

Submission Requirement 11

| Offeror | Rank* |
|---|-------|
| Magellan Complete Care of Arizona, Inc. | 7 |
| UnitedHealthcare Community Plan | 5 |
| Mercy Care | 3 |
| Banner - University Family Care Plan | 2 |
| Health Net Access, Inc. | 1 |
| Health Choice Arizona, Inc. (Steward Health Choice Arizona) | 6 |
| Care1st Health Plan Arizona, Inc. | 4 |
| 0 | |
| 0 | |
| 0 | |

*If Offeror omits a submission, the requirement rank for that offeror for that submission will be an "X"

| Facilitator | Signature | Date |
|---------------|---|---------|
| Scott Wittman |  | 2-14-18 |

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: Health Net Access, Inc.

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
|--|---------------|
| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 1 |

RATIONALE:

Major Observations:

Offeror described the size of its current network of specialty providers and behavioral health providers.

Offeror described approaches for monitoring its network, including use of data sources and obtaining feedback from providers and stakeholders.

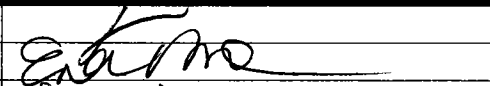
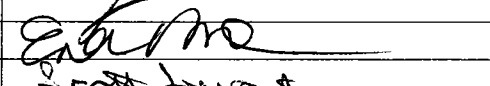
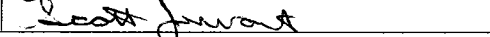
Offeror described workforce development strategies to enhance access to services.

Offeror clearly and comprehensively identified challenges in meeting the full continuum of members’ needs, described detailed strategies to address these challenges and described how it would monitor and measure the success of its strategies.

Offeror clearly identified challenges in meeting the needs of members in rural areas and identified specific strategies to enhance access to services.

Offeror generally described challenge related to opioid addiction.

Offeror identified the needs of several specialized populations and approaches to address these needs, including children placed out of state for maladaptive behavior; sex trafficking victims and homeless members, justice-involved members and children with developmental delays.

| EVALUATION TEAM MEMBER | | |
|------------------------|--|---------|
| NAME | SIGNATURE | DATE |
| Jay Dunkleberger |  | 2/14/18 |
| Ena Binns |  | 2/14/18 |
| Scott Jewart |  | 2/14/18 |


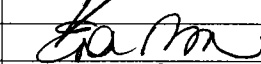
| FACILITATOR | | |
|---------------|--|---------|
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| Scott Wittman |  | 2-14-18 |

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: Banner – University Family Care Plan

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
|--|---------------|
| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 2 |

| RATIONALE: |
|---|
| <p><u>Major Observations:</u></p> <p>Offeror described the size of its current network.</p> <p>Offeror described approaches for monitoring its network, including use of an Integrated Care Manager to identify gaps.</p> <p>Offeror described several network development approaches, including a training program to expand peer and family support services for all populations, partnerships to expand other training programs, an ASU College of Health partnership to promote workforce development, residency programs, and strategies to develop provider capacity to meet needs of members.</p> <p>Offeror identified Health Professional Shortage Areas, including pediatrics and specialists and described approaches for extending care to shortage areas, including telemedicine, telehealth and mobile clinics.</p> <p>Offeror identified need for additional MAT capacity in rural areas and generally described initiatives for expanding capacity.</p> <p>Offeror described gaps in full continuum of behavioral health services and efforts to address gaps.</p> <p>Offeror identified several specialty service needs and approaches to address gaps, including oral health for CRS, Birth to Five service capacity and urgent care sites.</p> |

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| Scott Jewart |  | 2/14/18 |

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: Mercy Care

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
|--|---------------|
| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 3 |

RATIONALE:

Major Observations:

Offeror described a statewide network of providers that meets AHCCCS standards in Central and South Regions.

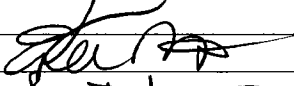
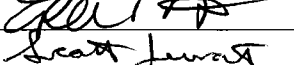

Offeror described approaches for monitoring its network, including use of data sources and obtaining feedback from members and families, as well obtaining feedback related to CRS.

Offeror described several network development approaches, including strategies to address health issues of homeless members, workforce development plans, development of complex care centers.

Offeror described challenges in meeting member needs, including specific specialty service gaps in rural areas and described several approaches for addressing service gaps.

Offeror identified need for SUD treatment services and described several approaches to meet members' needs, including Incorporation of peer supports into pain SUD treatment, expansion of MAT in rural areas and promoting mobile MAT services.

Offeror identified the specialized needs of several populations and approaches for addressing these needs.

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: Care1st Health Plan Arizona, Inc.

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
|--|---------------|
| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 4 |

RATIONALE:

Major Observations:


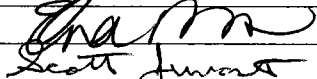
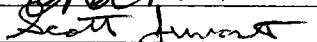
Offeror described the size of its current network.

Offeror described approaches for monitoring its network, including use of data sources and obtaining feedback from providers and stakeholders.

Offeror described network development approaches, including strategies to expand the number of Integrated Health Homes and identified specific providers for outreach.

Offeror identified issue related to limited number of specialists for children in rural areas and described approaches to address, including partnerships, cross-border provider contracts, telemedicine, hub and spoke, mobile welcome rooms.

Offeror generally described need for MAT services and strategies to make services available.

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: UnitedHealthcare Community Plan

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
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| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 5 |

RATIONALE:

Major Observations:

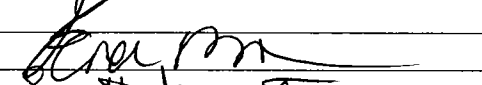
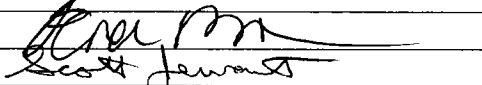
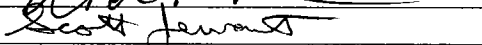
Offeror described a network that meets or exceeds AHCCCS standards.

Offeror described approaches for monitoring its network, including use of data sources and obtaining feedback from members, stakeholders and providers, as well as input from the Behavioral Health Advisory Council.

Offeror described network development approaches, including workforce development, training for peer and family run organizations and helping PCPs to expand skills and services.

Offeror described its approach for enhancing access to services for specific populations and approaches to expand access in rural areas.

Offeror described partnerships to enhance access to SUD treatment.

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: Health Choice Arizona, Inc. (Steward Health Choice Arizona)

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
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| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 6 |

RATIONALE:

Major Observations:

Offeror described the size of its network.



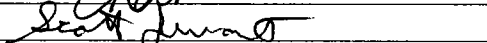
Offeror described approaches for monitoring its network, including use of data sources and collaborating with community organizations.

Offeror described network development approaches, including expansion of the capacity of current providers and the use of recruitment and workforce development strategies.

Offeror generally described challenges in meeting members' needs.

Offeror describe approach to expand access to MAT and promote treatment in a holistic, integrated approach.

Offeror identified specialty service needs and approaches to address gaps, including oral health in rural areas and ABA treatment.

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 11

OFFEROR'S NAME: Magellan Complete Care of Arizona, Inc.

| NARRATIVE SUBMISSION REQUIREMENT 11 | TOTAL RANKING |
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| Describe the strategies the Offeror will utilize to ensure development of a comprehensive provider network of specialty providers and behavioral health providers for children and adults. Identify areas of concern and how the Offeror will overcome these contracting challenges to ensure accessibility. | 7 |

RATIONALE:


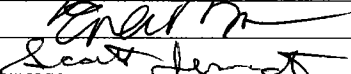
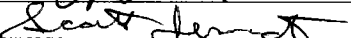
Major Observations:

Offeror described current network as considerable and indicated that its network would meet requirements in advance of the contract start date.

Offeror described approaches for monitoring its network, including use of data sources and obtaining feedback from providers and stakeholders.

Offeror described its plan to develop a robust network and identified specific provider types that would be included.

Offeror generally described challenges in meeting members' needs, but did not clearly describe Arizona-specific issues and solutions.

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