



1870 W. Rio Salado Pkwy
Tempe, AZ 85281

May 24, 2019

RE: Request for Reach-In Updates from Health Plan Justice Liaisons

Dear Ms. Rudnick,

The following contains Arizona Complete Health-Complete Care Plan's response to AHCCCS' request for Reach-In updates in advance of the June 7, 2019 AHCCCS Quarterly Justice Transitions Meeting.

For the period of 10/01/17 - 09/30/18 & 10/01/18 - 05/01/19 (broken out by month and aggregated total by contract year):

Please note: Previous AHCCCS deliverables required reporting data on a quarterly basis. Arizona Complete Health-Complete Care Plan did not collect the data in a monthly format prior to 10-01-18.

Describe the conditions/criteria used at your health plan to determine "complex-need" members

FY 2018 (10-01-17 to 09-30-18)

Arizona Complete Health-Complete Care Plan Reach-In chronic/complex care criteria included members who had been incarcerated for 30 days or more, were AHCCCS-enrolled prior to incarceration, had an anticipated release date and met one or more of the following criteria:

Legacy Cenpatico Integrated Care (C-IC) Plan

Level I:

- SMI
- High Needs/High Cost List
 - Homeless
 - SUD
- Pregnancy
- Incarcerated at the Arizona Department of Corrections (ADOC)

Level II:

- GMH
 - Homeless
 - SUD

Legacy Health Net Access (HNA) Plan

- Homeless
- High Needs/High Cost List
- Diabetes
- Dialysis
- Hepatitis
- HIV
- CHF (Congestive Heart Failure)
- Cancer
- COPD/Asthma
- End Stage Renal Disease
- Hypertension
- Anxiety
- DDD/ALTCS
- Epilepsy/Seizure Disorder
- Pregnancy

FY 2019 (10-01-18 to 05-01-19)

Arizona Complete Health-Complete Care Plan Reach-In chronic/complex care criteria includes members who have been incarcerated for 30 days or more, were AHCCCS-enrolled prior to incarceration, have an anticipated release date and meet one or more of the following criteria:

- SMI
- SUD/ODU
- Homeless
- High Needs/High Cost List
- Diabetes
- Dialysis
- Hepatitis
- HIV
- CHF (Congestive Heart Failure)
- Cancer
- COPD/Asthma
- End Stage Renal Disease
- Hypertension
- Anxiety
- DDD/ALTCS
- Epilepsy/Seizure Disorder
- Pregnancy

**FY2018 (10-01-17 to 09-30-18)
Legacy Cenpatco Integrated Care (C-IC) and Health Net Access (HNA) Plans**

Quarter	Members who met complex need and who were incarcerated	Members reached pre-release and method*	Members who had appt scheduled within 7 days of release	Members who attended appt within 7 days post-release
Q1	C-IC: 220 HNA: 12	Not collected for deliverable; would require member-specific lookback	C-IC: 175 HNA: Not reported	C-IC: 52*** HNA: Not reported
Q2	C-IC: 278 HNA: 12	Not collected for deliverable; would require member-specific lookback	C-IC: 198 HNA: Not reported	C-IC: 43*** HNA: Not reported
Q3	C-IC: 177 HNA: 30	Not collected for deliverable; would require member-specific lookback	C-IC: 100 HNA: Not reported	C-IC: 40*** HNA: Not reported
Q4	C-IC: 172** HNA: not reported; program on hold during ACC implementation preparation	Not collected for deliverable; would require member-specific lookback	C-IC: 144** HNA: Not reported	C-IC: 40*** HNA: Not reported

* Arizona Complete Health-Complete Care Plan utilized in-person and video visits (Arizona Complete Health-Complete Care Plan contracted jail liaisons are utilized in county detention centers; medical provider release planners are utilized in ADOC)

** The Q4 deliverable submitted to AHCCCS in October 2018 erroneously included the aggregate total for the fiscal year. The matrix above includes the corrected numbers.

*** Please note that Arizona Complete Health-Complete Care Plan believes this number is understated because if the member rescheduled the appointment within the seven-day period and utilized a resource other than the Arizona Complete Health-Complete Care Plan scheduling service, those numbers are not captured in this number. In addition, those who attended or rescheduled beyond seven days post-release would not be captured in this number. Arizona Complete Health-Complete Care Plan has identified this as a gap and has since modified its internal reporting process.

FY2019 Q1 (10-01-18 to 12-31-18)
Arizona Complete Health-Complete Care Plan

Month	Members who met complex need and who were incarcerated	Members reached pre-release and method*	Members who had appt scheduled within 7 days of release	Members who attended appt within 7 days post-release
October	75**	73***	45	8
November	31**	24***	22	6
December	17**	15***	13	3
Totals	123	112	80	17

*Arizona Complete Health-Complete Care Plan utilized in-person and video visits (Arizona Complete Health-Complete Care Plan-contracted jail liaisons are utilized in county detention centers; medical provider release planners are utilized in ADOC)

** The Q1 deliverable submitted to AHCCCS in January 2019 captured only members who were identified as eligible for Reach In and seen by a Reach In Liaison or ADC medical provider release planner. Arizona Complete Health-Complete Care Plan has identified this gap and has since modified its internal query and reporting process. The matrix above includes the corrected numbers of Reach In activity.

*** The Q1 deliverable submitted to AHCCCS in January 2019 captured only members who opted in to the Reach In program versus all members reached through a Jail Liaison or ADC medical provider release planner. Arizona Complete Health-Complete Care Plan has identified this gap and has since modified its internal query and reporting process. The matrix above includes the corrected numbers.

FY2019 Q2 (01-01-19 to 03-31-19) & 04-01-19 to 04-30-19
Arizona Complete Health-Complete Care Plan

Month	Members who met complex need and who were incarcerated	Members reached pre-release and method*	Members who had appt scheduled within 7 days of release	Members who attended apt within 7 days post-release
January	26**	19***	18	5†
February	34**	11***	10	3†
March	29**	11***	7	4†
April	49	39	30	13†
Totals	138	80	65	25†


*Arizona Complete Health-Complete Care Plan utilized in-person and video visits (Arizona Complete Health-Complete Care Plan-contracted jail liaisons are utilized in county detention centers; medical provider release planners are utilized in ADOC)

** The Q2 deliverable submitted to AHCCCS in April 2019 captured only members who were identified as eligible for Reach In and seen by a Reach In Liaison or ADC medical provider release planner. Arizona Complete Health-Complete Care Plan has identified this gap and has since modified its internal query and reporting process. The matrix above includes the corrected numbers of Reach In activity.

*** The Q2 deliverable submitted to AHCCCS in April 2019 captured only members who opted in to the Reach In program versus all members reached through a Jail Liaison or ADC medical provider release planner. Arizona Complete Health-Complete Care Plan has identified this gap and has since modified its internal query and reporting process. The matrix above includes the corrected numbers.

† Timeframes to complete the AHCCCS deliverable narrow Arizona Complete Health-Complete Care Plan's ability to capture all members attending their appointment post-release because some are released after the deliverable deadline. The matrix above includes the adjusted numbers.

Please let me know if you have any follow up questions or would like any additional information. I look forward to meeting with you on June 7th.

Sincerely,

 Jennifer M. Hawkins
 Senior Manager, Justice Systems Services
 Arizona Complete Health

- **Describe the conditions/criteria used at your health plan to determine "complex-need" members**
 - High Need High Costs, HIV+, Insulin Rx (within 3 months), Inhaled Corticosteroid Rx (within 3 months), Chemotherapy Rx (within 3 months), Renal Dialysis, Dual GMSHA and SMI, Open Prior Auth Request

10/1/17 to 9/30/18

- **total number of members who met the definition of "complex need" and who were incarcerated**
 - 239
 - Oct: 26
 - Nov: 18
 - Dec: 11
 - Jan: 18
 - Feb: 18
 - Mar: 13
 - Apr: 17
 - May: 17
 - Jun: 26
 - July: 23
 - Aug: 26
 - Sept: 26
- **total number of members reached pre-release (and method used to reach them; e.g. in-person, video visit, probation, etc.)**
 - 75
 - Oct: 5
 - Nov: 6
 - Dec: 4
 - Jan: 3
 - Feb: 7
 - Mar: 6
 - Apr: 7
 - May: 8
 - Jun: 7
 - July: 9
 - Aug: 8
 - Sept: 5
 - Method to reach members
 - Peer support jail liaisons ~10%
 - In-person ~60%
 - Video visit (5/1/2019 was able to gain video visit for Maricopa) ~0%
 - Probation ~30%
- **total number of members who had an appointment scheduled within 7 days of release**

- **total number of members who arrived to their appointment within 7 days of release**

2017-18	Q1			Q2			Q3			Q4		
Jail Transition	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	August	Sept
Attended appt within 7 days of release	1	0	0	0	0	0	0	0	1	0	0	0
Appt sched within 7 days of release	1	0	0	0	0	0	0	0	1	0	0	0

10/1/18 to 5/1/19

- **total number of members who met the definition of "complex need" and who were incarcerated**
 - 137
 - Oct: 20
 - Nov: 16
 - Dec: 23
 - Jan: 16
 - Feb: 18
 - Mar: 20
 - Apr: 25
- **total number of members reached pre-release (and method used to reach them; e.g. in-person, video visit, probation, etc.)**
 - 20
 - Oct: 4
 - Nov: 3
 - Dec: 4
 - Jan: 2
 - Feb: 1
 - Mar: 2
 - Apr: 4
 - Method to reach members
 - Peer support jail liaisons ~80%
 - In-person ~5%
 - Video visit (5/1/2019 was able to gain video visit for Maricopa) ~0%
 - Probation ~15%
- **total number of members who had an appointment scheduled within 7 days of release**
- **total number of members who arrived to their appointment within 7 days of release**

2018-19	Q1			Q2			Q3			Q4		
Jail Transition	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	August	Sept
Attended appt within 7 days of release	0	0	0	0	0	2	0					
Appt sched within 7 days of release	0	0	0	0	0	2	0					

Barriers (including all data since 10/1/2016):

From 10/1/18 until roughly 3/1/19 we stopped receiving release reports from Cochise, Pima, Pinal, and Yuma counties. As of today, 5/21/19, Banner received weekly release reports from Pima, Pinal and Yuma county.

Maricopa county barrier was being able to meet with members in the jail. As of 5/1/2019 Banner now has ability to complete video visitation within Maricopa County Jail.

Roughly 191 of the identified individuals did not receive a scheduled release date.

20 of 38 who had scheduled release date were release on that date, others were released earlier, can range from weeks to months, which makes it extremely difficult to schedule doctor appointments.

Reach In Updates- Care1st Health Plan

Month:	CYE 17-18	Complex Needs	Reach pre-released	7-day appt
October	Other JL			
November	Other JL			
December	Other JL			
January	Other JL			
February	Other JL			
March	Other JL			
April	Other JL			
May	Other JL			
June	Other JL			
July	1	1	Video Visitation	1
August	15	15	VV/ Letters	10
September	8	8	VV/ Letters	3
Total:	24	24		14

Attended 7 day appnt		CYE 18-19	Complex Needs	Reach pre- released	7-day appnt	Attended 7 day appnt
		12	12	VV/ Letters	9	7
		11	11	VV/ Letters	8	7
		13	13	VV/ Letters	6	2
		18	18	VV/ Letters	7	3
		29	29	VV/ Letters	11	5
		31	31	VV/ Letters	13	7
		22	22	VV/ Letters	3	0
		20	20	VV/ Letters	0	0
1						
8						
3						
12		156	156		57	31

Criteria:

Member incarcerated for at least 30 days or longer and have an anticipated release date, AHCCCS eligible , 4 or more ED visits within 6 months prior to incarceration, 4 or more inpatient admits within 6 months prior to incarceration, Total cost of \$50,000 within 6 months prior to incarceration, Ongoing acute care need (e.g. dialysis), Chronic medical condition (e.g. diabetes), Behavioral health and/or substance use issue (i.e. MAT) and High recidivism rate of 2 or more incarcerations over 30 days within 6 months



Justice Reach-In Program Criteria

Members who have been incarcerated for thirty (30) days or longer and have an anticipated release date may be eligible for the Reach-In Program. Of the potentially eligible members, they must also meet criteria for a complex/chronic physical and/or behavioral health condition, which puts them at high risk and the need for care coordination to ensure their needs are addressed timely. The following are considered high risk conditions. Members may have one or multiple conditions to qualify for the Reach-In Program.

Physical/Behavioral Health Conditions

HIV Positive*

Pregnant

Behavioral Health Dx

Hep C – on medications*

Active Cancer Treatment

On 3-4 Medications

Homeless

End Stage Kidney Disease – on Dialysis

Active/Hx of Substance Use Disorder*

Medically Assisted Treatment*

Insulin Dependent Diabetes

6+ bookings in the last 12 months

*Must have a consent to share PHI with others

Mercy Care

So here is a snap shot of the numbers for the period requested (10/1/17-3/31/19):

	SMI T19	SMI N19	GMH/SA T19	SABG	Total
10/1/17-12/31/17	135	161	187	140	623
1/1/18-3/31/18	94	43	166	111	414
4/1/18-6/30/18	292	17	182	120	611
7/1/18-9/30/18	291	79	106	82	558
10/1/18-12/31/18	Eligible	Received	Refused	Appt Schd	Kept
SMI	69	69	0	69	40
GMHSU	139	22	117	45	17
1/1/19-3/31/19	Eligible	Received	Refused	Appt Schd	Kept
SMI	164	133	8	106	71
GMHSU	63	31	12	24	16
Totals Current Year	435	255	137	244	144 / 59%

- Describe the conditions/criteria used at your health plan to determine "complex-need" members: **All SMI Members and GMHSU Members who have a chronic health condition including Substance Use Disorder and who are incarcerated for 30 days and have a scheduled release date are eligible for Reach In – chronic health conditions are listed on the Justice Transition Notice (attached). This is the criteria, but we routinely provide Reach In services for individuals who do not have a scheduled release date, and individuals who may not have been incarcerated for 30 days but have significant needs.**
- total number of members reached pre-release (and method used to reach them; e.g. in-person, video visit, probation, etc.) – **A variety of methods are used to reach Members, including video visitation, probation, and care coordination. We work collaboratively with our partners to get appointments scheduled and communicated.**

High Risk Medical Conditions:

- | | |
|---|---|
| <input type="checkbox"/> HIV Positive (need consent to share PHI) | <input type="checkbox"/> Insulin Dependent Diabetes |
| <input type="checkbox"/> Pregnancy | <input type="checkbox"/> Major Depression |
| <input type="checkbox"/> End Stage Kidney Disease – on dialysis | <input type="checkbox"/> Seizure Disorder |
| <input type="checkbox"/> Seriously Mentally Ill (SMI) | <input type="checkbox"/> Hepatitis C – only when in treatment |
| <input type="checkbox"/> Receiving Cancer Treatment | <input type="checkbox"/> Insulin dependent Diabetes |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> COPD |
| <input type="checkbox"/> CHF | <input type="checkbox"/> Hypertension (uncontrolled) |
| <input type="checkbox"/> ESRD | <input type="checkbox"/> Medically Assisted Treatment (need consent to share PHI) |
| <input type="checkbox"/> DDD | <input type="checkbox"/> GMH Chronic Care |

- HNHC – individual case management
- ALTCS
- Other:

- Severe Substance Abuse Disorder (need consent to share PHI)

North West Region "Reach In" Data

Criteria:

Criteria could include an SMI determination, GHM with past utilization of a level 1 inpatient psychiatric facility, past utilization of a chemical dependency residential treatment facility, past utilization of a detox facility, SABG priority such as IV drug user, opiate replacement medication, diagnosis of CHF, COPD, high risk OB, HIV, Hepatitis c on antiviral medications, multiple incarcerations, and/or a referral from the criminal justice system. Prescribed opiates and/or benzodiazepines for chronic (not post-surgical) use with MEDD score > 90 and/or DEDD score >40. High risk suicide attempt in past 12 months.

These individuals were identified from Coconino, Gila, Mohave, Navajo, Yavapai County and the Arizona Department of Corrections (DOC). Apache County does not provide a roster with incarcerating or release dates.

10/01/2017 through 09/30/2018

Date	Incarcerated	Reach In	Apt. w/in 7	Apt. attended
October 2017	3	3	3	
November 2017	3	3	3	
December 2017	3	3	3	
January 2018	2	2	2	
February 2018	1	1	1	
March 2018	0		0	
April 2018	4	4	4	

May 2018	2	2	2	
June 2018	1	1	1	
July 2019	0	0	0	
August 2018	2	2	2	
September 2018	1	1	1	
Totals	22	22	22	

10/01/2018/ through 05/01/2019

Date	Incarcerated	Reach In	w/in 7	Apt. attended
October 2018	6	6	6	
November 2018	8	8	8	
December 2018	2	2	2	
January 2019	42	42	42	
February 2019	6	6	6	
March 2019	1	1	1	
April 2019	19	19	19	

May 2019	28	28	28	
Total				
Aggregate total	112	112	112	

AHCCCS Request for Justice Reach In Data

5-24-19

Inquiry: Describe the conditions/criteria used at your health plan to determine “complex need” members.

Response:

The Justice System Liaison identifies members releasing from jail/prison who meet Justice Reach-In criteria by having one or more of the following conditions:

- HIV Positive
- Pregnancy
- Incarceration Recidivism
- Seriously Mentally Ill (SMI)
- Asthma
- Diabetes Type 1
- Congestive Heart Failure (CHF)
- Homeless, inadequate housing
- End State Kidney Disease – on dialysis
- Substance Abuse Disorder
- Hepatitis C – receiving treatment
- General Mental Health Chronic Care
- Chronic Obstructive Pulmonary Disease (COPD)
- Hypertension

Provide the method used to reach members pre-release from jail/prison:

UnitedHealthcare Community Plan utilizes the 834 file to identify members incarcerated, and the detention censuses to obtain release dates. Once release dates are set, the Justice Liaison contacts the facility and schedules a video visitation, when possible, to reach member’s during the pre-release period. The video conference may be remote from an electronic device or at the detention center.



UHC members for Justice Reach In				
FY '18				
Month	Identified Members	Video Visits	Appt within 7 days	Completed 7 day appt
Oct-17	36	22	24	12
Nov-17	25	16	20	9
Dec-17	20	12	17	10
Jan-18	36	21	32	16
Feb-18	16	8	10	9
Mar-18	27	14	19	13
Apr-18	33	11	13	8
May-18	41	21	34	19
Jun-18	32	14	27	13
Jul-18	31	10	22	10
Aug-18	14	5	13	6
Sep-18	16	2	13	7
Totals	327	156	244	132
FY '19				
Oct-18	19	10	6	6
Nov-18	33	10	17	12
Dec-18	9	3	1	0
Jan-19	25	17	14	6
Feb-19	27	22	24	8
Mar-19	15	11	10	3
Apr-19	15	9	8	1
Totals	143	82	80	36