



COVID-19 Behavioral Health Task Force

July 17, 2020

Agenda

- ❖ Roll Call and Housekeeping: Lauren Prole
- ❖ AHCCCS Update: Dr. Sara Salek and Jill Rowland
- ❖ ADHS Update: Teresa Ehnert
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ Questions, Open Discussion & Wrap-Up



AHCCCS Update

Dr. Sara Salek, CMO
Jill Rowland, CCO



Post Acute Care Capacity Tracker (PACCT) Updates

- AHCCCS worked with ADHS to update PACCT questions for behavioral health inpatient facilities
- Executive Order signed July 9th requires behavioral health inpatient facilities to:
 - Update the PACCT for potential participation in interfacility transfer of patients with suspected or confirmed COVID-19 outside of their healthcare system;
 - Accept and transfer patients as directed by the Arizona Surge Line, when clinically appropriate and resources allow;
 - Create internal protocols to complete the bed placement within thirty minutes; and
 - Electronically update bed and ventilator status in a format and frequency specified by ADHS

AHCCCS COVID FAQs

<https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>

Billing & Claims

Clinical Delivery

General COVID-19 Questions

Health Plan & AHCCCS Fee-For-Service Programs Guidance

Health Plan Requirements and Deliverables

Pharmacy & Supplies

Provider Enrollment and Requirements

Rates

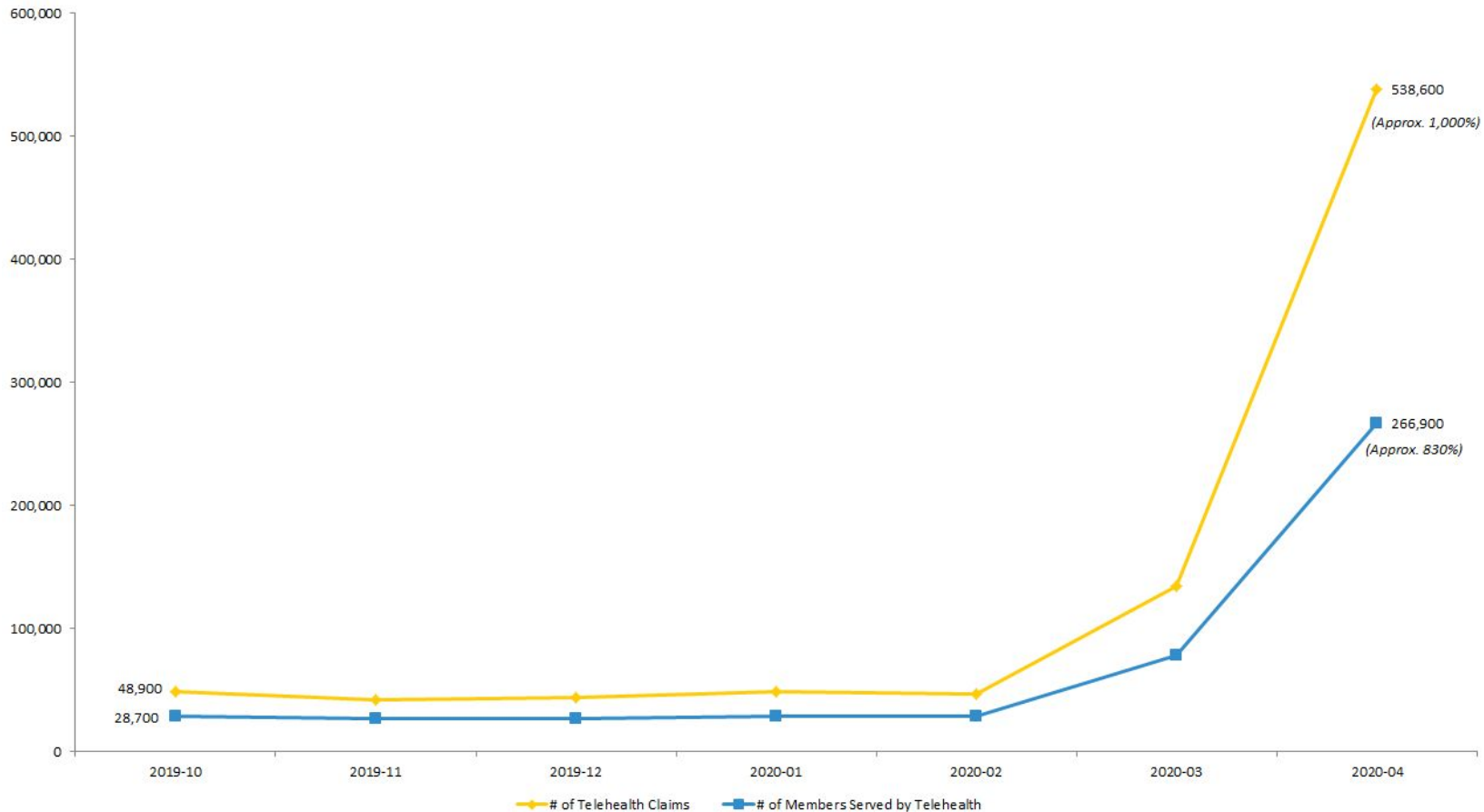
Telehealth Delivery and Billing

Uninsured Testing

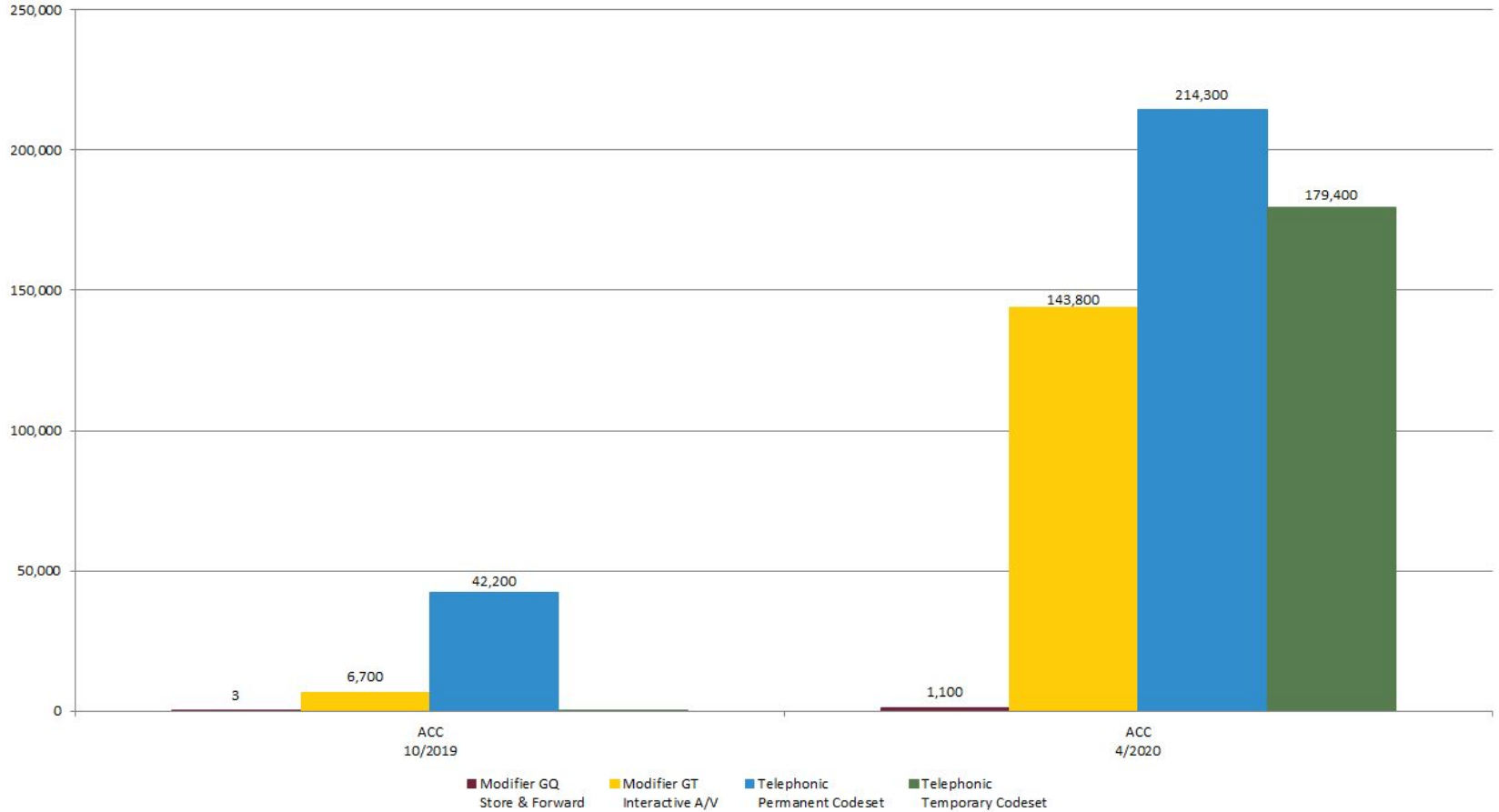
Telehealth Flexibilities during COVID19

- Added >140 codes to telemedicine (GT modifier)
- Created temporary telephonic code set
- Require MCOs to cover contracted services via telehealth modalities
- Require MCOs to reimburse at same rate as in person
- Created AHCCCS MCO Workgroup on Telehealth that will continue meeting ad hoc to review data trends and determine how best to evaluate quality outcomes

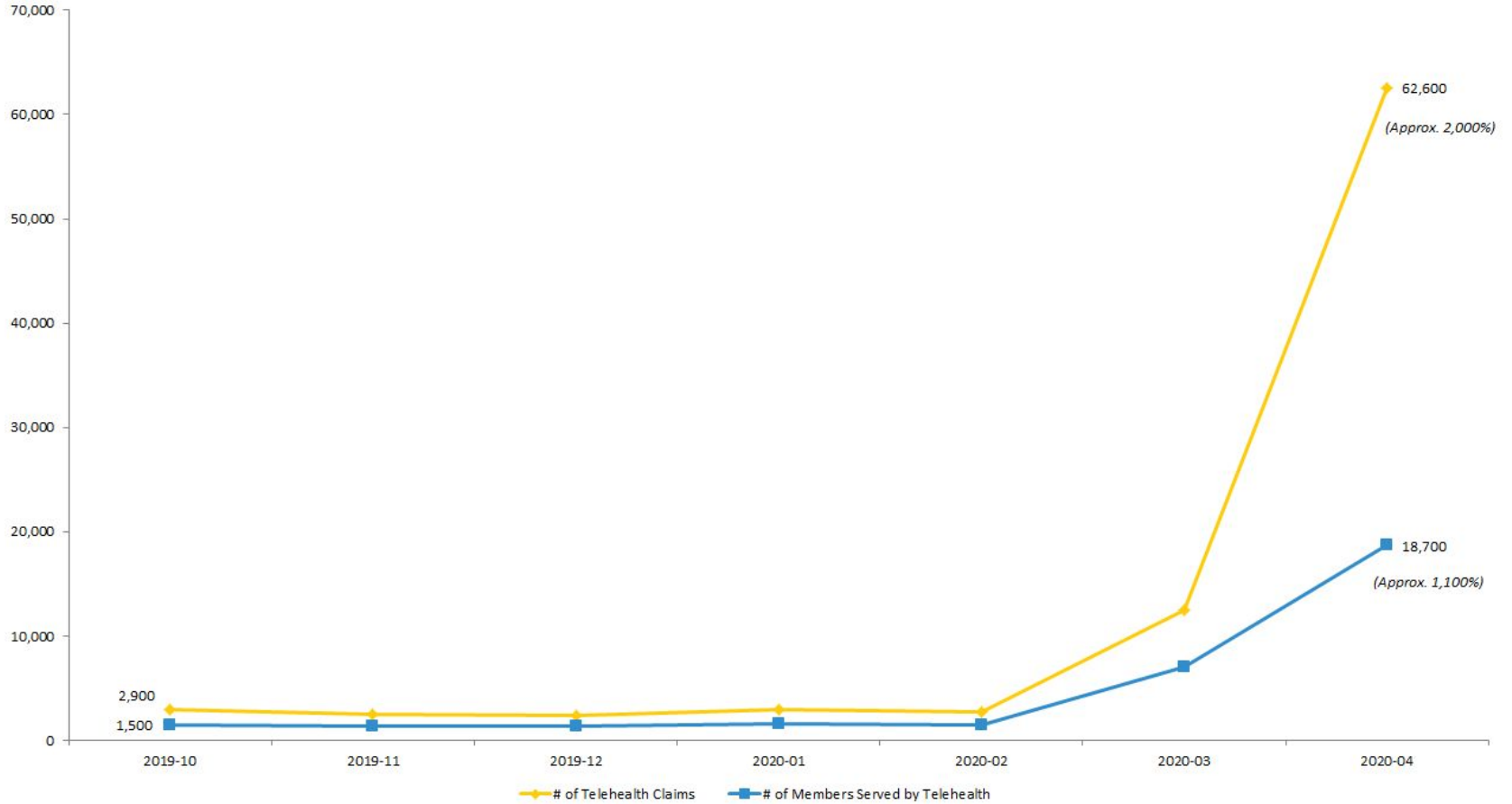
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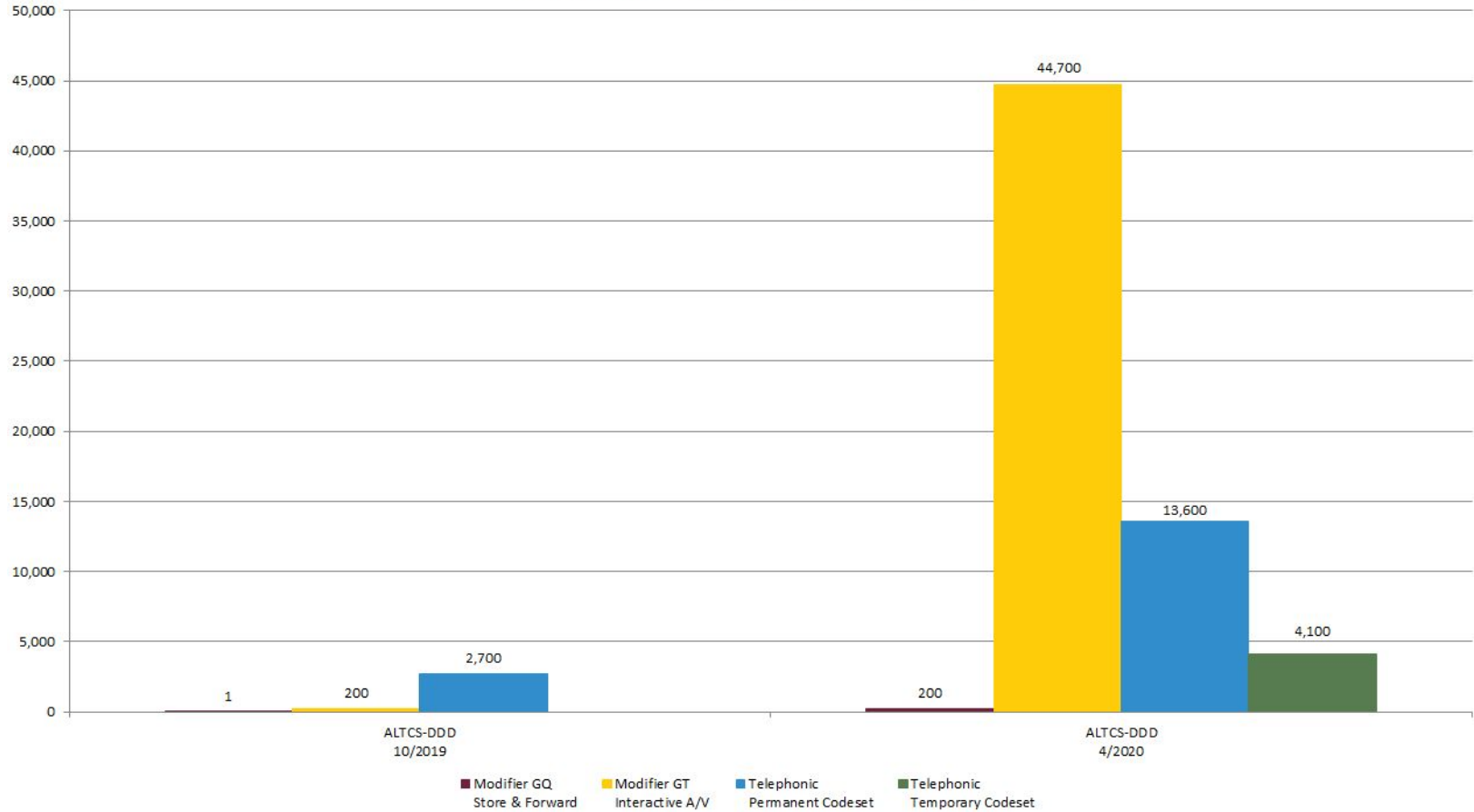
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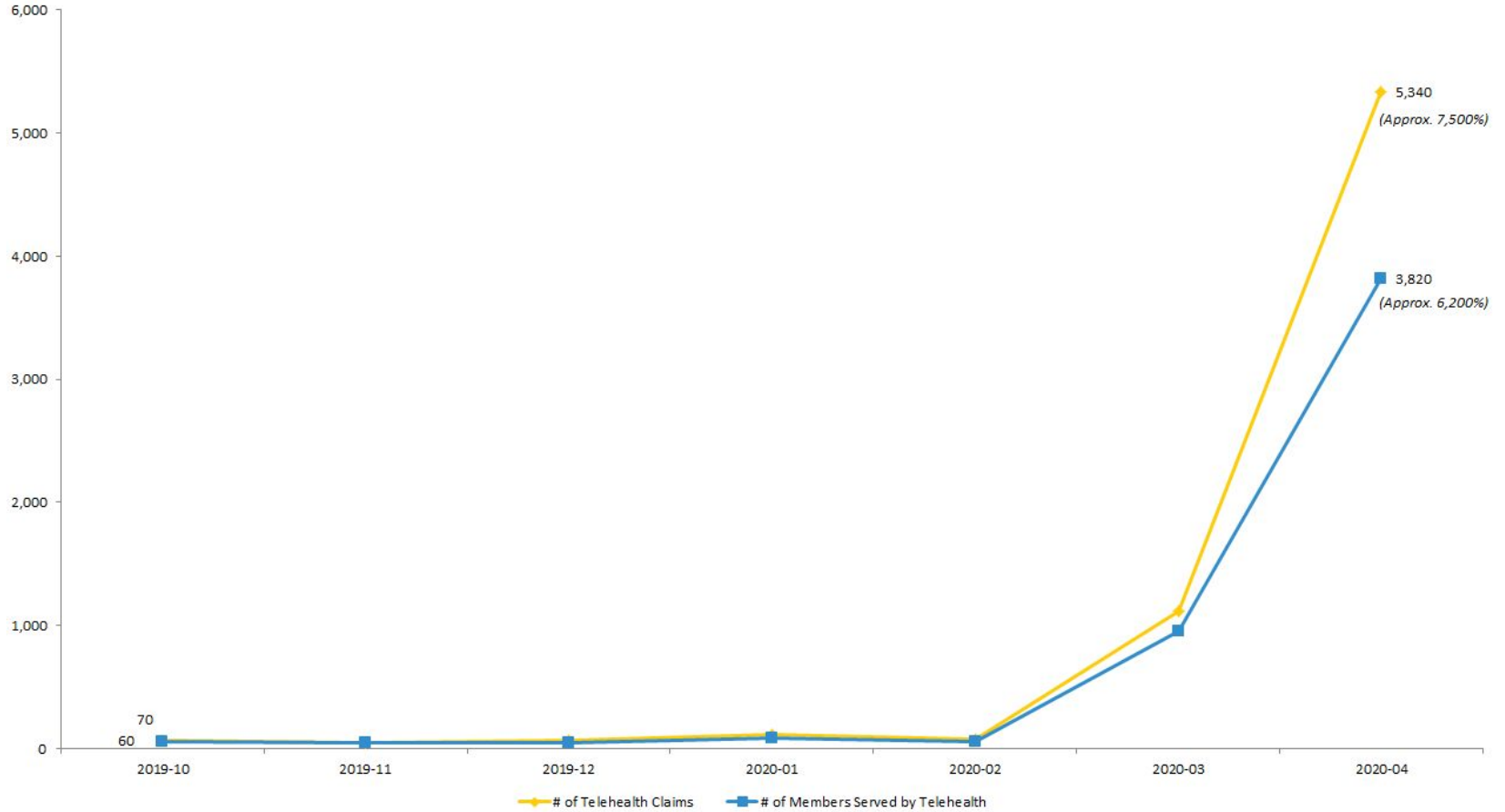
of ALTCS-DDD Members Served and Paid Claims by Month (Estimates Using Reported Claims Data as of 6/10)



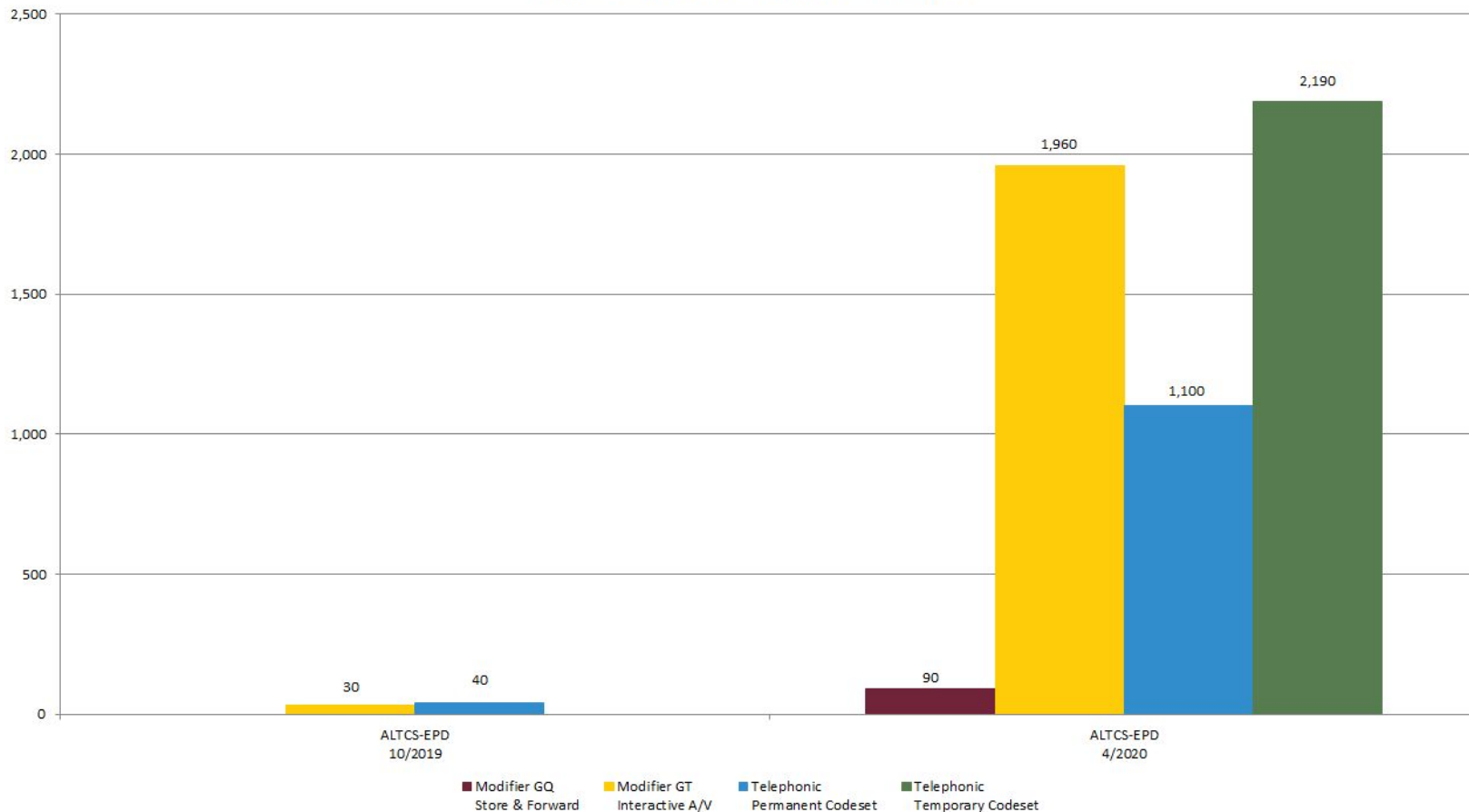
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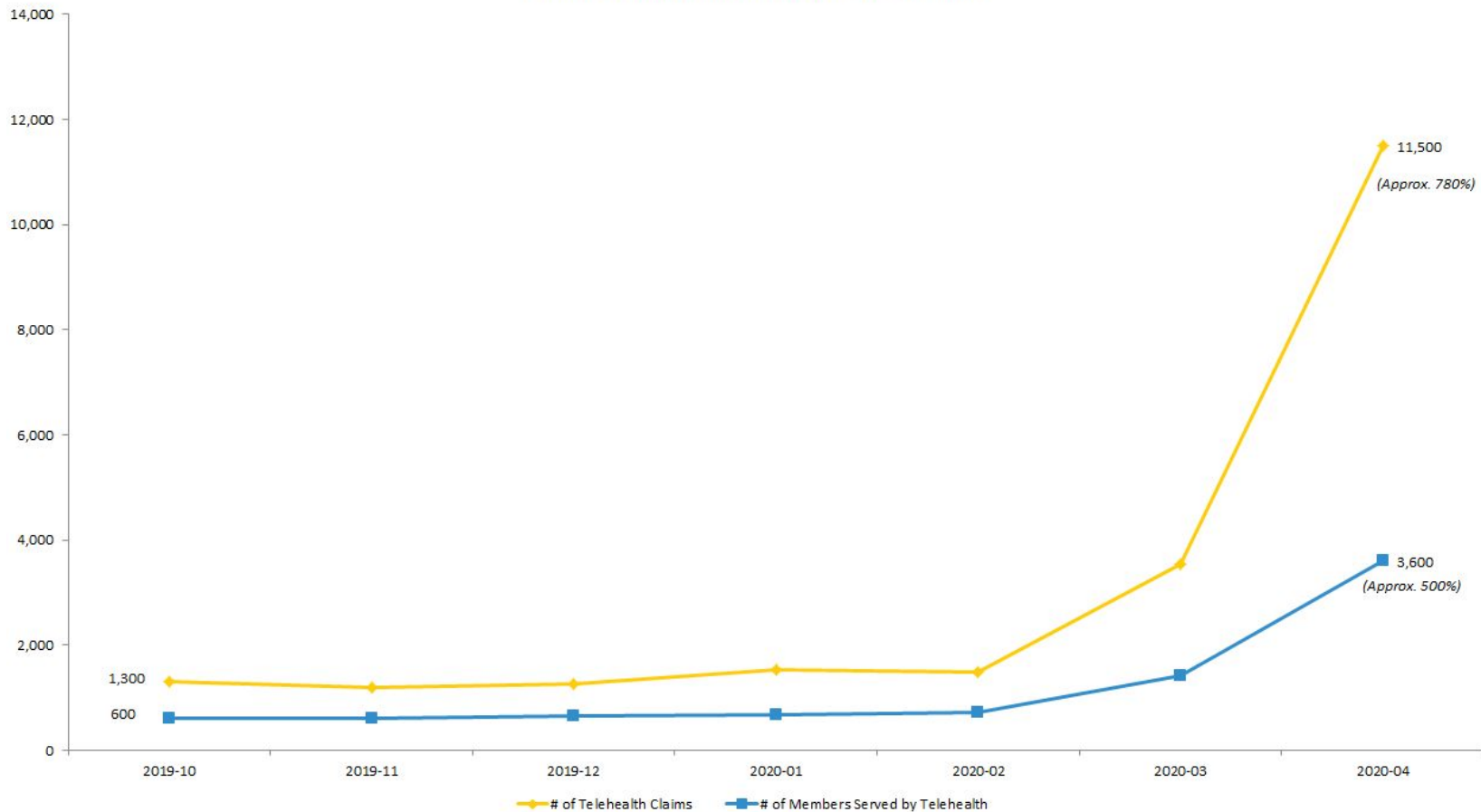
of ALTCs-EPD Members Served and Paid Claims by Month (Estimates Using Reported Claims Data as of 6/10)



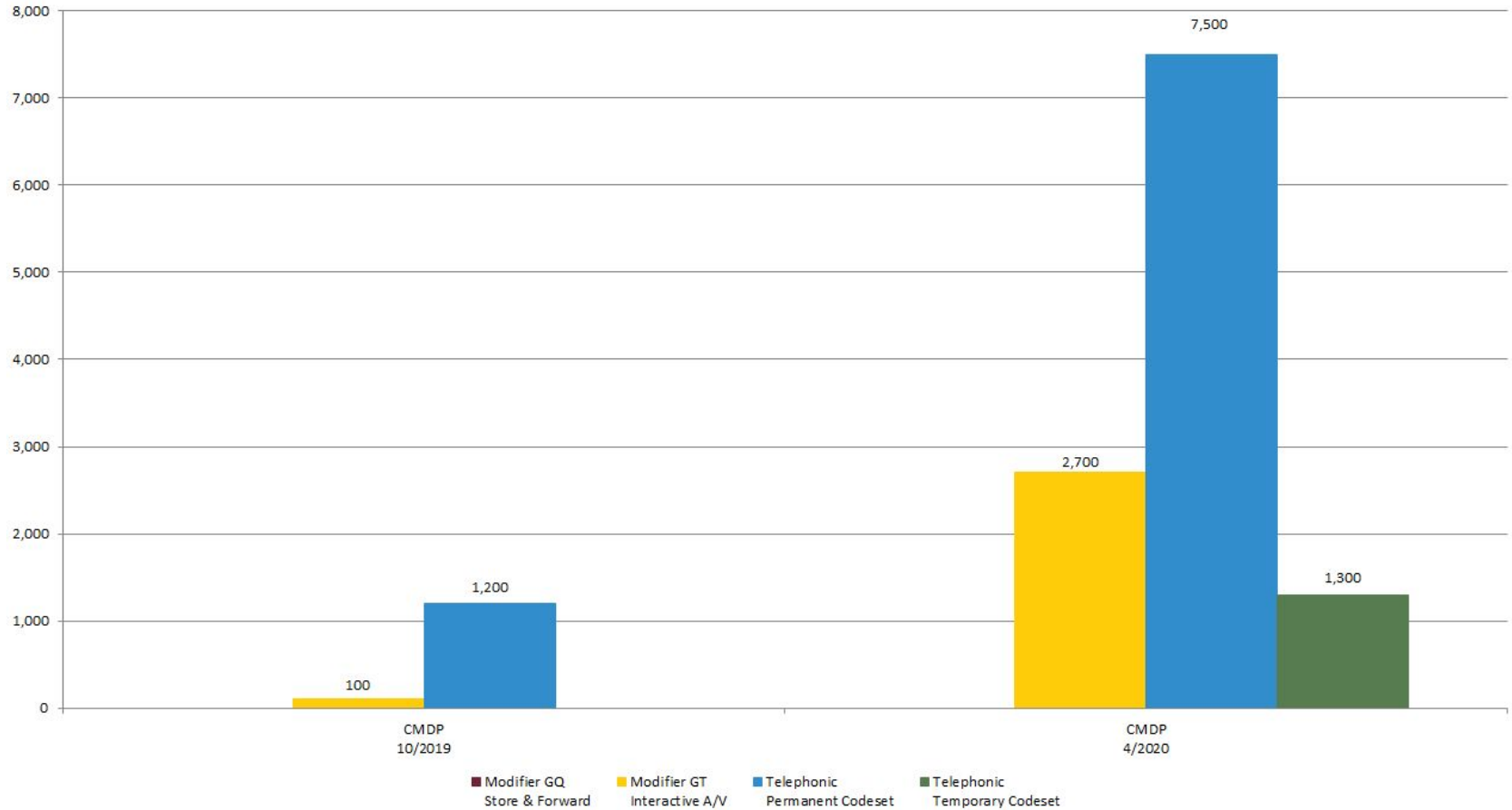
of ALTCS-EPD Claims by Type of Telehealth (Estimate Using Reported Claims Data as of 6/10)



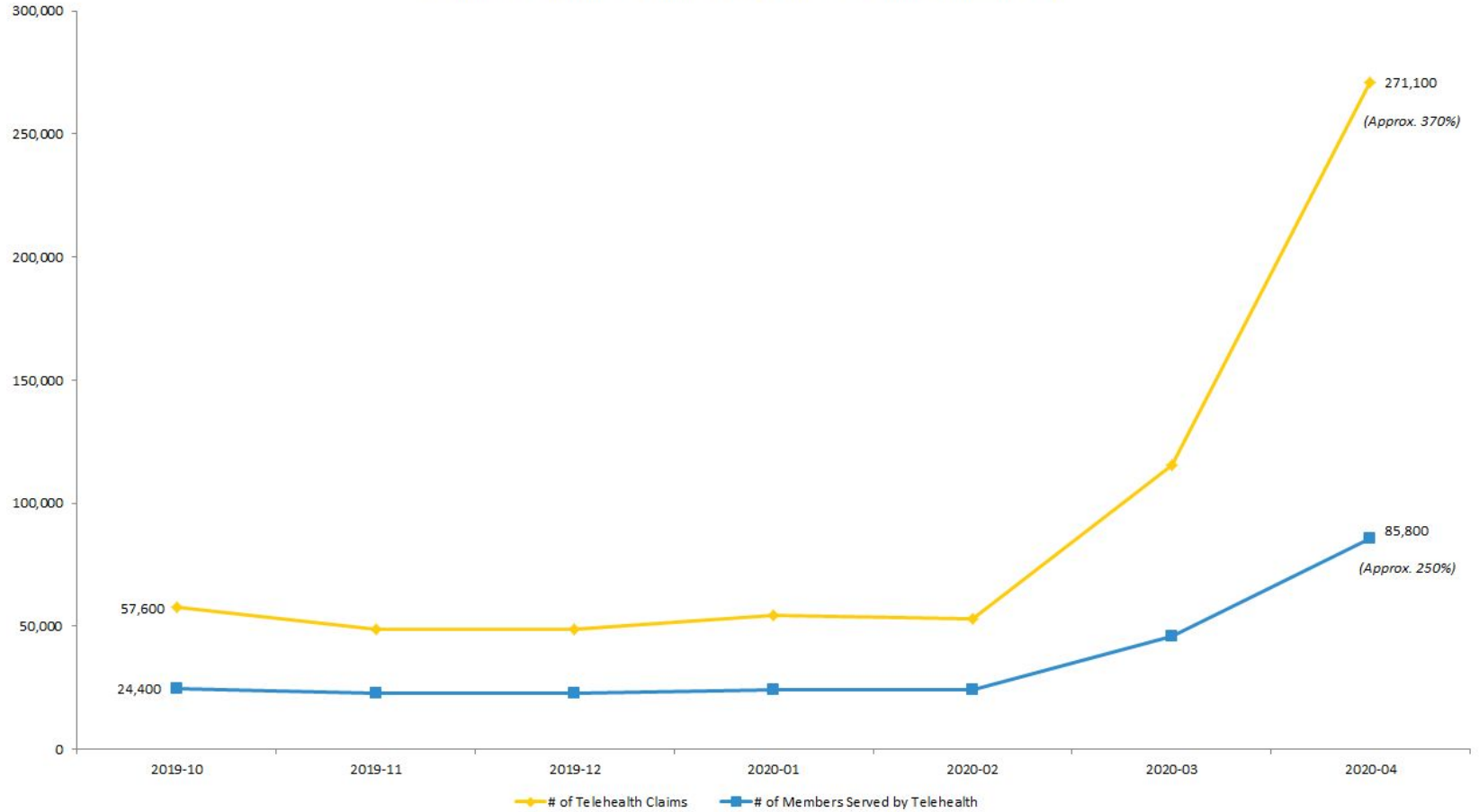
of CMDP Members Served and Paid Claims by Month (Estimates Using Reported Claims Data as of 6/10)



of CMDP Claims by Type of Telehealth (Estimate Using Reported Claims Data as of 6/10)

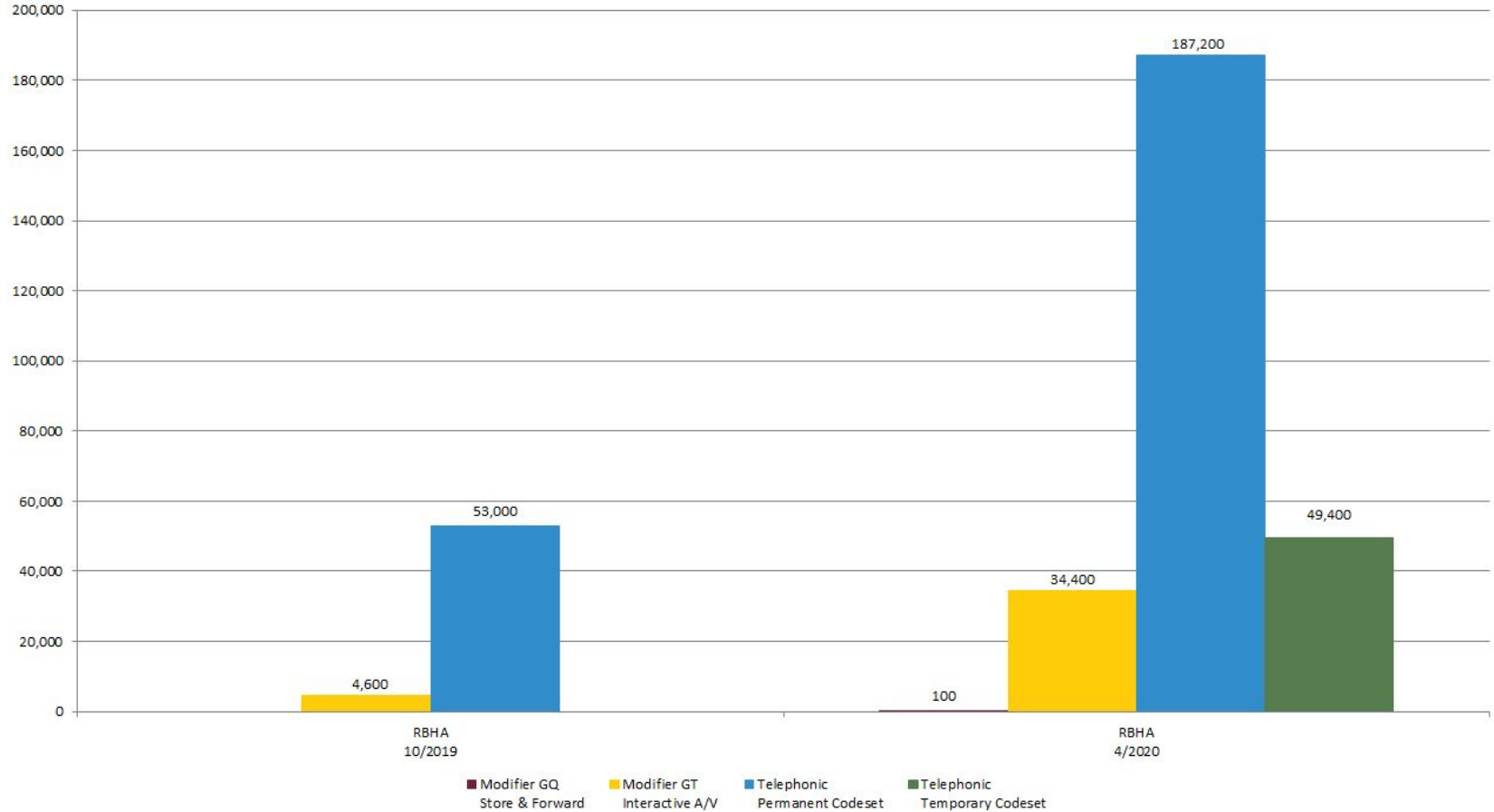


of RBHA Members Served and Paid Claims by Month (Estimates Using Reported Claims Data as of June 10 With N-TXIX Est. TBD)



of RBHA Claims by Type of Telehealth

(Estimate Using Reported Claims Data as of June 10 With N-TXIX Est. TBD)



Telehealth Further Analysis

Next analysis will include:

- CPT/HCPCS
- Provider type
- Place of service
- Age group (0-20, 21-64 and 65+)
- Gender
- Race/ethnicity

Crisis Counseling Program Updates

- The Regular Services Program (RSP) Grant Application was submitted on 6.29.2020
- Grant notification of award expected within 6-8 weeks
- Weekly meetings occur with AHCCCS, FEMA, SAMHSA and CRN to discuss deliverables and the progress of the CCP/ISP
- CCP/ISP Cost Extension submitted 7.17.2020 to request additional funding until notification of RSP award
- RSP award will provide funding for 9 months beyond CCP/ISP grant period (7.29.2020) to continue CCP services

ADHS Update

Teresa Ehnert

Bureau Chief, Public Health Emergency Preparedness

Health Emergency Operation Center/ ESF8

PHEP/HPP Director, Arizona

COVID-19 Hotline & Crisis Line Updates

Justin Chase , LMSW, CPHQ, FACHE

Chief Executive Officer, Crisis Response Network

Statewide COVID-19 Hotline



	Call Summary March-June
COVID-19 Hotline Inbound Calls	41,958
COVID-19 Hotline Calls Handled by Agent	10,184
Transferred to Poison Control	11,202
Maricopa County: 1 (844) 542-8201	5,830
All Other Counties: 1 (520) 626-4160	5,372

Statewide COVID-19 Hotline



Primary Reason for Call	March-June Total
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc.)	2,427
Other	2,259
Resources: Financial assistance (eviction prevention, utility assistance, etc.)	1,406
Testing information and availability	1,099
Best sources of information	796
Travel, events, group gatherings	439
Eviction Prevention-Other	392
Resources: Housing and homelessness	124
Eviction Prevention- Full Application	122
Supplies availability - masks, sanitizer, cleaner	119
Resources: Food assistance	92
Eviction Prevention - Completed Prescreen	79
Treatment	56

Statewide COVID-19 Hotline



	Location of Caller				
	March (3/20-3/31)	April	May	June	Total
Maricopa County	1,453	1,587	539	383	3,962
Pima County	657	1,104	430	131	2,322
Not Provided	385	349	283	103	1,120
Mohave County	118	164	84	30	396
Yavapai County	128	143	54	16	341
Cochise County	78	149	54	43	324
Pinal County	96	102	38	20	256
Not Arizona Zip Code	57	73	31	10	171
Yuma County	32	59	13	11	115
Navajo County	43	30	17	6	96
Gila County	20	35	13	10	78
Coconino County	23	36	15	3	77
La Paz County	13	42	5	0	60
Santa Cruz County	14	19	9	5	47
Apache County	10	10	3	2	25
Graham County	2	10	4	1	17
Greenlee County	2	1	0	0	3



Effective July 1, 2020

2-1-1 Arizona has 24/7 Live Answer

Crisis Line Updates

June vs July 2020

Measure	June 2020*	July 2020*	Variance
Total Call Volume	8,328	8,219	1.3% Decrease
Mobile Team Dispatches	741	804	8.5% Increase
Reasons for Call			
Depression	229	241	5.2% Increase
Anxiety	361	388	7.5% Increase
Medical	162	141	13% Decrease
Suicidal/Self-Harm	953	937	1.7% Decrease
Domestic Violence	43	37	14% Decrease
Population			
Adults	3,704	3,660	1.2% Decrease
Children (<18)	370	430	16.2% increase

*First 12 days of the month

Crisis Line Updates (2019 vs 2020)

Measure	July 2019*	July 2020*	Variance
Total Call Volume	9,155	8,219	10.2% Decrease
Mobile Team Dispatches	736	804	9.2% Increase
Reasons for Call			
Depression	242	241	0.4% Decrease
Anxiety	266	388	45.9% Increase
Medical	146	141	3.4% Decrease
Suicidal/Self-Harm	891	937	5.2% Increase
Domestic Violence	47	37	21.3% Decrease
Population			
Adults	3,672	3,660	0.3% Decrease
Children (<18)	291	430	47.8% Increase

*First 12 days of the month

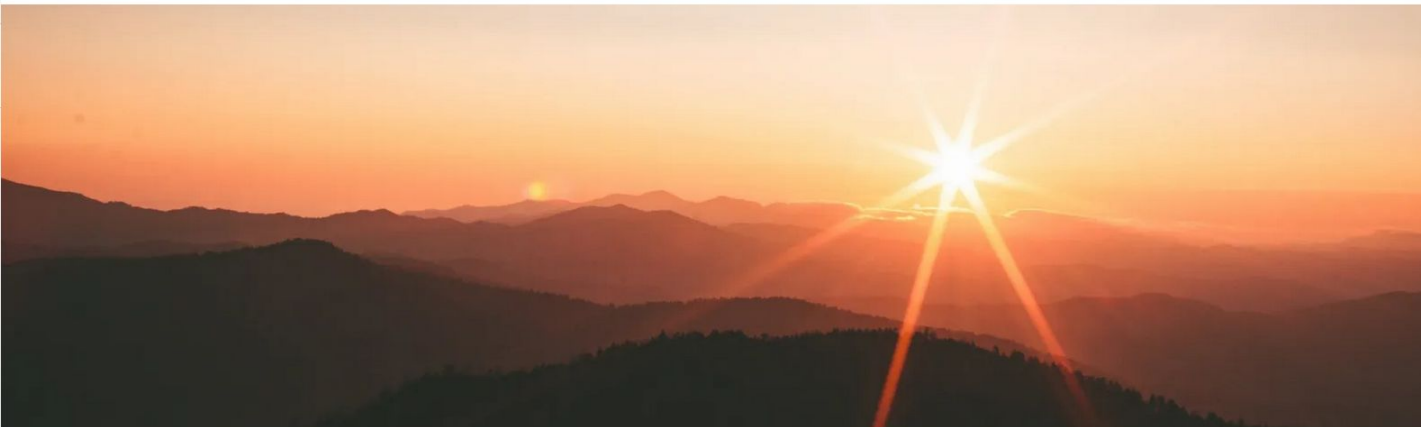
RESILIENT *Arizona*

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: CRISISPREP@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: COACH@laf.com



NORTHERN ARIZONA



The Guidance Center
Phone: 520-746-4546
Hours of operation: 24/7

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: COACH@laf.com

SOUTHERN ARIZONA



La Frontera Center
Phone: 520-389-5665
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: 520-404-6552
Hours of operation: 8:30 AM - 6:30 PM
Email: COACH@laf.com

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

- Statewide free and anonymous crisis counseling available to any Arizona resident experiencing mental stress related to the COVID-19 pandemic
 - Target populations include tribal, seniors over 65, caregivers, and healthcare workers
- Grant under a joint FEMA/SAMHSA program specifically created for disaster behavioral health
- CRN providing program administration, data analysis, coordination, marketing, outreach, and referrals to 6 providers agencies throughout AZ.
- Program went live Monday 6/22 and will run through 7/29. It can be extended up to 9 additional months through the “RSP” process.

Stats and Trends

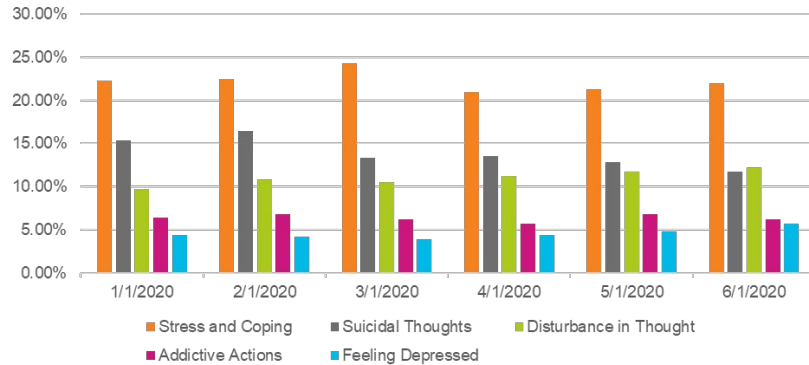
- As of 7-13, **377 individuals were referred** from 211 specialists to a CCP provider and provider organizations have **documented 521 recorded primary services and 654 other encounters** or educational contacts. Distributed 2,676 materials
- The most common risk factors identified include unemployment, financial loss, past substance use/mental health problem, and sheltering in place due to immediate threat of danger.
- Coordinated statewide multimedia marketing is well underway. Over 2.2 million digital impressions have been made to date, and over 7,500 webpage views.

Southern Arizona Crisis Line Update

Johnnie Gasper, Manager, Crisis System, AzCH

Crisis System Overview

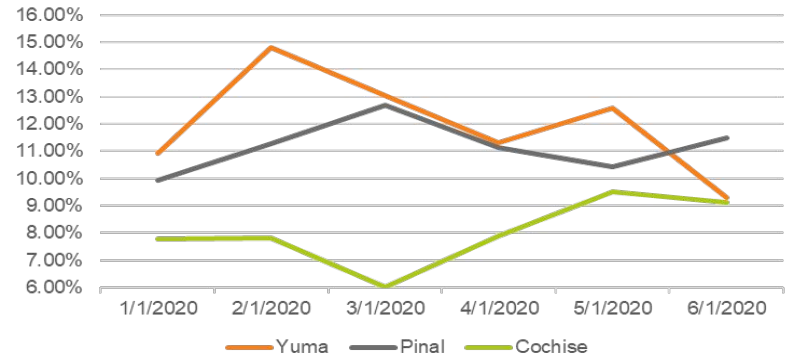
Top 5 Presenting Symptoms-% of Total Episodes



- CMT response remains consistent in the southern GSA at 40mins despite work from home
- Tracking CMT activation shifts by County
 - June 30% decrease from previous months

- Inbound episode volume low
- Decrease in SI consistent since March 2020
- Depression highest point in June in last two quarters
- Top 5 averaging 58% of total calls for Q1 and Q2 combined

CMT Activations by County-% of total



Crisis System Overview



Support Update

- Tucson Medical Center
 - 12 hours of CISM provided as of 7/17
 - 15 additional hours scheduled between 7/17-7/24
 - Positive attendance and engagement
 - AzCH-CCP offering Resiliency Training to TMC staff
- Yuma Regional Medical Center
 - Introductions to staff and 4.5 hours CISM provided as of 7/17
 - 9 additional hours scheduled between 7/17-7/24
 - Housed on ICU at the hospital

All teams involved are being offered Resiliency Training



Questions, Open Discussion & Wrap Up

Thank you!



Future Topics

Have topics you want to discuss - send them to Lauren Prole at lauren.prole@azahcccs.gov