



# AHCCCS Update

September 23, 2020

# 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**

- Targeted Investments Program
- AHCCCS Works
- Waiver of prior quarter coverage for certain populations

- **New Initiatives**

- Verbal consent in lieu of written signature for up to 30 days for care and treatment documentation for ALTCS members
- Reimbursement for traditional healing services (renewed request)
- 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

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- 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



Thank **YOU** AHCCCS Team  
for Supporting **US** in Serving  
People with Disabilities



## AHCCCS Workplace Transformation Initiative

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### 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



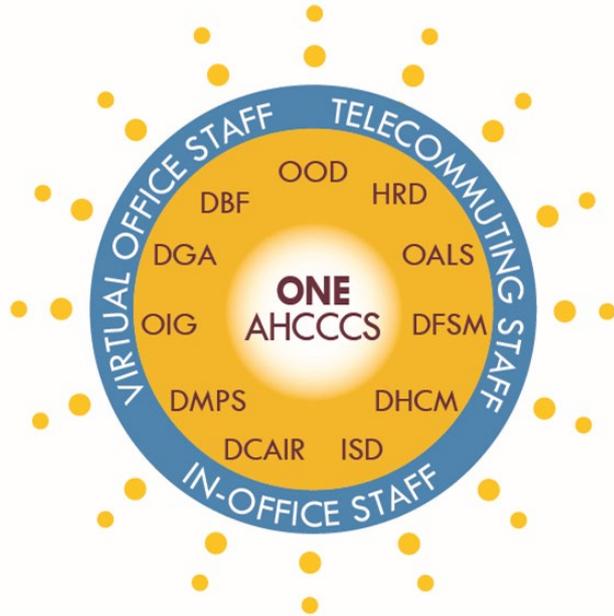
# AHCCCS Workplace Transformation Initiative

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## Employee & Leadership Survey

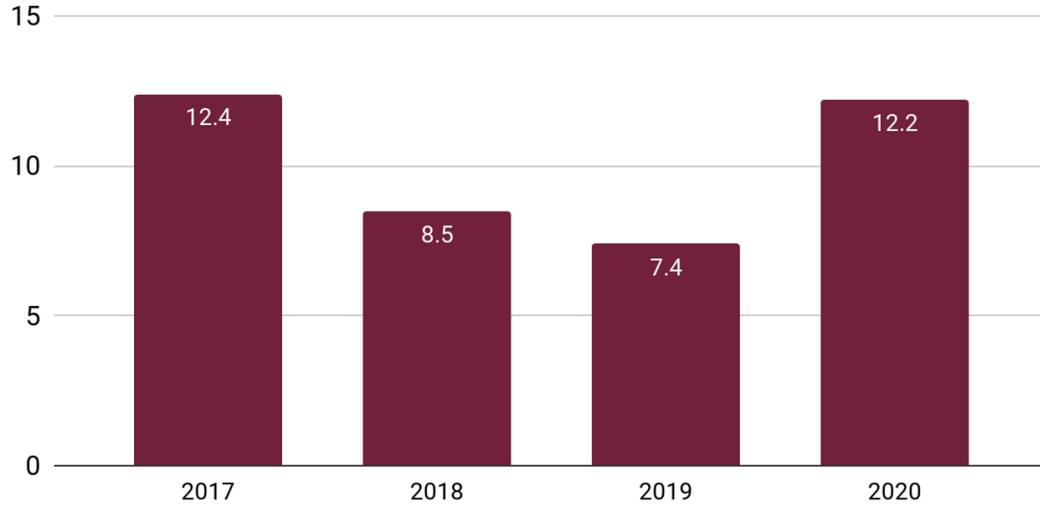
- Results overwhelmingly positive
- Benefits
  - Savings (elimination of the commute, decreased personal expense, etc.)
  - Increased productivity
  - Better work/life balance
  - Greater flexibility in terms of work schedule

# 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

Engagement Ratio 2017-2020



# 2020 Employee Engagement Survey Results