AHCCCS Quality Strategy

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Overview

• Purpose of the Quality Strategy
• Federal Requirements
• Stakeholder Engagement
• Strategy Development Process
• Project Timeline
• Strategy Content
• Recommendations and Feedback
Purpose of the Quality Strategy

• A coordinated, comprehensive, and proactive approach to drive quality throughout the AHCCCS system

• Promotes utilization of creative initiatives, monitoring, assessment, and outcome-based performance improvement

• Outlines expectations around quality of services received; focus on meeting/exceeding standards related to access to care and quality of care/services
Quality Strategy Regulation

- Required of states with Managed Care delivery system
- In accordance with 42 CFR 438.340 – Managed Care State Quality Strategy
- Update to the previous Quality Strategy
  - Annual Review
  - Comprehensive update at least every three years going forward
Federal Regulation Requirements

- State-defined network adequacy and availability of services standards for MCOs
  - Including examples of evidence-based clinical practice guidelines
- State goals and objectives for continuous quality improvement
  - Must include all populations in the State served by MCOs
- Detailed description of quality metrics and performance targets, some of which must be published to the State’s website at least annually
**Federal Regulation Requirements**

- Performance Improvement Projects including interventions being proposed to improve access, quality or timeliness of care
- Arrangements for annual, external independent reviews (External Quality Review process)
- Transition of Care Policy overview
- Plan to identify, evaluate, and reduce health disparities based on age, race, ethnicity, sex, primary language, and disability status; this information must be provided to the MCOs
Federal Regulation Requirements

- Descriptions of use of appropriate intermediate sanctions with MCOs
- Mechanisms to how individuals in need of long-term supports and services (LTSS or LTC in Arizona) are identified
- How the State ensures there is not a duplication of effort related to External Quality Review activities
- The State’s definition of “significant change” as it related to the Quality Strategy
Stakeholder Engagement Requirements

In drafting or revising the Quality Strategy, the State must:

- Make the Strategy available for Public Comment
- Obtain input from SMAC
- Obtain input from Tribal Consultation
Quality Strategy Review and Implementation Process

- Cross-Agency review team including SMEs for every aspect of the plan
- Core Team Steering Committee (DHCM leadership and clinical staff)
- Will be scheduled for review every Fall post 07/01/2018
  - Will allow for time for updates and public comments if significant changes are necessary
# Quality Strategy Timeline

<table>
<thead>
<tr>
<th>MILESTONES</th>
<th>TARGET DATES</th>
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<tbody>
<tr>
<td>Stakeholder Feedback</td>
<td>Ongoing through January 2018</td>
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<tr>
<td>Completion of Initial Draft</td>
<td>11/30/2017</td>
</tr>
<tr>
<td>Executive Management Review and Feedback</td>
<td>12/15/2017 – 1/5/2018</td>
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<tr>
<td>Complete Draft Document Finalized</td>
<td>1/16/2018</td>
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<tr>
<td>Posting for Public Comments</td>
<td>1/19/2018 – 3/16/2018</td>
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<tr>
<td>Revisions Completed Based on Public Comments</td>
<td>3/30/2018</td>
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<tr>
<td>Final Revisions Completed</td>
<td>4/19/2018</td>
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<tr>
<td>Submission to CMS</td>
<td>4/20/2018</td>
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<tr>
<td>Review and Incorporation of CMS Questions/Feedback</td>
<td>6/20/2018-6/28/2018</td>
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<tr>
<td>Online Posting</td>
<td>6/29/2018</td>
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Reaching across Arizona to provide comprehensive quality health care for those in need
Major Highlights of the Quality Strategy
Agency Introduction

- Background/History of Agency as well as the Strategy
- Mission
- Vision
- Organizational Structure

Reaching across Arizona to provide comprehensive quality health care for those in need
Agency Initiatives

• Autism Spectrum Disorder
• Integrated Health Care
• Opioid Crisis
• Care/Services for Children in the Foster Care System
• Justice Population (Early Reach-In)
• Commitment to Ongoing Learning
Agency Initiatives

- Grants
- Workforce Development
- Employment
- Housing
Agency Efforts

- Public Information/Transparency
- Relationship with CMS
- OIG/Quality Management Collaboration
- Technical Assistance
- Stakeholder Engagement
Major Areas of Focus

- Alignment with the Agency Strategic Plan
- Value-Based Purchasing
- Targeted Investment
- Quality Management (Critical Incident investigation)
- Managed Long Term Supports and Services
- Emergency Preparedness
- Centers of Excellence
Major Areas of Focus – AI-Specific

• American Indian fluidity between FFS and Managed Care
• Integration and Ease of System Navigation
• Policy Efforts
• Care-Coordination
• American Indian Medical Home (AIMH) Model
• Data/Information Sharing
Quality Metrics

- Outlined in MCO contracts as well as several Agency initiatives (e.g. Targeted Investments)
- Posted to the website: https://www.azahcccs.gov/Resources/OversightOfHealthPlans/quality.html
- Self-reported quarterly by MCOs
- Regularly reported to CMS via quarterly and annual processes as well as via the electronic reporting system and EQRO reports
Performance Improvement Projects

- Not outlining specific topics but rather the process by which PIPs are conducted
- Language being added back in about potential for self-selected PIPs as an MCO-required activity
- Included in CMS quarterly/annual reporting as updates are available
External Quality Review Process

- Conducted in accordance to 42 CRF 438.350, 438.52, and 438.364
- Use of CMS-designated External Quality Review Organization
- AHCCCS participates in mandatory activities:
  - Validation of Performance Measures
  - Validation of Performance Improvement Projects
  - Review of MCO compliance oversight
  - Network Adequacy (as of 07/01/2018)
- Managed through DHCM; limits duplication of effort at the MCO level
Stakeholder Engagement

Reaching across Arizona to provide comprehensive quality health care for those in need
Stakeholder Review Process

- State Medicaid Advisory Committee (10/11/17)
- AHCCCS Tribal Consultation (10/18/17)
- AHCCCS Quality Management Quarterly Committee (11/30/17)
- AHCCCS ALTCS Advisory Committee (tentative 12/07/17)
- AHCCCS Update (CEO) Meeting (Date TBD)
- AHCCCS CMO Meeting (Date TBD)
- Public Comment (Posting Date TBD)
Feedback or Questions?
Thank you.

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