



# Welcome to the AHCCCS Community Quality Forum

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



# Community Quality Forum

September 16, 2020  
3-5pm

# Agenda

- ❖ Community Quality Forum: Purpose and Objectives
- ❖ AHCCCS Survey Outcomes for Quality Dashboard
- ❖ MCO Quality Updates
- ❖ AHCCCS COVID-19 Updates
  - 2020-2021 Flu Strategy
  - Telehealth Strategy
  - BH Taskforce
  - Grants
- ❖ AHCCCS SUD Strategic Plan Updates
- ❖ Suicide Prevention Updates

# Community Quality Forum

## Goal/Purpose

*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.*

## Objectives

1. Finalize the development of Statewide physical and behavioral health dashboards;
2. Evaluate dashboard data metrics and provide feedback for performance improvement efforts including performance improvement projects (PIPs); and
3. Evaluate observed community-based trend concerns by leveraging data analytics to drive policy change.

# AHCCCS Quality Metrics Dashboard Update

Dr. Sara Salek

Chief Medical Officer

# Quality Metrics Dashboard

- AHCCCS survey conducted on quality metrics dashboard reporting for behavioral and physical health for the next three years
  - Oct. 1, 2020 through Sept. 30, 2023
- Survey ended on June 22, 2020
- Total responses: 56
- Dashboard currently being developed with plan for review at next Community Quality Forum (12-15-20)

## Top 5

Well-Child Visits in the First 15 months of Life (W15)

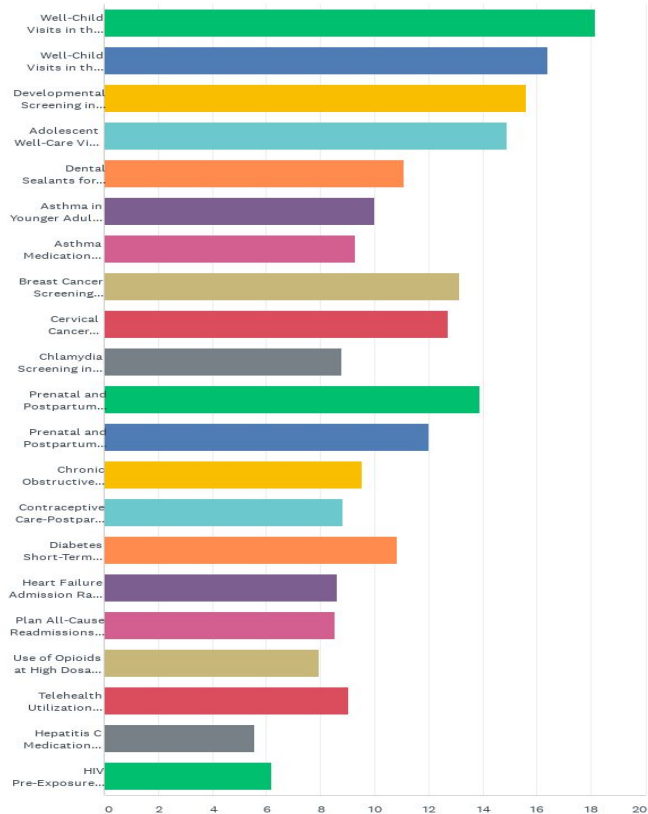
Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (W34)

Developmental Screening in the First Three Years of Life (DEV)

Adolescent Well-Care Visit (AWC)

Prenatal and Postpartum Care: Timeliness of Prenatal Care (PPC-CH)

Q2 Please rank the following Performance/Utilization Metrics in order of recommendation for an AHCCCS Physical Health dashboard. Measure Definition - Measure\*, Frequency, Performance Metric Steward\*\*, CMS Core Set or Other\*Measures will vary based on AHCCCS health plans line of business. For example, the PPC-CH measure is utilized in the AHCCCS Complete Care (ACC) contract.\*\*A measure "steward" is the entity responsible for the development and maintenance of the measure specifications. ADA=American Dental Association; AHRQ=Agency for Healthcare Research and Quality; NCQA= National Committee for Quality Assurance; OPA=U.S. Office of Population Affairs; OHSU= Oregon Health and Science University; PQA=Pharmacy Quality Alliance.



## Top 5

Follow-Up after Hospitalization for Mental Illness (FUH)- 7 days, 30 days

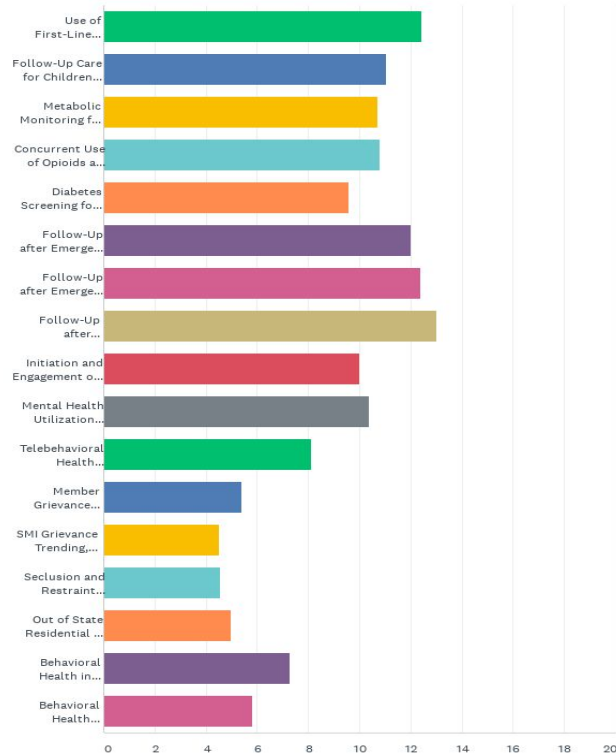
Follow-Up after Emergency Department Visit for Mental Illness (FUM)- 7 days, 30 Days

Follow-Up after Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)-7 days, 30 days

Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)

Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)

Q3 Please rank the following Performance/Utilization Metrics in order of recommendation for an AHCCCS Behavioral Health dashboard. Measure Definition - Measure\*, Frequency of Measure, Performance Metric Steward\*\*, CMS Core Set or Other\*Measures will vary based on AHCCCS health plan line(s) of business. For example, the SSD measure is used in the Regional Behavioral Health Authority (RBHA) contract for members determined to have a SMI.\*\*A measure "steward" is the entity responsible for the development and maintenance of the measure specifications. ADA=American Dental Association; AHRQ=Agency for Healthcare Research and Quality; NCQA= National Committee for Quality Assurance; OPA=U.S. Office of Population Affairs; OHSU= Oregon Health and Science University; PQA=Pharmacy Quality Alliance.





# MCO Quality Strategy Updates

Jakenna Lebsock

Assistant Director of Division of Health Care  
Administration



# Arizona AHCCCS COVID-19 RESPONSE

COVID-19 Response Effort

Dr. Sara Salek

# 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>



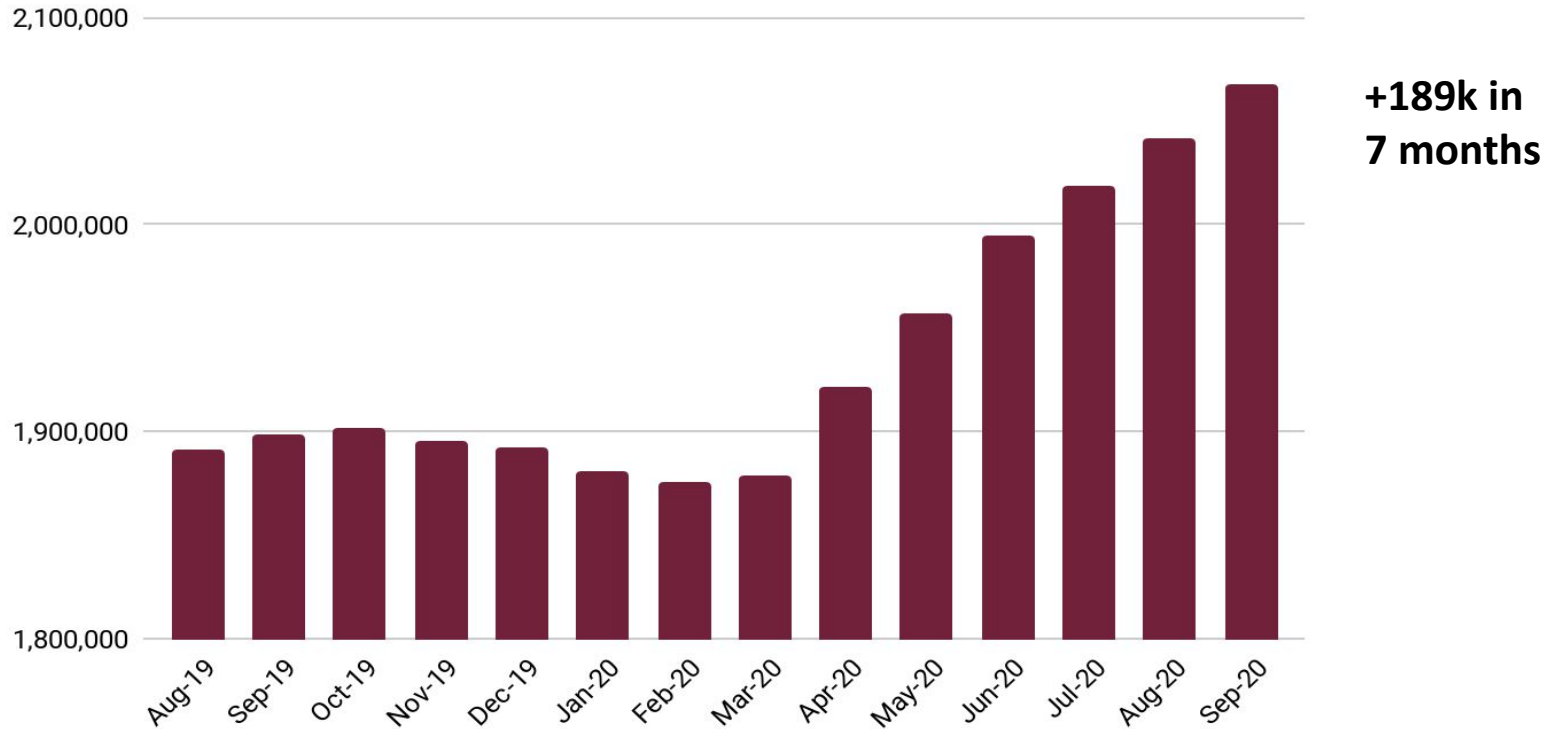
# Key Flexibilities Offered During the Public Health Emergency

- Streamline provider enrollment
- Amend prior and continued authorization processes
- Provide continuous eligibility
- Waive premiums and copays
- Expand respite limit
- Expand telehealth and telephonic service delivery

# Public Health Emergency (PHE) Extension

- PHE scheduled to expire October 22, 2020, unless renewed by DHHS Secretary
- DHHS could extend for 90 days

# AHCCCS Enrollment: August 2019 - September 2020



# Influenza Vaccine Strategy

“The overlap of COVID-19 and flu season presents a perfect storm — and we aren’t taking any chances,” said Governor Ducey. “We are approaching this fall with a proactive mindset and plan of action to limit the impact of the flu and preserve hospital resources. ... I urge all Arizonans to get their flu shots. It’s never been more important to do so.”



# AHCCCS Flu Vaccine Strategy During COVID-19

- Multi-pronged strategy to:
  - Reimburse flu vaccine administration by pharmacists for kids 3 - 18
  - Increase rates for in office flu vaccine and administration codes by 10%
  - Provide a \$10 gift card to all managed care members who obtain an flu vaccine
- Effective dates of service on and after September 1, 2020



# ADHS Flu Shot Campaign

- The Arizona Department of Health Services (ADHS) launched a public awareness campaign – Roll Up Your Sleeve
- It includes messages for healthcare workers, families with young children, college students, and people at high risk for serious complications from influenza.
- <https://vaccinefinder.org/find-vaccine>

# AzAAP Campaign

- <https://azaap.org/> to download the zip files with the campaign materials.



Stay on track with  
**vaccinations!**

Washing your hands and social distancing help prevent COVID-19 just like routine immunizations help prevent many other dangerous illnesses.

Contact your child's pediatrician to learn more about available vaccination options.

DISTRIBUTED BY

THE AMERICAN ACADEMY OF  
**PEDIATRICS**  
ARIZONA CHAPTER

# 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

# Permanency Around Telehealth Code Sets

- Interest in creating permanency around telehealth codes opened on a temporary basis for COVID response
- Workgroup is considering codes for permanency

# How AHCCCS and MCOs are using the HIE to improve care during the COVID pandemic

- Beginning in April, MCO Contractors receive alerts when their members have test results that confirm COVID infection. Alerts capture members, lab providers who allow their data to be exchanged with the HIE
- MCO Contractors perform outreach to members who are COVID positive
- MCO Contractors provide education, case management to address social and behavioral needs and coordination of care for members.
- AHCCCS FFS follows this process for HNHC members

# COVID-19 BH Taskforce

- Created in response to COVID-19 pandemic
- ADHS and AHCCCS partnership with multiple stakeholders including providers, provider associations, and health plans
- Reviews crisis utilization trends, suicide and opioid related data, and approaches to address

# Arizona Opioid Deaths

Confirmed through death certificates reported to ADHS Vital Records

Month	2019	2020 (Preliminary to date*)
January	105	142
February	81	115
March	105	155
April	103	132
Total Jan. – April	394	544
<b>Yearly Total</b>	1358	709 Year to Date *

\*Reported as of 8/10/2020

# Arizona Suicide Deaths

Confirmed through death certificates reported to ADHS Vital Records

Month	2019	2020 (Preliminary to date*)
January	138	131
February	99	104
March	140	136
April	137	110
May	143	99
June	139	98
July	133	99
<b>Yearly Total</b>	<b>1477</b>	<b>784 Year to Date *</b>

\*Reported as of 8/10/2020



# ArMA Physician Peer Coaching Program

- Made possible through grant from ADHS
- Physician peer coach volunteers from AZ across specialties currently being trained
- Due to launch early October 2020



# COVID-19 Grant Updates

Alisa Randall, Assistant Director of Division of Grants  
Administration

Jill Rowland, Chief Clinical Officer

# Emergency Grant to Address Mental and Substance Abuse Disorders During COVID-19



- Awarded \$2 million to support efforts throughout Arizona
- Working with RBHAs and TRBHAs to implement specific grant requirements in their network and/or service areas
- Areas of focus:
  - Recovery housing for those who cannot return home or to alternative care levels due to COVID-19 symptoms
  - Counseling and support groups for healthcare workers
  - Increased engagement for Substance Use needs
  - PPE for service providers within the grant scope

# Emergency Grant to Address Mental and Substance Abuse Disorders During COVID-19

## Primary RBHA targets:

- Screening and assessment for mental health, substance use and or co-occurring disorders to allow for most appropriate service alignment including:
  - Medications
  - MAT
  - Substance Use Services
  - Case Management
  - Recovery housing
  - Medication management
  - Connection to additional services as identified
  - Support groups

# Emergency Grant to Address Mental and Substance Abuse Disorders During COVID-19

## Primary TRBHA targets:

- Service provision includes
  - Counseling support - in person, telephonic or video support for those:
    - SUD identified clients
    - SMI identified clients
    - Healthcare professional
  - Peer support
  - Psychiatric services both in person or via telehealth options
  - EAP support - compassion fatigue
  - Personal care for staff in recovery

# Opioid Focus

Continued SOR programming across the continuum focusing on Prevention, Treatment and Recovery. SAMHSA allowed the following flexibilities to established grant expectations due to COVID-19:

- Prevention - Transition to online/virtual settings, increased allocation to ADHS to support naloxone distribution
- Treatment - Purchase of PPE for staff, reallocation of funds to support MAT services due to funding needs
- Recovery - Reallocation of funds to support Opioid Patient Assistance Funding Program

# Crisis Counseling Program (CCP)

- The mission of the FEMA and SAMHSA Immediate Services Program /Crisis Counseling Program Grant (ISP/CCP ) and the Regular Services Program/Crisis Counseling Program Grant (RSP/CCP) is to assist individuals and communities in recovering from the challenging effects of natural and human-caused disasters through the provision of community-based outreach and psychoeducational services that includes:
  - Individual Counseling
  - Group Counseling
  - Brief Educational Supportive Contacts
  - Public Education Meetings, Media and Public Service Announcements
  - Assessment, Referral and Resource Linkage
  - Community Networking and Support
- AHCCCS received the CCP/ISP Grant Award approval in June 2020 with consequent grant extensions over the summer and received the RSP/CCP Grant Award approval in August 2020; the total amount of funding is just over \$3,200,000 and extends funding to June 2021
- Crisis Response Network (CRN) is the Contractor to implement and oversee the program and partners with multiple agencies to provide services: Crisis Preparation and Recovery, EMPACT, Family Involvement Center, The Guidance Center, La Frontera and RI International; Crisis Response Network created Resilient Arizona and information is available on [resilientarizona.org](http://resilientarizona.org)

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

2-1-1  
Arizona

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

### CENTRAL ARIZONA

LA FRONTERA ARIZONA  
EMERGENCY SUICIDE PREVENTION CENTER

ENPACT - Suicide Prevention Center  
Phone: 480-756-4465  
Hours of operation: 24/7  
Email: [ENPACT@suicidepreventioncenter.org](mailto:ENPACT@suicidepreventioncenter.org)

Crisis Preparation and Recovery  
Phone: 480-477-8882  
Hours of operation: 7 AM - 4 PM  
Email: [CRISISPREP@crisispreventioncenter.org](mailto:CRISISPREP@crisispreventioncenter.org)



RI INTERNATIONAL  
INTERNATIONAL

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@familyinvolvementcenter.org](mailto:FOCUS@familyinvolvementcenter.org)

FIC FAMILY INVOLVEMENT CENTER

### NORTHERN ARIZONA

THE GUIDANCE CENTER

The Guidance Center  
Phone: 928-746-4546  
Hours of operation: 24/7

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

RI INTERNATIONAL

FIC FAMILY INVOLVEMENT CENTER

Family Involvement Center  
Phone: 928-585-2626  
Hours of operation: 8:30 AM - 6:00 PM  
Email: [FOCUS@familyinvolvementcenter.org](mailto:FOCUS@familyinvolvementcenter.org)

### SOUTHERN ARIZONA

LA FRONTERA ARIZONA  
LA FRONTERA CENTER

La Frontera Center  
Phone: 520-389-5885  
Hours of operation: 8 AM - 7 PM  
Email: [CS@lafrontera.org](mailto:CS@lafrontera.org)

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

RI INTERNATIONAL

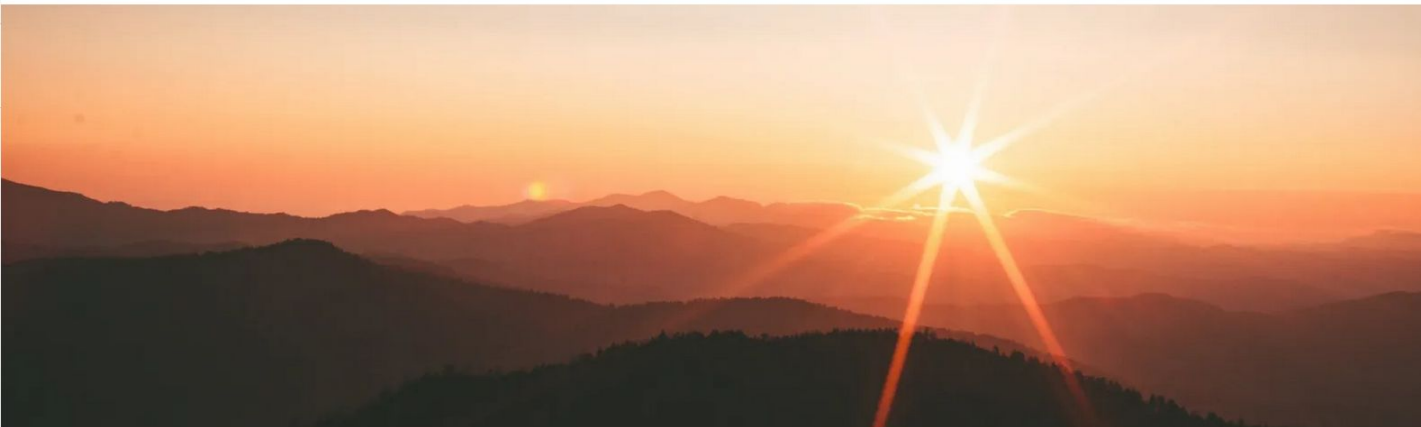
FIC FAMILY INVOLVEMENT CENTER

Family Involvement Center  
Phone: 520-454-6552  
Hours of operation: 8:30 AM - 6:30 PM  
Email: [FOCUS@familyinvolvementcenter.org](mailto:FOCUS@familyinvolvementcenter.org)

RESILIENT *Arizona*  
CRISIS COUNSELING PROGRAM

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

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.



Visit [www.resilientarizona.org](http://www.resilientarizona.org)

AHCCCS  
Arizona Health Care Cost Containment System





# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	1777
Individual Crisis Counseling	578
Group Counseling/Public Education	572
Brief Educational/Supportive Contact	1460
<b>Total Unique Interactions</b>	<b>2610</b>

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	233
Telephone contact	726
E-mail contact	1,078
Community networking and coalition building	981
Material handed to people	4,128
Material mailed to people	1,538
Material left in public places	4,800
Mass media	39
Social networking messages	395
<b>Total</b>	<b>13,918</b>

# Substance Use Disorder Strategic Plan

Nidhi Krishna, Opioid Epidemiologist

## Previous Overall Goals:

1. Reduce opioid-related overdose deaths among AHCCCS members by 25%
2. Reduce opioid-related costs to the system by 20%

## Evaluation:

1. Did we execute the strategies leading to the above goals?
2. Did we achieve these goals?

## Current Overall Goals: By the end of 2024

1. Reduce the rate of all drug overdose deaths by 10%
2. Reduce the number of opioid deaths by 10%
3. Reduce the number of verified non-fatal opioid overdoses by 15%
4. Reduce the number of deaths and overdoses in priority populations by creating new or focusing on existing initiatives

## Major Changes:

1. Opioid strategies is revised to a **comprehensive SUD strategies**
2. Focus initiatives on **priority populations**: *Youth; Pregnant women and their babies; Justice Involved; Homeless; Veterans; Trauma survivors; Ex-convicts; LGBTQ; Injection drug users; Native Americans; Blind; Deaf and hard of hearing; Elderly*
3. **Data** as a key area of focus

# Strategies

**Strategy #1: Prevention**

**Strategy #2: Treatment**

**Strategy #3: Recovery and Social Connectedness**

**Strategy #4: Data**

# Strategy #1: Prevention

*Primary Prevention:* Increase education, screening, referral and promote resiliency

*Secondary Prevention:* Harm Reduction; Prevent Overdose Deaths



## Strategy #2: Treatment

*Strategy #2A:* Improve Access to Treatment

*Strategy #2B:* Enhance Access to Medication Assisted Treatment

*Strategy #2C:* Enhance Quality of Treatment for Substance Use Disorder and Chronic Pain

## Strategy #3: Recovery and Social Connectedness

- Support recovery by reducing stigma
- Increasing social connectedness
- Connecting to social supports such as housing, employment, education, skills training, benefits including Serious Mental Illness benefits

## Strategy #4: Data

- Develop/consolidate **meaningful Data Sources** to assess, evaluate and track SUD related health events

# Preventing Suicide in Arizona

Kelli Donley Williams, MPH  
Suicide Prevention Specialist

# What does the data tell us?



Men, age 45 and older are most at risk.

71% of gun deaths in Arizona are suicides.

Increased rate of suicide among all ages

# What Should We Look For?

Loss

Isolation

Sleep and mood  
changes

Substance use

Giving away  
prized  
possessions

Possible  
planning

- Two weeks or more

# Then What?

Is it an emergency?

- Call crisis
- Go to the ER

First Episode Psychosis Center

Remove means

Never leave a suicidal person alone

# What are we doing?

## Interagency Collaboration

- ADHS
- DVS
- DES
- ADE
- Project AWARE

## Community Collaboration

- Be Connected
- VA hospitals
- Schools
- Tribal partners



# Substance Use and Suicide

- June CDC study found 40% of adults polled reported symptoms of anxiety disorder, depressive disorder, substance use and suicidal thoughts
- Up to 70% of suicide deaths involve alcohol or another substance
- Alcoholism and suicidal thoughts, depression are strongly linked in research

# Our team!

- Zeruah Buchanan – Suicide prevention epidemiologist
- Brian Planty – Project AWARE suicide prevention lead
- Albert Swanson – COVID Emergency suicide prevention lead

# Questions?

[Kelli.williams@azahcccs.gov](mailto:Kelli.williams@azahcccs.gov)

[Zeruah.Buchanan@azahcccs.gov](mailto:Zeruah.Buchanan@azahcccs.gov)



# Meeting Recap and Next Steps

Sara Salek

Thank You.

Next 2020 Meeting: December 16th