AHCCCS FY22 Budget Request

- **Caseload growth**
  - FY20 – FY21: 6.23%
  - FY21 – FY22: 3.34%

- **Capitation rate growth**
  - 4.2% (CYE 22; CMS Office of the Actuary estimate – 4.7%)

- **Administrative requests**
  - Funding to Operate 3 Federally Mandated Information Technology Systems
  - Consultant to Evaluate and Develop Roadmap for Modernizing AHCCCS’ MMIS
  - Repurposing of ADOA Data Center Appropriation
  - Base Modification/Children’s Rehabilitative Services (CRS) Program Funding
  - Establishment of 2.0 FTEs for AHCCCS Housing Program Administration
1115 Waiver Renewal Application

• **Initiatives to Be Continued**
  o Targeted Investments Program
  o AHCCCS Works
  o Waiver of prior quarter coverage for certain populations

• **New Initiatives**
  o Verbal consent in lieu of written signature for up to 30 days for care and treatment documentation for ALTCS members
  o Reimbursement for traditional healing services (renewed request)
  o Reimbursement for adult dental services eligible for 100% federal financial participation provided by IHS and Tribal 638 facilities
    ▪ Exceeding the $1,000 emergency dental limit for adult members and the $1,000 dental limit for individuals age 21 or older enrolled in the ALTCS program
AHCCCS Workplace Transformation Initiative
AHCCCS Workplace Transformation Initiative

- Pre-Pandemic: 29% of AHCCCS employees in virtual office setting
- Today: 84% of AHCCCS employees working from home (through the 12/31/2020 at minimum)
- Future: 66% of AHCCCS employees in virtual office setting
AHCCCS Workplace Transformation Initiative

Staying Connected and Adapting to the New Normal

- Gratitude video
- Infonet posting opportunities (silver linings, new co-workers, home office selfies)
- Weekly town halls
- Training on keys to success in remote work settings
AHCCCS Workplace Transformation Initiative

Employee & Leadership Survey

- Results overwhelmingly positive
- Benefits
  - Savings (elimination of the commute, decreased personal expense, etc.)
  - Increased productivity
  - Better work/life balance
  - Greater flexibility in terms of work schedule
AHCCCS Workplace Transformation Initiative

- Consolidation into 801 building between October - December 2020
- First floor
  - Division of Business and Finance (including Facilities Mgt), Information Services Division
- Second floor
  - Office of the Inspector General, Division of Health Care Management, Division of Fee-for-Service Management
- Third Floor
  - Division of Member and Provider Services
- Fourth Floor
  - Office of the Director, Office of Administrative Legal Services, Division of Community Advocacy and Intergovernmental Relations, Division of Grants Administration, Human Resources Division
2020 Employee Engagement Survey Results

Engagement Ratio 2017-2020

- 2017: 12.4
- 2018: 8.5
- 2019: 7.4
- 2020: 12.2