

## Submission Requirement 16B South GSA

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

\*If Offeror does not bid in the North GSA or omits a submission, the requirement rank for that offeror for that submission will be an "X"

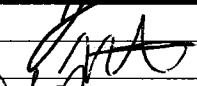
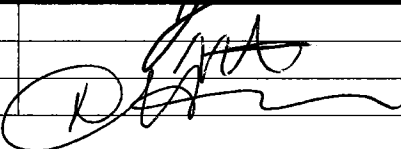
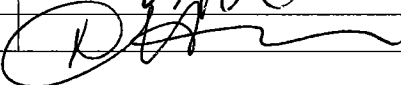
Facilitator 	Signature 
	Date <i>2-14-18</i>

**COMPONENT:** PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

**OFFEROR'S NAME:** Banner – University Family Care Plan

NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p>a. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	<p>1</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror generally described tribal populations in the South GSA, including infrastructure needs.</p> <p>Offeror comprehensively described other demographic, social and cultural characteristics of the South GSA.</p> <p>Offeror described approach for collaborating with Intermountain and recruiting staff from the South GSA.</p> <p>Offeror described approach to increase medication assisted therapy (MAT) capacity, including services for pregnant women.</p> <p>Offeror described Health Professional Shortage Areas, including primary care, dental and mental health services.</p> <p>Offeror describe use of community health needs assessments to validate service barriers.</p> <p>Offeror described several approaches to address service gaps, including use of Community Health Workers, expanding dental access with two dental hygiene clinics, adding five urgent care centers, engaging in PCP expansion, promotion of workforce development, use of telemedicine and expanding partnerships for treatment of Autism Spectrum Disorders.</p> <p>Offeror demonstrated effectiveness of its provider network management approach and described plan to expand network to address service needs of populations within the South GSA.</p>

EVALUATION TEAM MEMBER		
NAME	SIGNATURE	DATE
Jay Dunkleberger		2/14/18
Markay Adams		2.14.18
Dana Hearn		2.14.18

FACILITATOR		
NAME	SIGNATURE	DATE
Scott Wittman		2-14-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

OFFEROR'S NAME: UnitedHealthcare Community Plan

NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p>b. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	2

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror generally described the tribal population in the South GSA.</p> <p>Offeror described collaboration with culturally appropriate providers for the provision of MAT services.</p> <p>Offeror described approaches to address service needs, including enhanced use of telemedicine, development of the provider network, enhancing services for members with special needs and deployment of heart failure telemonitoring.</p> <p>Offeror comprehensively described the demographic, social and cultural characteristics in the South GSA and specific approaches to address social issues in the South GSA, including collaboration with community organizations.</p> <p>Offeror described approaches to engage several unique population groups, including veterans, refugees, and LGBTQ.</p> <p>Offeror described its network management approach and specific approaches for addressing the service needs of the populations in the South GSA.</p>

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

OFFEROR'S NAME: Health Net Access, Inc.

NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p>c. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	<p>3</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror generally described the tribal population in the South GSA.</p> <p>Offeror described several strategies to promote care for tribal members, including coordination with the Tribal RBHA, development of peer supports and on-line courses.</p> <p>Offeror described OUD service treatment needs in the South GSA.</p> <p>Offeror described strategies to address SUD, including increased MAT availability and enhanced telemedicine.</p> <p>Offeror described approaches to enhance access to cardiovascular and asthma treatment, develop FQHC partnerships for integrated care and expand peer and family supports.</p> <p>Offeror described demographic, social and cultural characteristics in the South GSA and approaches to engage members in the region.</p> <p>Offeror described its network management approach and specific approaches for engaging providers, county administrators and first responders.</p>

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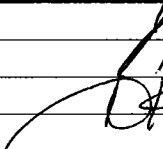
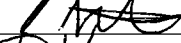
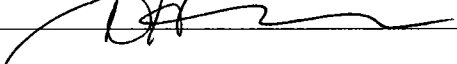
COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

OFFEROR'S NAME: Mercy Care


NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p>e. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	5

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror generally described the tribal population in the South GSA.</p> <p>Offeror described expansion of telemedicine on tribal lands but did not address existing telemedicine capabilities within the tribal service delivery system.</p> <p>Offeror did not describe clearly its approaches for addressing SUD challenges in the South GSA.</p> <p>Offeror described approaches for addressing service shortages, including enhancing access to specialists, expanding MSICs, contracting with providers in bordering states and expanding transportation.</p> <p>Offeror generally described demographic, social and cultural characteristics in the South GSA and approaches to engage members in the region.</p> <p>Offeror demonstrated the effectiveness of its provider network management approach and described plan to engage and expand network to address service needs of populations within the South GSA.</p>



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Scott Wittman		2-14-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

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

NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p>d. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	<p>4</p>

**RATIONALE:**

Major Observations:

Offeror generally described the tribal population in the South GSA.

Offeror acknowledged transportation challenges for members.

Offeror identified alcohol use as a challenge in the South GSA.

Offeror described strategies to address SUD; including enhanced MAT program, offering care management for members at risk of opioid use, harm reduction and e-prescribing.

Offeror described demographic, social and cultural characteristics in the South GSA and specific approaches to engage and serve members in the region.

Offeror generally described its network management approach and approaches for expanding the network.

Offeror identified but did not clearly explain issue related to duplication of services with the RBHA.

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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

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

NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p>f. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	<p>6</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror generally described the tribal population in the South GSA and generally described approaches for engaging tribal community.</p> <p>Offeror described the high prevalence of SUD in the South GSA and approach to enhance MAT service availability.</p> <p>Offeror described approaches to enhance outreach and an approach to address underage alcohol abuse.</p> <p>Offeror described approaches for enhancing access, including virtual applications, development of a dental sealant program, expansion of dental services, enhancement of peer supports, promotion of telemedicine, supporting first responders and promoting mobile health options.</p> <p>Offeror generally described demographic, social and cultural characteristics in the South GSA and approaches to engage members in the region.</p> <p>Offeror generally described its network management approach.</p>

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Scott Wittman		2-14-18

**COMPONENT:** PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)

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

NARRATIVE SUBMISSION REQUIREMENT 16B (SOUTH)	TOTAL RANKING
<p>GSA Specific Submission Requirement</p> <p style="margin-left: 40px;">g. <u>If bidding South GSA:</u> Describe the unique aspects of service delivery to members in the South GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p>	7

**RATIONALE:**

Major Observations:

Offeror generally described the tribal population in the South GSA.

Offeror did not describe clearly its approaches for addressing SUD challenges in the South GSA.

Offeror described its approach to develop a local base of physical health and mental health providers.

Offeror generally described demographic, social and cultural characteristics in the South GSA.

Offeror indicated that it would expand its offices in the South GSA.

Offeror generally described its network management approach and approaches for expanding the network, including recruitment of professionals from Mexico City.

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