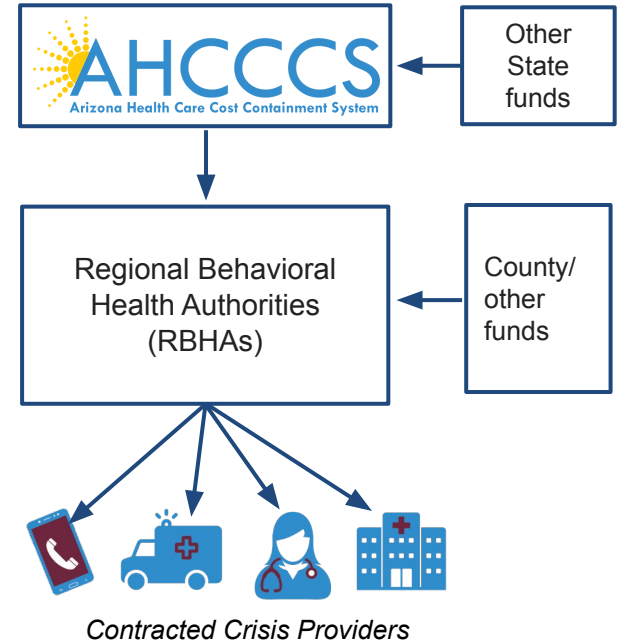
AHCCCS Crisis System Responsibility



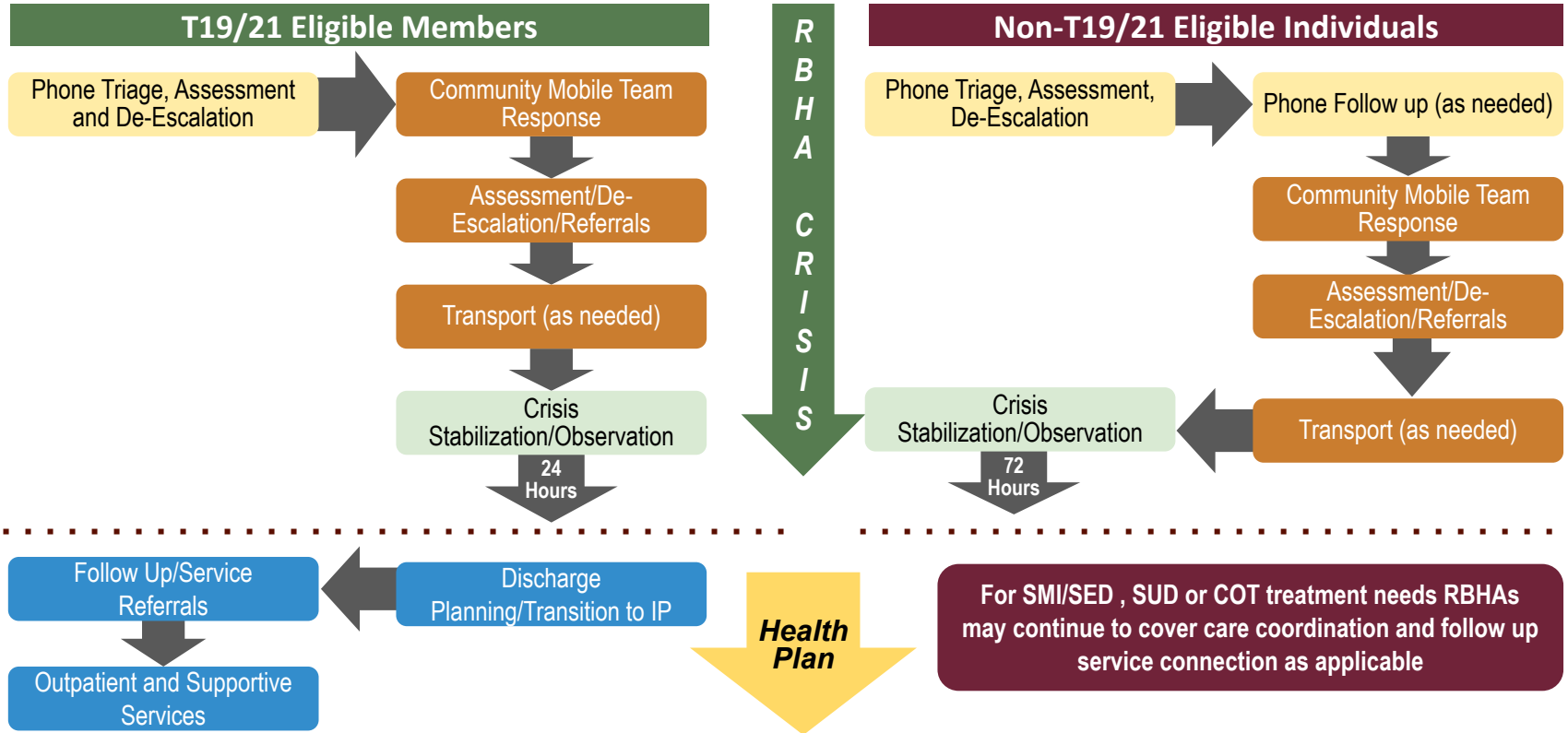
Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.

Regional Behavioral Health Authorities (RBHAs):

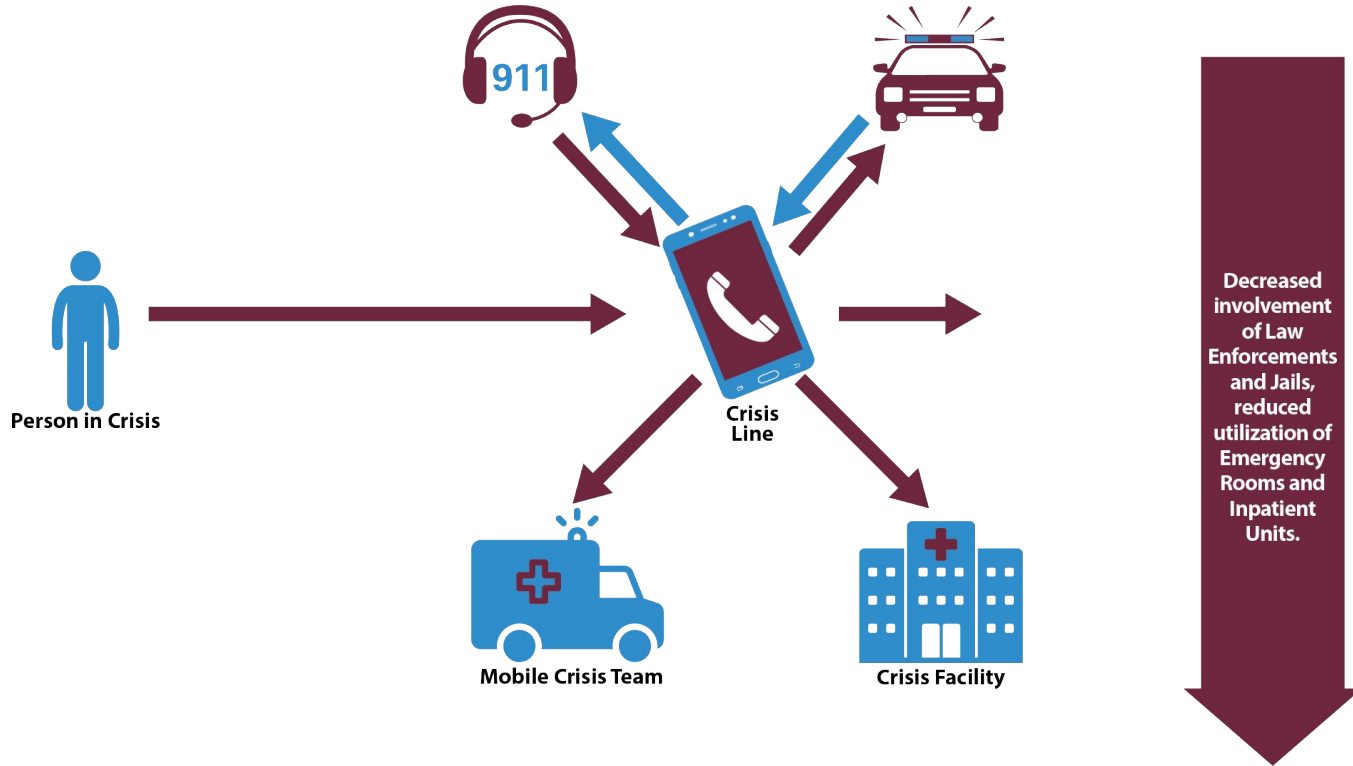
- **North (Care1st)**
- **Central (Mercy Care)**
- **South (Arizona Complete Health)**



AZ RBHA Crisis Coverage vs. Health Plan of Enrollment



Arizona's Crisis Care Continuum



Arizona Crisis Hotlines

Local Suicide and Crisis Hotlines by County

Phone

STATEWIDE: **Call: 1-844-534-HOPE (4673) or Text: 4HOPE (44673)**

Maricopa, Pinal, Gila Counties served by Mercy
Care: **1-800-631-1314 or 602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties
served by Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties served by Care1st:
1-877-756-4090

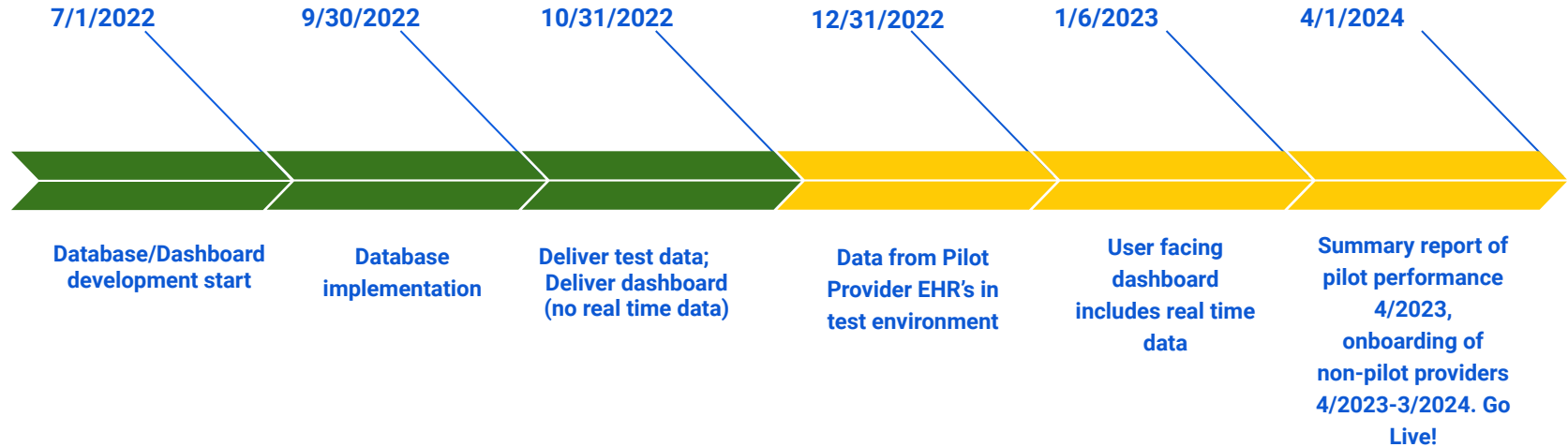
Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

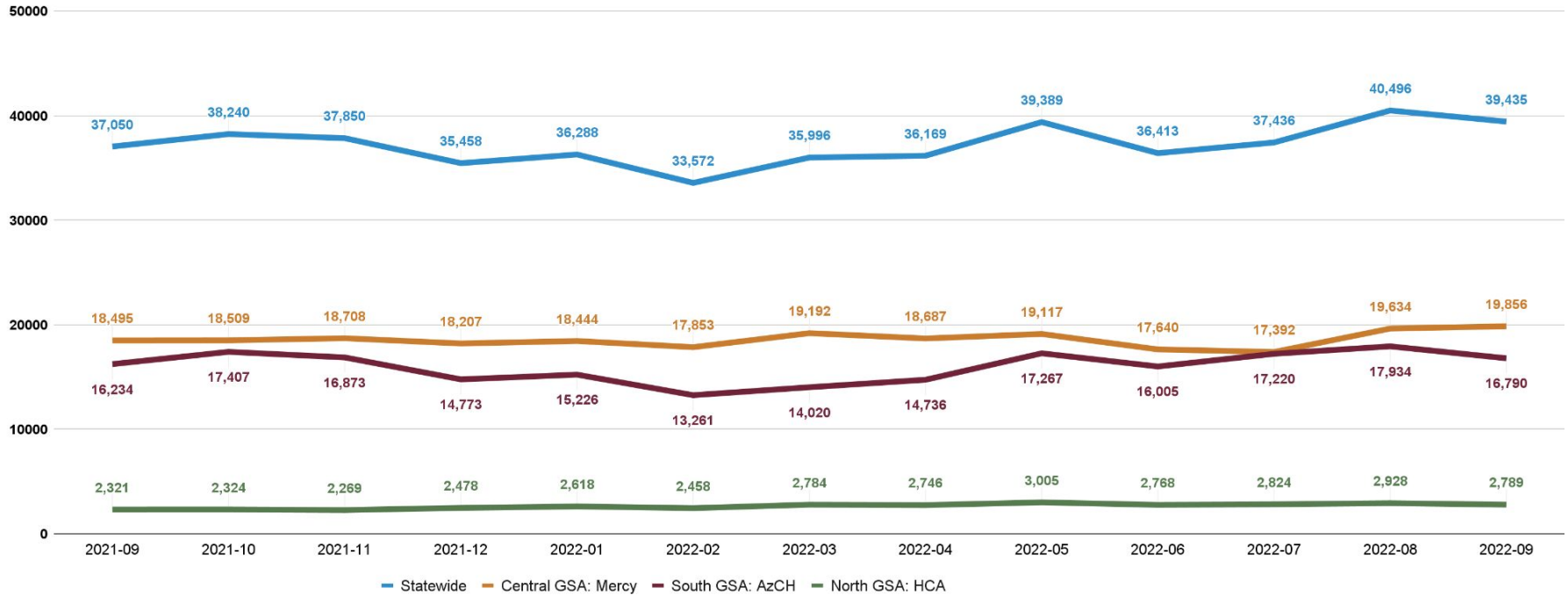
Teen Life Line phone or text: **602-248-TEEN (8336)**



Crisis Bed Registry Development Timeline

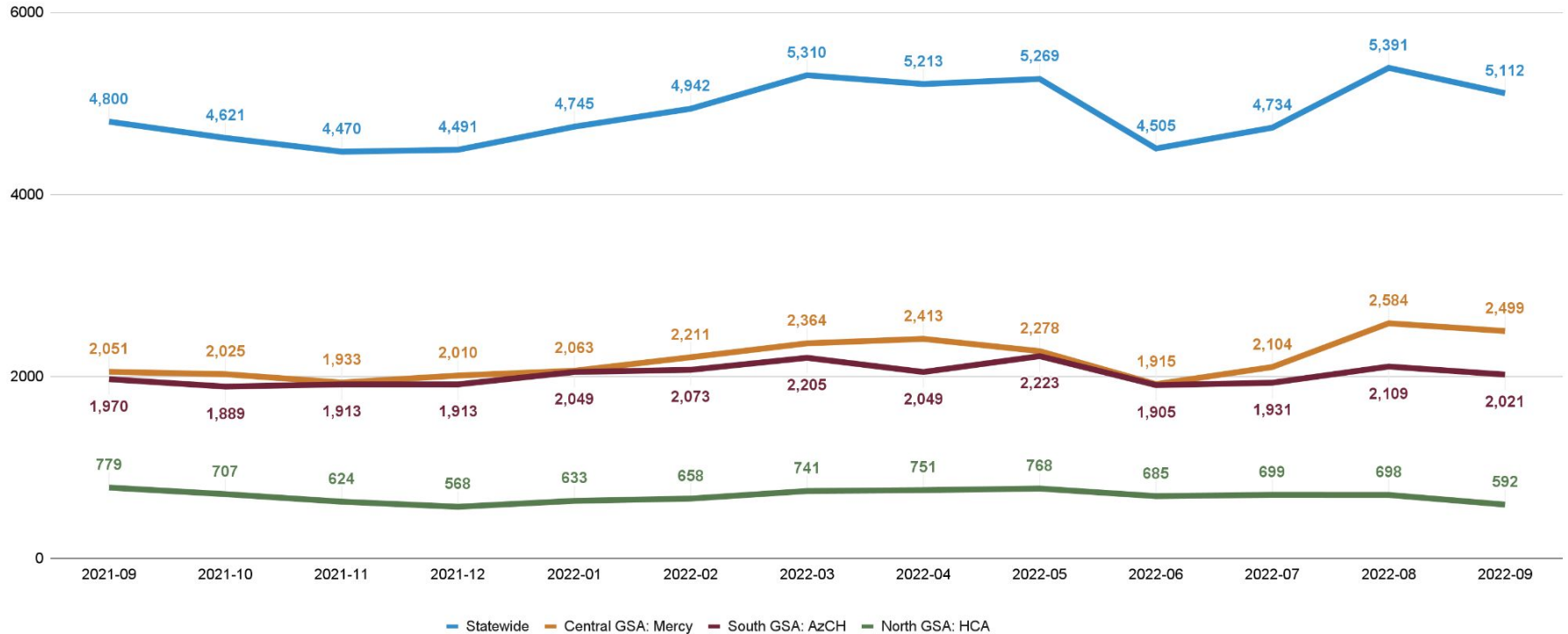


RBHA Crisis Call Volume

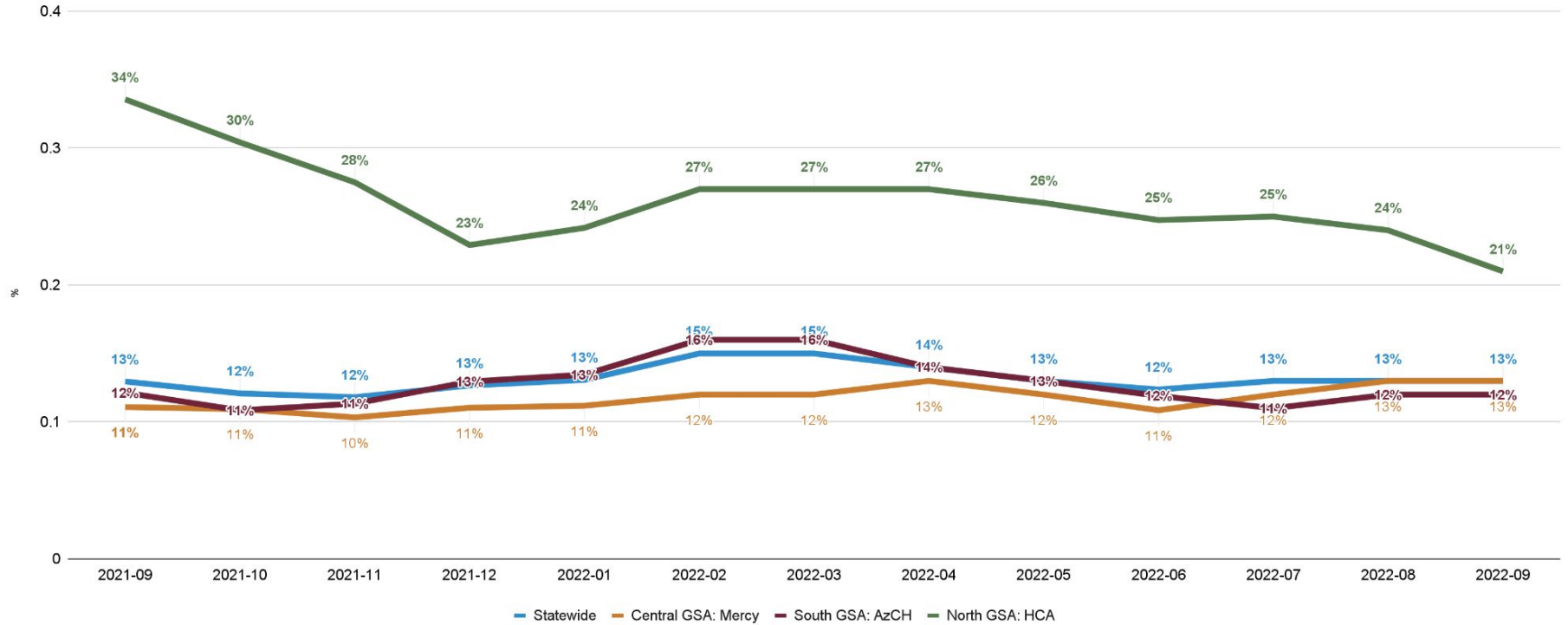


* Crisis Call Volume represents all incoming calls into the local & toll-free RBHA Crisis Line numbers

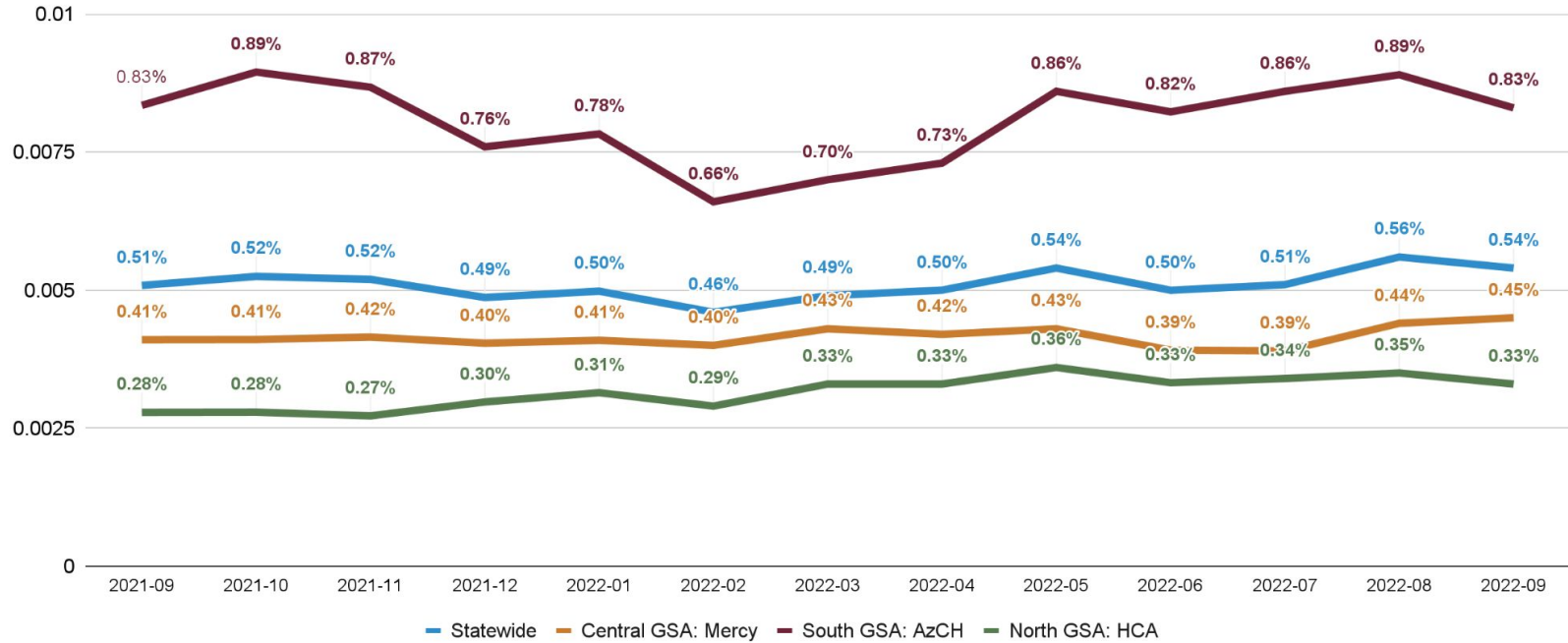
Crisis Mobile Team Dispatch Distribution



Mobile Team Dispatch Distribution

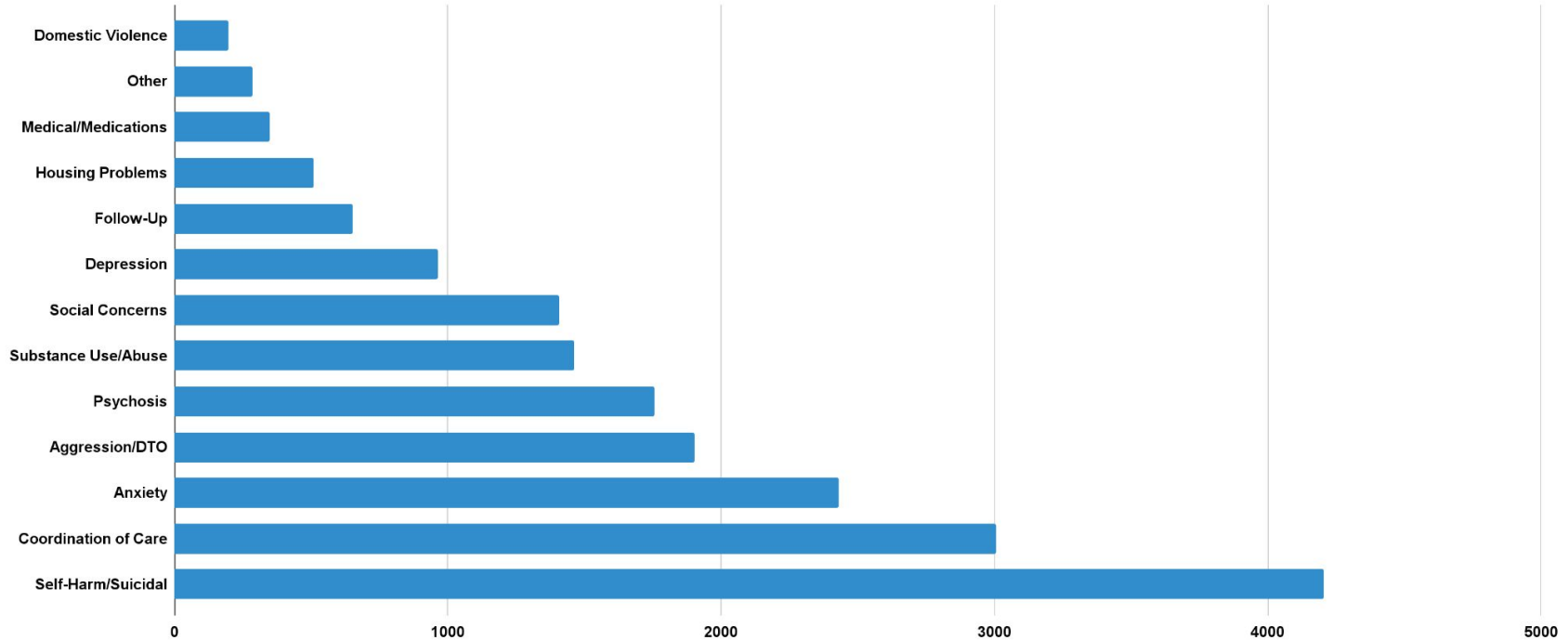


Monthly Crisis Call Volume Rate of Statewide and GSAs by Arizona Population



*Monthly Crisis Call Volume Rate controlled by Arizona Census Population (Source: 2021 ADHS Annual Census Report)

Crisis Call Center - Top Reasons for Calls September 2022 Statewide

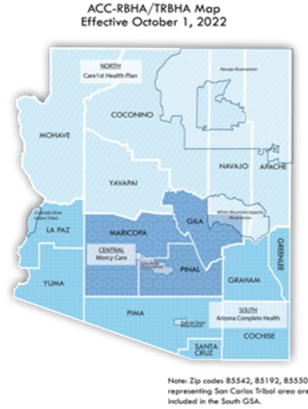
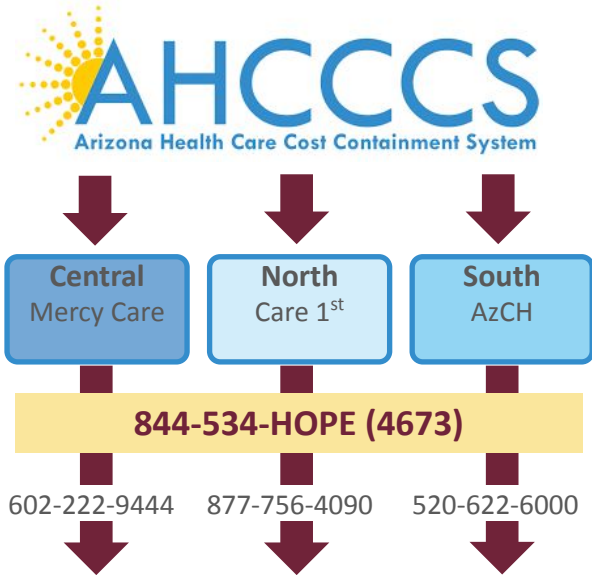


988 & AZ Local Crisis Lines

- 988 calls are currently routed based on the area code of the caller's phone (not their physical location)
- 988 is great for people who prefer texting but could be problematic for people who need local resources like mobile crisis or appt scheduling
- The FCC is working on a geolocation fix hopefully in 2023
- 988 marketing in AZ - Beginning Jan 2023

The new 988 Suicide & Crisis Lifeline is available 24/7 across the US via phone, text, and chat (988lifeline.org) and will connect you to a trained crisis counselor.

However, you may not get a local 988 center that can connect to local resources like mobile crisis, especially if you're calling from a cell phone with a non-Arizona area code. For now, we recommend calling your local crisis line directly if you need local resources.



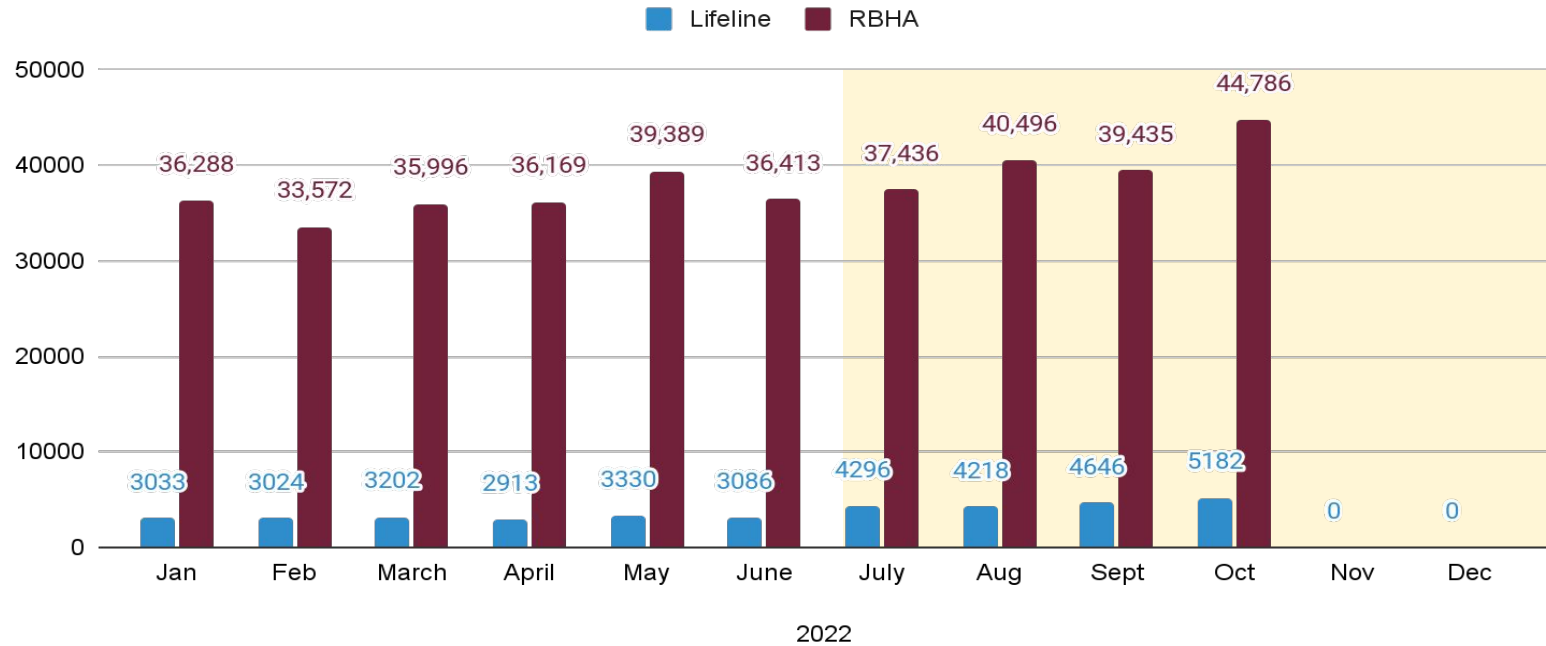
Coordination of care protocols between Solari and LaFrontera

<< Single statewide crisis line

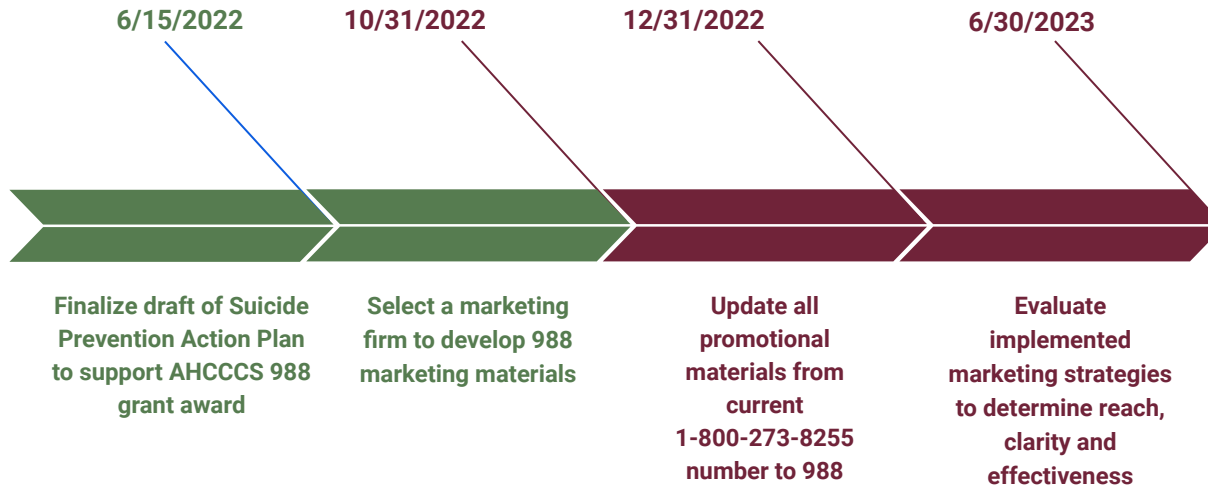
<< Old numbers still work

<< Solari coordinates mobile crisis and other local crisis resources across all of AZ

2022 Lifeline Center Calls vs. RBHA Call Center Calls



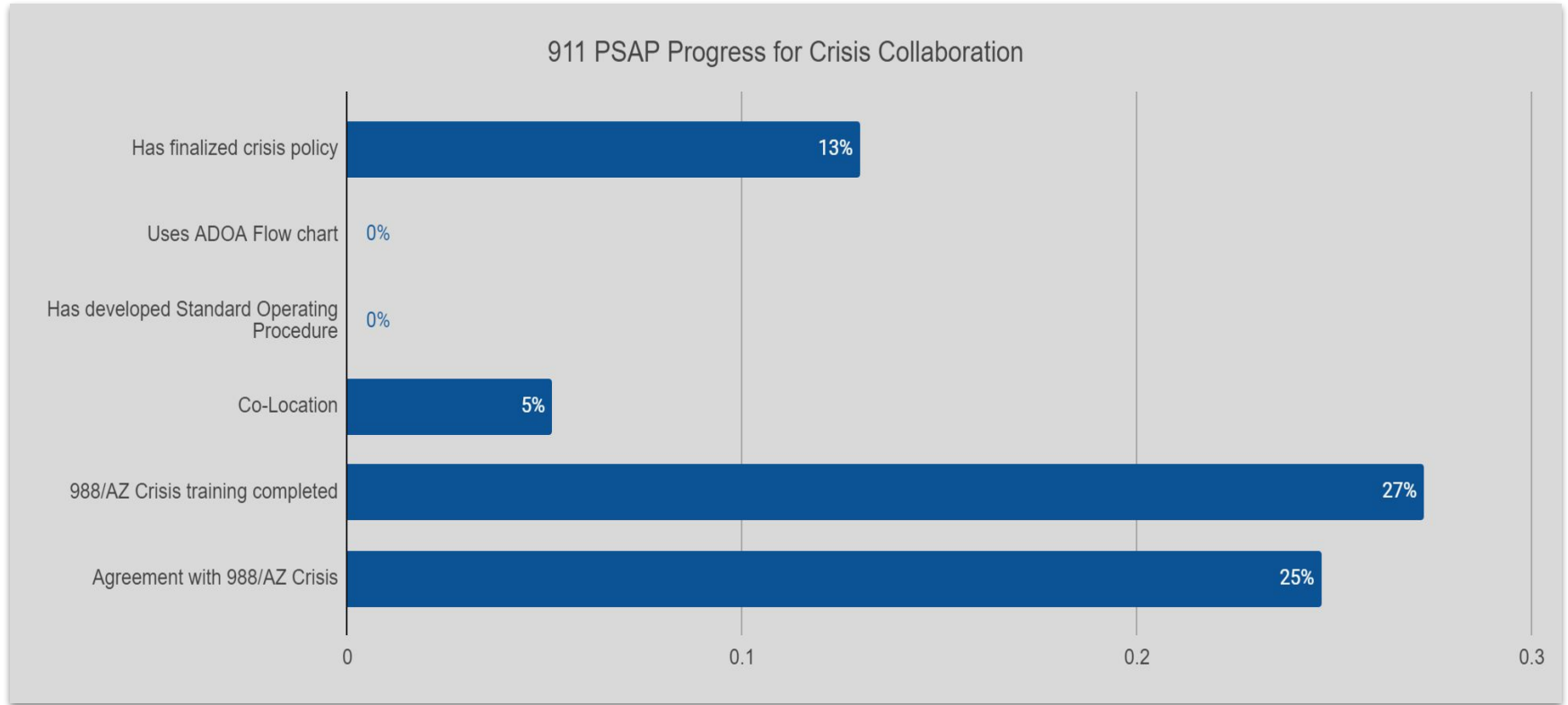
988 ADHS Advertising Timeline



988 and 911 in AZ

- 988 and 911 call centers have been working with our RBHAs for several years to develop partnerships and protocols.
- ADOA 911 Administration has developed Policy Templates and tools for Public Safety Answering Points (PSAPs).
- Arizona has 81 PSAPs located throughout the State. Each PSAP is responsible for developing and following policies and protocols.
- Connection to 988 (and our local crisis system) is a fourth tool for 911 dispatchers and protocols need to be established to promote consistency in triage and coordination with each PSAP.
- AHCCCS and ADOA have partnered on developing a PSAP tracker to monitor the progress of policy development and 988 collaboration.
- The 988 Advisory Committee will continue to monitor the collaboration progress of PSAPs and our crisis call centers.

988 and 911



Quality Improvement Updates

Georgette Kubrussi Chukwuemeka, MPH

Strategic Performance Administrator

Division of Health Care Management

QI Updates: Performance Measure Data Dashboard

The Performance Measure (PM) Data Dashboard was posted on the [Dashboards](#) web page of the AHCCCS website in September.

- The updated dashboard includes Calendar Year (CY) 2020 rates for select measures, including the addition of several hybrid measures.
 - Note: The dashboard reflective of Contract Year Ending (CYE) 2017 - 2019 rates is still available for reference on the same webpage.
- The dashboard reflective of CY 2020 rates was separated from the CYE 2017 - 2019 rates for several reasons:
 - CY 2020 marked the start of the PM calculation transition from EQRO-calculated rates to MCO-calculated and EQRO-validated rates, and the transition from CYE to CY reporting.
 - Variation between CMS and NCQA HEDIS[®] measure age ranges and associated benchmark reporting for select measures.
 - Variation in the release of benchmark data via CMS and NCQA.
 - Onset of the COVID-19 Public Health Emergency and the associated impact to performance measure rates.

QI Updates: Performance Measure Data Dashboard

The following PMs, by population/line of business, met or exceeded the NCQA Medicaid 50th percentile for the associated year (indicated by the **green** stoplight color):

Performance Measure	Population/Line of Business
Child and Adolescent Well-Care Visits	DCS-CHP; ALTCS-DD
Childhood Immunization Status: Combination 3	DCS-CHP; ALTCS-DD
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Poor Control (> 9.0%)	ALTCS-DD; ALTCS-EPD
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence within 7 Days: Total	ACC; SMI

ACC: AHCCCS Complete Care; ALTCS-DD: Arizona Long-Term Care System, Developmental Disabilities; ALTCS-EPD: Arizona Long-Term Care System, Elderly and Physical Disabilities; DCS-CHP: Arizona Department of Child Safety Comprehensive Health Plan; SMI: Serious Mental Illness

QI Updates: Performance Measure Data Dashboard

The following PMs, by population/line of business, met or exceeded the NCQA Medicaid 50th percentile for the associated year (indicated by the **green** stoplight color):

Performance Measure	Population/Line of Business
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence within 30 Days: Total	ACC; SMI
Follow-Up After Emergency Department Visit for Mental Illness within 7 Days: Total	ACC; SMI
Follow-Up After Emergency Department Visit for Mental Illness within 30 Days: Total	ACC; SMI
Follow-Up After Hospitalization for Mental Illness within 7 Days: Total	ACC; SMI

QI Updates: Performance Measure Data Dashboard

The following PMs, by population/line of business, met or exceeded the NCQA Medicaid 50th percentile for the associated year (indicated by the **green** stoplight color):

Performance Measure	Population/Line of Business
Follow-Up After Hospitalization for Mental Illness within 30 Days: Total	SMI
Immunizations for Adolescents: Combination 1	ACC; DCS-CHP
Immunizations for Adolescents: Combination 2	ACC; DCS-CHP
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics: Ages 1 to 17	ACC
Well-Child Visits in the First 30 Months of Life: 15 Months (Rate 1)	ACC

QI Updates: Performance Measure Data Dashboard

The following PMs, by population/line of business fell below the NCQA Medicaid lower quartile for the associated year (indicated by the **red** stoplight color). Interventions to address performance are included in the table below.

Performance Measure	Population/Line of Business	Interventions
Breast Cancer Screening: Total	ALTCS-DD; ALTCS-EPD; SMI	ALTCS-DD: DES/DDD subcontractor-level interventions ALTCS EPD: Breast Cancer Screening PIP ; VBP ACOM 306 measure SMI: Preventive Screening PIP
Follow-Up After Hospitalization for Mental Illness within 30 Days: Total	ALTCS-EPD	ALTCS-EPD: Contractor-level interventions
Prenatal and Postpartum Care: Timeliness of Prenatal Care	ACC; SMI	ACC and SMI: Prenatal and Postpartum Care PIP ACC: VBP ACOM 306 measure

QI Updates: Well-Care Visit and Immunization Rates

Addressing Well-Care Visit and Immunization Rates

- The Back to Basics PIP was launched in CYE 2019 to increase the number of child and adolescent well-child/well-care visits, as well as increase the number of children and adolescents receiving annual dental visits.
 - The first re-measurement year (CY 2022) results will be available toward the end of CY 2023.
 - Calendar Year 2021 measure rates will be available toward the end of CY 2022.

QI Updates: Well-Care Visit and Immunization Rates

Addressing Well-Care Visit and Immunization Rates (continued)

- The Back-to-School well-care member incentive campaign will be launched Summer 2023 across all MCOs. Campaign details are being finalized with the MCOs during the monthly AHCCCS MCO QI Workgroup meetings.
 - We plan to provide additional materials under development with
 - Arizona Health Care Cost Containment System provider information bulletin were
 - input/guidance on campaign efforts held in October for additional

2023 Back-to-School Campaign

- Joint AHCCCS and MCO Back-to-School Campaign to launch Summer 2023 to improve well-care visit rates statewide. Key components of the campaign include:
 - Member incentives (i.e. backpacks, school supplies)
 - Provider partnerships
- Campaign related questions and concerns will be discussed during the monthly AHCCCS MCO QI Workgroup meetings
- AHCCCS is continuing discussions related to provider-level tracking tool requirements and capitation rate considerations
- AHCCCS to develop member and provider communication materials in collaboration with its MCOs

QI Updates: Prenatal and Postpartum Care

Addressing Prenatal and Postpartum Care

- AHCCCS notified the MCOs on June 29th of its intent to implement a new AHCCCS-Mandated PIP focused on Prenatal and Postpartum Care with a goal of increasing:
 - The number and percentage of live birth deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date, or within 42 days of enrollment in the organization, and
 - The number and percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery.
- The PIP is applicable to the AHCCCS Complete Care (ACC) and Regional Behavioral Health Agreement (RBHA) Contractors.
- Calendar Year (CY) 2022 will serve as the baseline measurement period (CY 2023 for Care 1st ACC-RBHA).
- The Prenatal and Postpartum Care PIP methodology document is available on the [AHCCCS Quality & Performance Improvement](#) web page.

QI Updates: HIV Viral Load Suppression

Human Immunodeficiency Virus (HIV) Viral Load Suppression Project

- The AHCCCS Quality Improvement Program project is being implemented with the Arizona Department of Health Services (ADHS) and the University of Arizona. The project is currently in the planning phase and is expected to begin in late 2022. The project is currently in the planning phase and is expected to begin in late 2022. The project is currently in the planning phase and is expected to begin in late 2022.
- Current data is being collected from the Arizona Department of Health Services (ADHS) and the University of Arizona. The project is currently in the planning phase and is expected to begin in late 2022. The project is currently in the planning phase and is expected to begin in late 2022.

*Note: Dates subject to change pending finalization of ISA and task order award.

AHCCCS Substance Use Strategies

Dr. Sara Salek

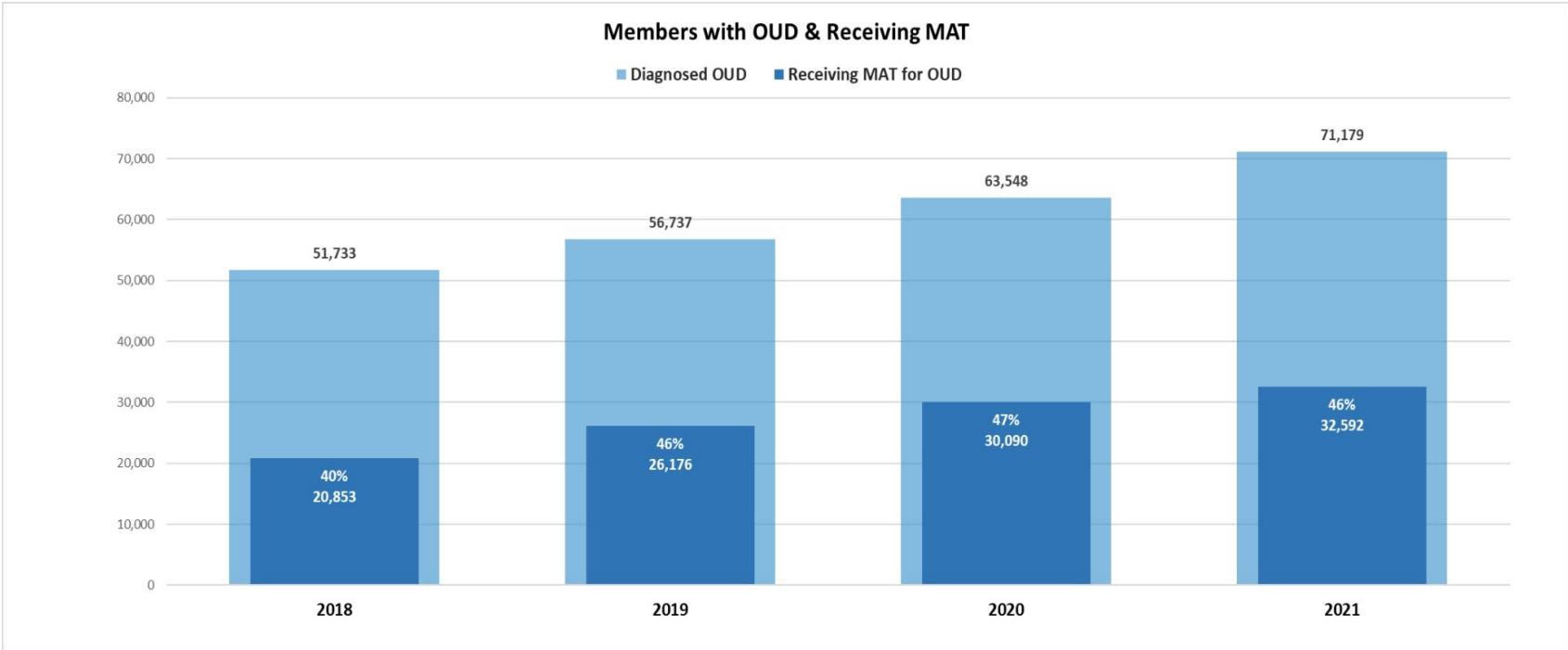
AHCCCS Substance Use Strategies



- Primary prevention
- Stigma reduction/public education
- Naloxone, naloxone, naloxone
- Practitioner education
- Identification and navigation to evidence based treatment
 - Recovery/Peer Support
 - MAT

Opioid, MAT & Naloxone Data Review

OD & MAT: For FFY 2018-2021



YoY: Percentage Change in MAT



53% increase

26% increase

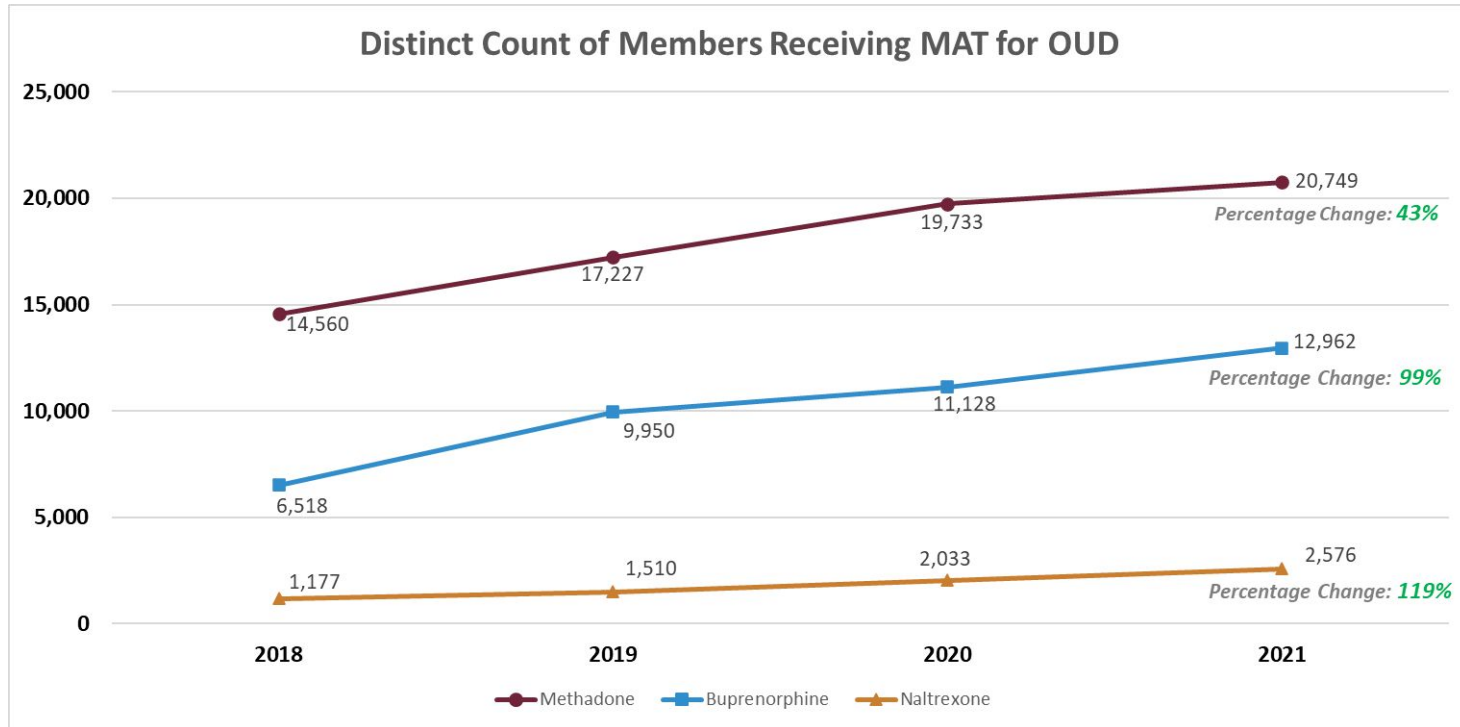
15% increase

8% increase

Overall 56% Percent Change in MAT from 2018 to 2021

*Those diagnosed with Opioid Use Disorder (OUD) in any of the first 13 diagnosis positions on a claim or encounter. MAT in this report refers to members diagnosed with OUD and have been prescribed MAT within 90 days of the OUD diagnosis to treat opioid dependence & addiction. The 3 medications of MAT are Methadone, Buprenorphine and Naltrexone. Per NCQA standards, MAT can be administered to individuals aged 16 years and older.

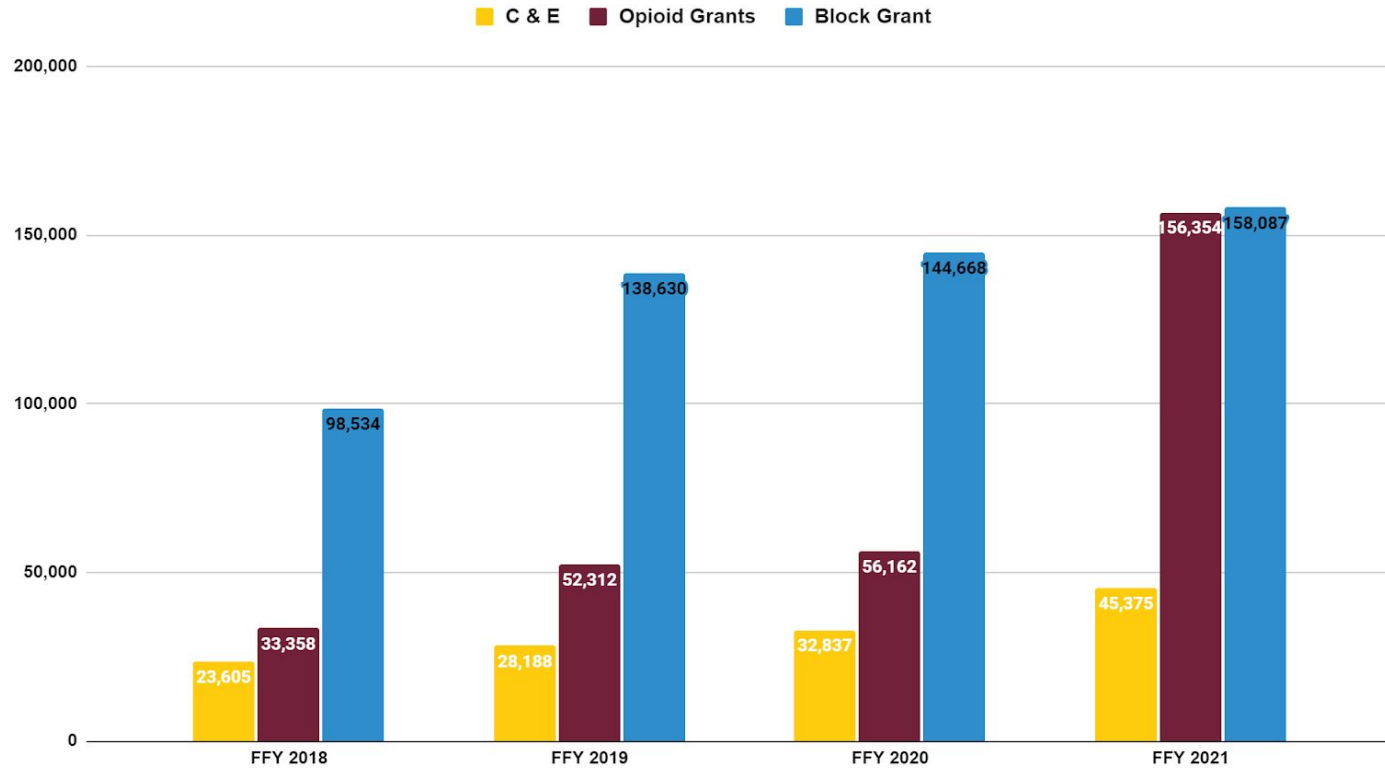
Count of members with OUD & Receiving MAT*, By Drug Type (FFY 2018-2021)



Percentage Change - 2018 to 2021

*Those diagnosed with Opioid Use Disorder (OUD) in any of the first 13 diagnosis positions on a claim or encounter. MAT in this report refers to members diagnosed with OUD and have been prescribed MAT within 90 days of the OUD diagnosis to treat opioid dependence & addiction. The 3 medications of MAT are Methadone, Buprenorphine and Naltrexone. Per NCQA standards, MAT can be administered to individuals aged 16 years and older.

Count of Naloxone Doses



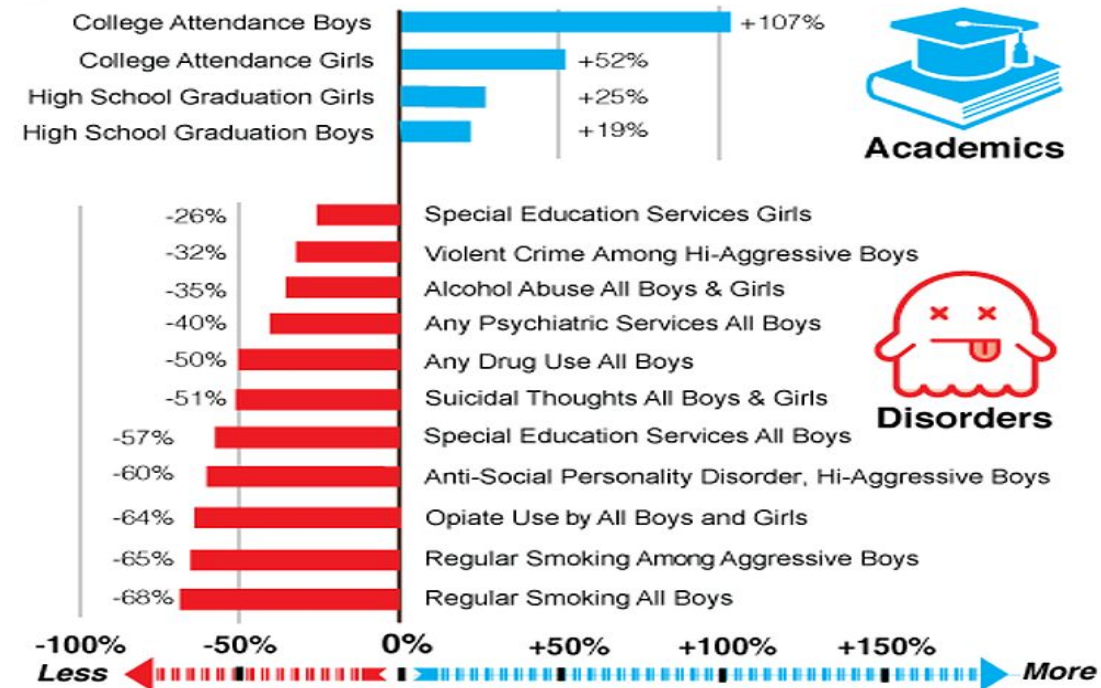
C & E: Claims and Encounters; **Opioid Grants:** Opioid State Targeted Response (STR), State Opioid Response (SOR), State Opioid Response II (SOR II);
Block Grant: Substance Abuse Block Grant

Examples of Innovative Programs

Prevention—PAX GBG

Snapshot of Good Behavior Game® Benefits

Computation of Relative Difference = (GBG/Control)-1



2022 Community-based PAX Trainings for Arizona



Want More Info?



Community-based PAX in Arizona

SACLAz Education and Awareness Toolkit

www.saclaz.org

27 community forums

Illicit Counterfeit Fentanyl Pills

Psychostimulants

Naloxone

Addressing Stigma

Youth Resiliency

Marijuana



Substance Abuse
Coalition Leaders
of Arizona

Components in Toolkit

Print Materials: postcards, fact sheets, posters, how to talk to your child, door hangers

PowerPoints: Rise of Fentanyl, New Drug Dealer in Town, Naloxone, The New Meth, Stigma

Media Materials: TV and Radio Spots, Billboard Designs, Social Media Posts

Youth Curriculum: Stress, Resiliency and Fentanyl



Substance Abuse
Coalition Leaders
of Arizona

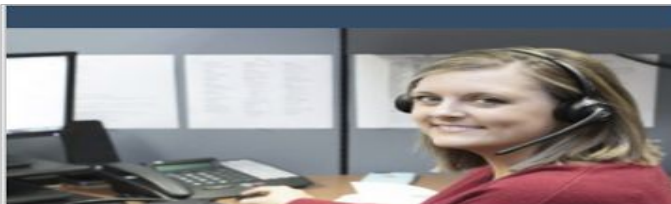
Which has the Deadly Dose of Fentanyl?



One Pill Can Kill

TalkNowAZ.com

LAMAR



**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
THE STATE 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.

Opioid Services Locator

<https://opioidservicelocator.azahcccs.gov/>



Are you looking for opioid use disorder services in the area?

Enter a zip code to find a program that is right for you or for your loved one.

Zip Code



Within

25 miles

Service Type(s)

ALL

Accepting Clients

Show Filters

Search

Disclaimer: The Opioid Use Disorder (OUD) Service Locator is made available by the Arizona Health Care Cost Containment System (AHCCCS) to assist the public in locating general information about medication assisted treatment and opioid use disorder services. The OUD Service Locator is intended solely to provide convenient electronic access to possible resources for medication assisted treatment and opioid use disorder services. It can be used as a helpful tool in finding providers by zip code that may be available to provide these services. The inclusion of providers in the OUD Service Locator is not an endorsement of the quality or competence of the listed provider.

AHCCCS strives to offer the most current, correct, and complete information in the OUD Service Locator. Please keep in mind that this information is subject to change. Therefore, the information in the OUD Service Locator may not reflect the most current information. Note that the OUD Service Locator includes links to websites maintained by other entities. AHCCCS is not responsible for those websites or for the information or opinions expressed in those websites.

To ensure that you have the most up to date provider information, it is very important that you contact the provider and health plan directly to verify details. We recommend that you check provider participation status and whether the provider is registered with AHCCCS. Health plans will be able to inform you whether a provider is part of a particular health plan's network. We also recommend that you verify availability and whether the provider is accepting new patients.

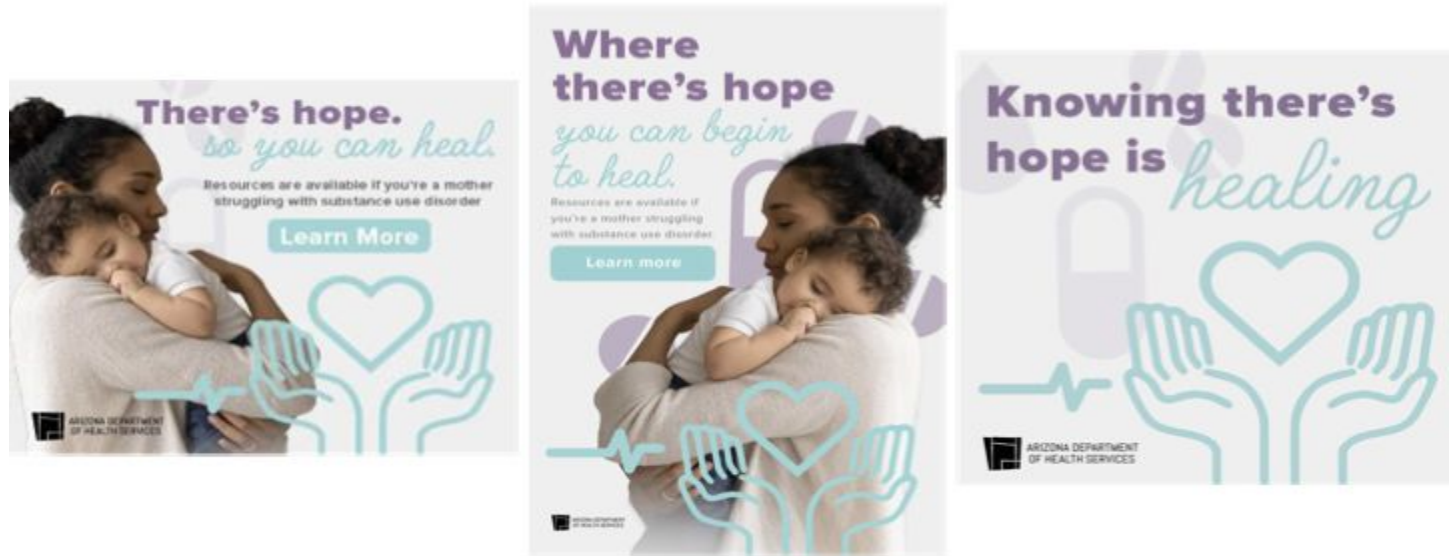
The AHCCCS Administration does not provide individual advice or counseling. If you would like specific advice or counseling, please contact a licensed practitioner or professional, a social services agency representative, or an organization in your local community.

24/7 Access Points

Provider	Address	Phone Number
CODAC Health, Recovery and Wellness	380 E. Ft. Lowell Road, Tucson, AZ 85705	520-202-1786
Community Bridges, East Valley Addiction Recovery Center	560 S. Bellview, Mesa, AZ 85204	480-461-1711
Community Medical Services	2806 W. Cactus Road, Phoenix, AZ 85029	602-607-7000
Intensive Treatment Systems, West Clinic	4136 N. 75th Ave #116 Phoenix, AZ 85033	623-247-1234

Stigma Reduction Campaign – Women and Substance Use

General Audience Creative – Hope Heals



Website: azhealth.gov/HopeHeals



Visit AHCCCS Community Quality Forum web page at
<https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/CommunityQualityForum.html>

Thank You.