Welcome to the Public Forum

While you are waiting TEST YOUR AUDIO.
LISTEN FOR MUSIC.
You were automatically muted upon entry.
Please only join by phone or computer.
Please use the chat feature for questions or raise your hand.

Thank you.
Zoom Webinar Controls

Navigating your bar on the bottom...

- **Windows:** You can also use the Alt+Y keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the Option+Y keyboard shortcut to raise or lower your hand.
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Tips for successful ZOOM PARTICIPATION

1. MUTE your mic when you’re not speaking
2. BACKGROUND NOISE watch when turning on mic
3. Limit the DISTRACTIONS around you
4. Look at the CAMERA not your screen
5. PREPARE & queue docs or links that you plan to share
6. Stay FOCUSed by not texting or side conversations
7. Use GALLERY VIEW to see all participants
8. Use CHAT to ask questions or share resources
AHCCCS Demonstration Public Forum
1115 Waiver Renewal
Today’s Presentation

• Review content of the upcoming 1115 waiver proposal
• Take public comment and questions via chat feature, raise hand feature, and at conclusion by telephone
  o All comments in the chat and by phone will be captured as public record; or
  o Submit comments in writing by email to: waiverpublicinput@azahcccs.gov; or
  o Submit comments via mail to: AHCCCS, c/o Division of Community Advocacy and Intergovernmental Relations, 801 E. Jefferson Street, MD 4200, Phoenix, AZ 85034
Largest insurer in AZ, covering over 2 million individuals and families

AHCCCS uses federal, state and county funds to provide health care coverage to the State’s Medicaid population

more than 50% of all births in AZ

98,321 registered healthcare providers

two-thirds of nursing facility days

Payments are made to 15 contracted health plans, who are responsible for the delivery of care to members
Welcome to the 2020 AHCCCS Waiver Public Forum
1115 Waiver Overview
AHCCCS Oversight
Making Programmatic Changes
Section 1115 of the Social Security Act

• Allows states flexibility to design Demonstration projects that promote the objectives of the Medicaid program

• Demonstration projects are typically approved for a five year period and can be renewed every five years

• Must be budget neutral meaning that federal spending under the waiver cannot exceed what it would have been in absence of the waiver
Arizona’s Demonstration Renewal

• Arizona’s current waiver is scheduled to expire September 30, 2021

• Waiver renewal request must be submitted to the Centers for Medicare and Medicaid Services (CMS) one year in advance

• Due to the pandemic, CMS granted AHCCCS a three-month extension to submit the waiver renewal application by December 31, 2020
Public Notice & Comment Period

• Arizona must provide at least a 30-day public notice and comment period prior to submitting renewal application to CMS
• Arizona’s draft application will be available for public review and comment: **October 2, 2020 - November 30, 2020**
• Submit written comments no later than **November 30, 2020**
• Arizona’s renewal application can be found on the AHCCCS website: [www.azahcccs.gov/WaiverRenewal](http://www.azahcccs.gov/WaiverRenewal)
Arizona’s 1115 Waiver Renewal Timeline

Oct. 2 - Nov. 30, 2020
Public Comment Period
- Waiver Public Forum Meeting #1: October 14, 2020
- Waiver Public Forum Meeting #2: October 16, 2020
- Special Tribal Consultation: October 19, 2020
- State Medicaid Advisory Committee (SMAC) Meeting: October 21, 2020
- Waiver Public Forum Meeting #3: November 13, 2020

Oct. 2, 2020
AHCCCS to post draft of the 1115 Waiver

Dec. 31, 2020
AHCCCS to submit 1115 Waiver Draft to CMS

Oct. 1, 2021
Anticipated GO LIVE date of 1115 Waiver
Arizona’s Demonstration
Historical Background
AHCCCS Demonstration Goals

- Providing quality healthcare to members
- Ensuring access to care for members
- Maintaining or improving member satisfaction with care
- Continuing to operate as a cost-effective managed care delivery model
Arizona’s First Demonstration Approval Letter

“I look forward to personally following the progress and achievements of the AHCCCS program. The models that AHCCCS will be implementing will be of great importance in developing cost containment features for the [Medicaid] program.”

Carolyne K. Davis - Federal Administrator, 1982
Key Milestones

- **1965** - Congress enacts Medicaid
- **1982** - 1115 Waiver approved, establishing mandatory managed care and providing vehicle for Arizona to join Medicaid
- **1989** - Waiver expanded to add long term care & home and community based services (HCBS)
- **1990-1995** - Waiver expanded to include behavioral health services
- **1998** - KidsCare added
- **2001** - Waiver expanded to include childless adults up to 100% of the Federal Poverty Level (Proposition 204)
- **2008 - 2012** - Great Recession
  - Enrollment frozen for Kidscare- effective January 1, 2010
  - Enrollment frozen for Proposition 204 population - effective July 1, 2011
Key Milestones

• **2014** - Restoration and Expansion
  - Enrollment restored for Proposition 204 population and eligibility expanded to individuals up to 133% of the Federal Poverty Level

• **2014 - 2015** - Implementation of integrated RBHA health plans

• **2016** - DBHS merged with AHCCCS

• **2016** - Enrollment restored for KidsCare

• **2017** - Implementation of Targeted Investments Program

• **2019** - AHCCCS Works* & Waiver of Prior Quarter Coverage approved

• **2020** - COVID-19 pandemic

*AHCCCS Works program has not been implemented
AHCCCS Has Long Been A Leader In Health Care Innovation

- To operate a statewide Medicaid managed care program
- To implement MLTSS & HCBS for long term care members
- To establish the integrated health plan to bring physical health, behavioral health, and social support services together in one plan for members with a SMI designation
- To establish integrated clinics where behavioral and physical health providers and county probation offices deliver services to improve health outcomes and reduce recidivism for members who were formerly incarcerated
AHCCCS Evaluation Findings

- Laguna Research Associates completed multiple evaluations with final report in 1996; GAO report also had similar findings in 1995
  - Arizona beneficiaries had fewer hospital days, fewer procedures, and more evaluation and management services
  - The acute program averaged savings of 7% per year over the first 11 years of the program
  - The long term care savings are estimated to be 16% per year over the first five years of the program
  - Evaluators supported innovative development in other states modeled on Arizona’s success
Medicaid Spending Per Member Per Year by State - FY 2018

National Average $7,794

Arizona $6,411
Medicaid Administrative Expense Ratio by State
FY 2019

Arizona 2.33% - #1 in the Nation

National Average 4.71%
SMI Integration Findings

• An independent study conducted by Mercer determined that over 75% of the program indicators demonstrated improvement during the post-integration period for members in Maricopa County.

• A study by Mercy Care also showed integrated care for members with SMI resulted in:
  o Increased primary care utilization with no decrease in mental health services
  o Fewer ED visits
  o Greater accountability at the primary health home
Integration Progress To Date

1989
ALTCS /EPD
29,200

2013
CRS
17,000

2014
SMI
Maricopa
18,000

2015
SMI
Greater AZ
17,000

2016
AIHP/TRBHA
80,000
GMH/SU
Duals 80,000

2018
GMH/SU
Adults & Non- CMDP
Children
1.5 million

2019
ALTCS/DDD
35,000

2021
CMDP
13,493
Current Demonstration Evaluation Activities
Independent Evaluation

• AHCCCS contracted with Health Services Advisory Group (HSAG) to conduct an independent evaluation of Arizona’s current Demonstration

• Evaluation consist of three main phases of work:
  o **Phase I**: Develop the Evaluation Design Plans
  o **Phase II**: Conduct Interim Evaluations & Develop Interim Evaluation Reports
  o **Phase III**: Conduct Summative Evaluations & Develop Summative Evaluation Report
Interim Evaluation Report

• An interim evaluation report is being submitted in conjunction with AHCCCS’ Demonstration renewal application

• Due to the operational constraints imposed by the COVID-19 pandemic, the interim evaluation report only includes baseline performance rates for all Demonstration programs (except RBHA)

• An updated interim evaluation report will be completed by HSAG on June 30, 2021, and will be posted on the AHCCCS website for public comment
Time Periods Covered By Interim & Summative Evaluation Reports

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Current Demonstration Features to Continue Under Waiver Renewal
Arizona Will Continue Waiver Authorities That Allow AHCCCS To:

• Operate its successful managed care model

• Serve ALTCS members in HCBS settings

• Provide integrated health plans for AHCCCS members

• Implement administrative simplifications that reduce the inefficiencies in eligibility determination
Payments to IHS and 638 Providers

• Arizona’s Demonstration includes expenditure authority to make supplemental payments to IHS and 638 facilities to address the fiscal burden of uncompensated care for services provided by such facilities to Medicaid-eligible adults to overcome healthcare disparities

• AHCCCS is seeking to maintain this authority under this renewal proposal
AHCCCS Works

• Under this waiver renewal, AHCCCS is seeking to maintain its current authority to implement AHCCCS Works.

• On October 17, 2019, AHCCCS informed CMS of Arizona’s decision to postpone implementation of AHCCCS Works until further notice.

• This decision was informed by the evolving national landscape concerning Medicaid community engagement programs and ongoing related litigation.
Community Engagement Waivers
National Landscape

- Approved/Implemented
- Approved/Not implemented or Suspended by State
- Pending with CMS
- Set Aside by Court
AHCCCS Works Requirements

• Able-bodied adults* 19-49 who do not qualify for an exemption must, for at least 80 hours per month:
  o Be employed (including self-employment)
  o Actively seek employment
  o Attend school (less than full time)
  o Participate in other employment readiness activities, i.e., job skills training, life skills training & health education
  o Engage in Community Service

* Adults = SSA Group VIII expansion population, a.k.a, Adult group
Who is Exempt

- Members of federally recognized tribes and their children and grandchildren
- Former Arizona foster youth up to age 26
- Members determined to have a serious mental illness (SMI)
- Members with a disability recognized under federal law and individuals receiving long term disability benefits
- Individuals who are homeless
- Individuals who receive assistance through SNAP, Cash Assistance or Unemployment Insurance or who participate in another AHCCCS-approved work program
- Pregnant women up to the 60th day post-pregnancy
- Members who are medically frail
- Caregivers who are responsible for the care of an individual with a disability
- Members who are in active treatment for a substance use disorder
- Members who have an acute medical condition
- Survivors of domestic violence
- Full-time high school, college, or trade school students
- Designated caretakers of a child under age 18
# AHCCCS Works Exemptions

<table>
<thead>
<tr>
<th>AHCCCS Works Exemptions</th>
<th>Members (Ages 19-49) Who Are Subject To AHCCCS Works Requirement Who Qualify For This Exemption</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indians/Alaska Natives</td>
<td>26,338</td>
</tr>
<tr>
<td>Individuals designated as having a Serious Mental Illness</td>
<td>9,279</td>
</tr>
<tr>
<td>Individuals receiving disability benefits</td>
<td>1,324</td>
</tr>
<tr>
<td>Individuals who are homeless</td>
<td>3,164</td>
</tr>
<tr>
<td>Full time student</td>
<td>17,572</td>
</tr>
<tr>
<td>Designated caretakers of a child under 18 years of age</td>
<td>40,738</td>
</tr>
<tr>
<td>Members receiving SNAP, Cash Assistance, or Unemployment Insurance</td>
<td>50,185</td>
</tr>
</tbody>
</table>

Data as of 7/1/2020
In this example, January represents the first month any new AHCCCS member is required to comply.
AHCCCS Works Geographic Phase-in

- Gradually phase-in AHCCCS Works program by geographic areas.
- AW program will be implemented in three phases:
  - **Phase 1:** Most Urbanized Counties: Maricopa, Pima, & Yuma
  - **Phase 2:** Semi-Urbanized Counties: Cochise, Coconino, Mohave, Pinal, Santa Cruz, & Yavapai
  - **Phase 3:** Least Urbanized Counties: Apache, Gila, Graham, Greenlee, La Paz, & Navajo
AHCCCS Works Geographic Phase-in

- Need time to establish community engagement supports for members in regions with limited employment, educational and training opportunities, accessible transportation, and child care services.
- Phase-in approach will give the State time to assess the availability of community engagement resources in rural areas and address gaps.
- Counties with a higher percentage of urban populations are likely to have sufficient community engagement supports compared to counties with a higher percentage of rural populations.
Waiver of Prior Quarter Coverage

- Authorizes AHCCCS to limit retroactive coverage to the first day of the month of application for all Medicaid members, except for pregnant women, women who are 60 days or less postpartum, and children under 19 years of age.
- AHCCCS is seeking to continue the Waiver of Prior Quarter Coverage.
Proposed Changes to the Current Demonstration
AHCCCS CARE

• The AHCCCS CARE (Choice, Accountability, Responsibility, Engagement) program was approved by CMS in 2016

• Members would be required to pay monthly premiums & strategic copays applied retrospectively for services already received

• Members who fail to make timely payments would be disenrolled from AHCCCS

• AHCCCS did not implement the AHCCCS CARE program during the current waiver period and intends to discontinue this program from Arizona’s Demonstration
Verbal Consent In Lieu Of Written Signature For ALTCS Members

• Arizona received COVID-19 emergency authority to use verbal consent in lieu of written signature for person-centered service plans for ALTCS members

• Temporary authority allowed AHCCCS to establish a timely process for ALTCS members to obtain authorization of critically needed health services while reducing risk of COVID-19 transmission

• AHCCCS is seeking the continuation of this flexibility beyond the termination of the COVID-19 public health emergency
Verbal Consent In Lieu Of Written Signature For ALTCS Members

• Verbal consent will be obtained telephonically where the identity of the ALTCS member can be reliably established
• The member’s consent will be documented in the member’s record
• After verbal consent is received, members will have 30 days to submit their signature to the case manager electronically or by mail
• Services for the member will commence during this 30-day time period
Targeted Investments Program

• $300 million authorized by CMS in January 2017 as a part of 1115 waiver renewal

• Five year project providing resources to providers to support integration of behavioral and physical health care at the point of service

• Incentive payments based on meeting milestones that support integration and whole person care
Provider Participation

- Providers eligible to participate include:
  - Adult and pediatric primary care practices
  - Adult and pediatric behavioral health organizations
  - Acute and psychiatric hospitals
  - Justice co-located clinics
- Nearly 500 sites participating across state
TI Program Payments

• **Year 1:** $19 million paid to TI providers for meeting participation requirements
• **Year 2:** $67 million paid to TI providers for achieved milestones
• **Year 3:** $86 million will be paid to TI providers for achieved milestones
• **Years 4 & 5:** providers will be paid ($66.5 and $47.5 million respectively) for improved performance on select quality metrics
• Milestone requirements support/complement AHCCCS Complete Care implementation, e.g. bi-directional data exchange through HIE
Participant Support-Quality Improvement Collaborative (QIC)

- Partnership with ASU College of Health Solutions and Center for Health Information Research (CHiR)
- QIC participation is a provider milestone
- The QIC provides:
  - Dashboards for providers on Quality Measures performance
  - Assistance with quality improvement actions
  - Technical assistance
  - Peer learning
## SAMHSA Integrated Practice Assessment Tool (IPAT)

<table>
<thead>
<tr>
<th>Coordinated Care</th>
<th>Co-Located Care</th>
<th>Integrated Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Element: Communication</td>
<td>Key Element: Physical Proximity</td>
<td>Key Element: Practice Change</td>
</tr>
<tr>
<td><strong>LEVEL 1</strong> Minimal Collaboration</td>
<td><strong>LEVEL 2</strong> Basic Collaboration at a Distance</td>
<td><strong>LEVEL 3</strong> Basic Collaboration On site</td>
</tr>
<tr>
<td><strong>LEVEL 4</strong> Close Collaboration On site with Some Systems Integration</td>
<td><strong>LEVEL 5</strong> Close Collaboration Approaching an Integrated Practice</td>
<td><strong>LEVEL 6</strong> Full Collaboration in Transformed/Merged Integrated Practice</td>
</tr>
</tbody>
</table>
Positive Change in Level Of Integration

- Participating providers reported having a higher level of integration after the implementation of TI Program protocols from Year 2 (CYE 2018) to Year 3 (CYE 2019)

<table>
<thead>
<tr>
<th>IPAT Levels</th>
<th>All Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased 5 Levels:</td>
<td>12 (3%)</td>
</tr>
<tr>
<td>Increased 4 Levels:</td>
<td>46 (13%)</td>
</tr>
<tr>
<td>Increased 3 Levels:</td>
<td>56 (15%)</td>
</tr>
<tr>
<td>Increased 2 Levels:</td>
<td>27 (7%)</td>
</tr>
<tr>
<td>Increased 1 Level:</td>
<td>80 (22%)</td>
</tr>
<tr>
<td>Any Increase</td>
<td>221 (60%)</td>
</tr>
<tr>
<td>No Increase:</td>
<td>147 (40%)</td>
</tr>
<tr>
<td>Total Sites:</td>
<td>368</td>
</tr>
</tbody>
</table>
## Performance Outcomes TI vs. Non-TI

<table>
<thead>
<tr>
<th>Measure Description</th>
<th>Non-TI beneficiaries</th>
<th>TI beneficiaries</th>
<th>TI vs. Non-TI beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2017</td>
<td>2019</td>
<td>% Change</td>
</tr>
<tr>
<td>Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are</td>
<td>55.72%</td>
<td>57.51%</td>
<td>1.78%</td>
</tr>
<tr>
<td>Using Antipsychotic Medications (SSD)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)</td>
<td>39.82%</td>
<td>36.67%</td>
<td>-3.15%</td>
</tr>
<tr>
<td>Follow-Up after Hospitalization for Mental Illness: 6-17 Years (7-day)</td>
<td>57.22%</td>
<td>55.92%</td>
<td>-1.30%</td>
</tr>
<tr>
<td>Follow-Up after Hospitalization for Mental Illness: 6-17 Years (30-day)</td>
<td>70.00%</td>
<td>70.14%</td>
<td>0.14%</td>
</tr>
<tr>
<td>Follow-Up after Hospitalization for Mental Illness: 18 and Older (7-day)</td>
<td>30.97%</td>
<td>24.76%</td>
<td>-6.21%</td>
</tr>
<tr>
<td>Follow-Up after Hospitalization for Mental Illness: 18 and Older (30-day)</td>
<td>45.35%</td>
<td>36.96%</td>
<td>-8.39%</td>
</tr>
<tr>
<td>Follow-Up after Emergency Department Visit for Mental Illness: 6-17 Years (7-day)</td>
<td>29.05%</td>
<td>30.66%</td>
<td>1.60%</td>
</tr>
<tr>
<td>Follow-Up after Emergency Department Visit for Mental Illness: 6-17 Years (30-day)</td>
<td>41.22%</td>
<td>41.61%</td>
<td>0.39%</td>
</tr>
<tr>
<td>Follow-Up after Emergency Department Visit for Mental Illness: 18 and Older (7-day)</td>
<td>17.84%</td>
<td>15.45%</td>
<td>-2.39%</td>
</tr>
<tr>
<td>Follow-Up after Emergency Department Visit for Mental Illness: 18 and Older (30-day)</td>
<td>24.50%</td>
<td>24.28%</td>
<td>-0.22%</td>
</tr>
<tr>
<td>Follow-Up after Emergency Department Visit for Alcohol and Other Drug Abuse or</td>
<td>7.44%</td>
<td>5.43%</td>
<td>-2.01%</td>
</tr>
<tr>
<td>Dependence: 18 and Older (7-day)</td>
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</tr>
<tr>
<td>Follow-Up after Emergency Department Visit for Alcohol and Other Drug Abuse or</td>
<td>9.37%</td>
<td>8.08%</td>
<td>-1.30%</td>
</tr>
<tr>
<td>Dependence: 18 and Older (30-day)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Well-Child Visits (Ages 3-6 Years): 1 or More Well-Child</td>
<td>57.40%</td>
<td>57.71%</td>
<td>0.31%</td>
</tr>
<tr>
<td>Adolescent Well-Care Visits: At Least 1 Comprehensive</td>
<td>36.36%</td>
<td>36.95%</td>
<td>0.59%</td>
</tr>
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Targeted Investments Program 2.0

• AHCCCS seeks waiver authority to extend the TI Program from 2021 through 2026, known as the TI Program 2.0

• TI Program 2.0 will include two distinct cohorts:
  o Extension cohort will include current TI Program providers
  o Expansion cohort will include primary care practices and behavioral health providers with no prior TI participation

• AHCCCS will develop a concept paper in 2021 that outlines the details for the TI Program 2.0
Extension Cohort

- Projects will be designed to foster collaboration between medical providers and CBOs, particularly those crucial to addressing housing, food, employment, social isolation, and transportation.

- Incentive payments will be based on:
  - Achievement of outcome measures
  - Continuation of high priority promising practices
  - Establishment of additional systems and infrastructure that supports advancing whole person care
Expansion Cohort

• Eligibility requirements for this cohort will include:
  o Certified EHR that is capable of bi-directional data exchange
  o Minimum volume thresholds
  o Commitment to participate in the Learning Collaborative

• The program structure for this cohort will be modeled on the current TI Program with updates and revisions to the original core components, milestones, and incentives
Traditional Healing Services

• Tribes that reside in the state of Arizona utilize traditional healing practices

• Supported primarily through tribal funds, various pilot programs, grants, and individual personal resources

• Tribes have advised AHCCCS that traditional healing services will aid care coordination and help AHCCCS members achieve improved health outcomes
Traditional Healing Timeline

- **2015**
  Traditional Healing (TH) workgroup was established

- **Winter of 2016**
  CMS recommends a State Plan Amendment (SPA) instead of Waiver for traditional healing services

- **2018 & 2019**
  No clear direction from CMS on path forward to incorporate traditional healing in State Plan

- **Summer of 2016**
  AHCCCS submits to CMS the traditional healing waiver proposal developed by TH workgroup

- **2017**
  TH workgroup reconvenes and develops a crosswalk for traditional healing services for SPA

- **2020**
  AHCCCS reconvenes the TH workgroup to resubmit a traditional healing waiver proposal
Traditional Healing Services

• AHCCCS is seeking waiver authority to reimburse traditional healing services and claim FFP for these services when provided by I/T/U facilities at the 100% FMAP

• The goal is to improve the health outcomes of AHCCCS members by making traditional healing services available in a complementary fashion with allopathic medicine
Traditional Healing Waiver Proposal

• Upon approval by CMS, the covered traditional healing services, limitations, and exclusions shall be described by each facility (working with each tribe they primarily serve)

• The array of practices provided by traditional healers shall be in accordance with an individual tribe’s established and accepted traditional healing practices as identified by the Qualifying Entity
Qualifying Entity

• Responsible to define and endorse traditional healers and the services they perform
• An I/T/U facility or clinic governing body may serve as the Qualifying Entity
• The tribe(s) served by the facility may choose to designate another governing body as its Qualifying Entity
Tribal Dental Benefit (HB 2244)

- In 2016, AHCCCS implemented a dental benefit of $1,000 per member per contract year for individuals enrolled in ALTCS
- In 2017, AHCCCS implemented an emergency dental benefit of $1,000 per member per contract year for adult AHCCCS members
- In 2020, HB 2244, authorized AHCCCS to seek approval from CMS to reimburse IHS and 638 facilities to cover the cost of adult dental services that are eligible for 100% FMAP, that are in excess of the $1,000 limit
Tribal Dental Benefit (HB 2244)

• The purpose of this Demonstration is to improve oral health outcomes for American Indian/Alaska Native (AI/AN) members

• AI/AN adults suffer from untreated dental caries at twice the prevalence of untreated caries in the general U.S. population

• The geographic isolation of tribal populations & inability to attract dentists to practice in IHS or tribal health facilities in rural and frontier areas are contributors to these oral health disparities
Resources & Public Comment

• AHCCCS  [Waiver Renewal Request (2021-2026)]

How do I submit public comment? Public comment can be

- Discussed at public forums
- Emailed to waiverpublicinput@azahcccs.gov
- Mailed to 801 E Jefferson, Phoenix, AZ 85034 Attn: Federal Relations
Questions?
Thank you