

**Arizona Complete Health-Complete Care
Plan Regional Behavioral Health Authority**

**Operational Review
Contract Year 2020**

May 24, 2021



Conducted by the Arizona Health Care Cost Containment System



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

INTRODUCTION

The Arizona Health Care Cost Containment System (AHCCCS) has served Arizona's most needy since 1982. The Agency's vision is "Shaping tomorrow's managed care... from today's experience, quality and innovation." As a component of achieving this vision, AHCCCS regularly reviews its Contractors to ensure that their operations and performance are in compliance with Federal and State law; rules and regulations; and the AHCCCS Contract. The reviewers use a process approved by the Centers for Medicare and Medicaid Services (CMS) based upon the terms of the contract with AHCCCS.

The primary objectives of the Arizona Complete Health-Complete Care Plan Regional Behavioral Health Authority (AzCH-CCP RBHA) 2020 Operational Review are to:

- Determine if the Contractor satisfactorily meets AHCCCS' requirements as specified in Contract, AHCCCS policies, Arizona Revised Statute, the Arizona Administrative Code and 42 CFR Part 438, Managed Care,
- Increase AHCCCS knowledge of the Contractor's operational encounter processing procedures,
- Provide technical assistance and identify areas where improvements can be made; as well as identifying areas of noteworthy performance and accomplishments,
- Review progress in implementing recommendations made during prior reviews,
- Determine if the Contractor is in compliance with its own policies and to evaluate the effectiveness of those policies and procedures,
- Perform Contractor oversight as required by the CMS in accordance with AHCCCS' 1115 waiver, and
- Provide information to an External Quality Review Organization (EQRO) for its use as described in 42 CFR 438.364.

AHCCCS conducted an onsite review of AzCH-CCP RBHA from February 18, 2020 through February 21, 2020.

A copy of the draft version of this report was provided to the Contractor on April 26, 2021. AzCH-CCP RBHA was given a period of one week in which to file a challenge to any findings it did not feel were accurate based on the evidence available at the time of review. This final report represents any changes made as a result of this request.

Upon issuance of the report, the Contractor is required to maintain the confidentiality of the information, including the standard criteria and findings of the Review Team until such time as AHCCCS determines; in order to maintain the integrity of the process until all Contractors have been reviewed.

Contractor's Name

Arizona Complete Health-Complete Care Plan
RBHA

Final Report Date

May 24, 2021

Section/Page #

A2 of 30

SCORING METHODOLOGY

The CY 2020 Operational Review is organized into Standard Areas. Depending on the program contracts awarded, the Contractor may be evaluated in up to twelve Standard Areas. For the CY 2020 Operational Review, these Standard Areas are:

- Grants Administration (DGA)
- Corporate Compliance (CC)
- Claims and Information Systems (CIS)
- Delivery Systems (DS)
- General Administration (GA)
- Grievance Systems (GS)
- Adult, EPSDT and Maternal Child Health (MCH)
- Medical Management (MM)
- Member Information (MI)
- Quality Management (QM)
- Reinsurance (RI)
- Third Party Liability (TPL)
- Quality Improvement (QI)

Each Standard Area consists of several Standards designed to measure the Contractor's performance. A Contractor may receive up to a maximum possible score of 100 percent for each Standard measured in the CY 2020 Operational Review. Within each Standard are specific scoring detail criteria worth a defined percentage of the total possible score. AHCCCS totals the percentages awarded for each scoring detail into the Standard's total score. Using the sum of all applicable Standard total scores, AHCCCS then developed an overall Standard Area Score.

In addition, a Standard may be scored Not Applicable (N/A) if it does not apply to the Contractor and/or there were no instances in which the requirement applied.

Contractors must complete a Corrective Action Plan (CAP) for any Standard where the total score is less than 95 percent.

**AHCCCS OPERATIONAL REVIEW
EXECUTIVE SUMMARY
2020**

Based on the findings of the review, one of three Required Corrective Action statements were made:

The Contractor must...	This indicates critical non-compliance in an area that must be corrected as soon as possible to be in compliance with the AHCCCS contract.
The Contractor should...	This indicates non-compliance in an area that must be corrected to be in compliance with the AHCCCS contract, but is not critical to the everyday operation of the Contractor.
The Contractor should consider...	This is a suggestion by the Review Team to improve operations of the Contractor, although it is not directly related to contract compliance.



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

SUMMARY OF FINDINGS

Division of Grants Administration (DGA)		DGA Standard Area Score = 90% (360 of 400)
Standard	Score	Required Corrective Actions
<p>DGA 1 The Contractor has established guidelines of required services for programs receiving block grant funds for pregnant women with their dependent children, related to the Substance Abuse Block Grant.</p>	85%	<p>The Contractor must:</p> <ol style="list-style-type: none"> a. Identify the Women’s Treatment Coordinator (WTC) outlined in the Non-Title XIX/XXI Contract. Define the role of the WTC and authority. b. Develop a policy that demonstrates adherence to 45 CFR 96.124 and outline how the policy will be implemented. Provision must be made for oversight and monitoring of the policy. Reference must be made to Substance Abuse and Mental Health Services Administration (SAMHSA) TIP 51 – Substance Abuse Treatment addressing the Specific Needs of Women and other best practices when developing the policy; this policy must be submitted to AHCCCS for review and approval prior to implementation.
<p>DGA 2 The Contractor has established guidelines for treatment services for pregnant women, related to the Substance Abuse Block Grant.</p>	85%	<p>The Contractor must:</p> <ol style="list-style-type: none"> a. Identify the Women’s Treatment Coordinator (WTC) outlined in the Non-Title XIX/XXI Contract. Define the role of the WTC and authority. b. Develop a policy that demonstrates adherence to 45 CFR 96.131 and outline how the policy will be implemented. Provision must be made for oversight and monitoring of the policy. Reference must be made to Substance Abuse and Mental Health Services Administration (SAMHSA) TIP 51 – Substance Abuse Treatment addressing the Specific Needs of Women and other best practices when developing the policy. AHCCCS will review the policy before implementation. c. The Contractor must submit the policy to AHCCCS for review and approval prior to implementation.
<p>DGA 3 The Contractor has established guidelines related to the Mental Health Block Grant (MHBG).</p>	90%	<p>The Contractor must develop a plan and incorporate the feedback of consumers/survivors and their families into the MHBG services and programs it utilizes. The Contractor must also develop a plan that incorporates MHBG service provision to ensure that access to service is guaranteed for underserved populations, homeless, residents of rural areas, and older adults.</p>



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Division of Grants Administration (DGA)	DGA Standard Area Score = 90% (360 of 400)	
DGA 4 The Contractor has established guidelines related to the Substance Abuse Block Grant Primary Prevention.	100%	None

Corporate Compliance (CC)	CC Standard Area Score = 90% (450 of 500)	
Standard	Score	Required Corrective Actions
CC 1 The Contractor has an operational Corporate Compliance program including a work plan that details compliance activities.	50%	The Contractor must ensure its Corporate Compliance Plan reflects appropriate language surrounding analysis of fraud, waste and abuse.
CC 2 The Contractor and its subcontractors have a process for identifying suspected cases of FWA and for reporting all the suspected fraud, waste and abuse referrals to AHCCCS OIG following the established mechanisms.	100%	None
CC 3 The Contractor educates staff and the provider network on fraud, waste and abuse.	100%	None
CC 4 The Contractor audits its providers through its claims payment system or any other data analytics system for accuracy and to identify billing inconsistencies and potential instances of fraud, waste or abuse.	100%	None
CC 5 The Contractor collects required information for all persons with an ownership or control interest in the Contractor and its fiscal agents and determines on a monthly basis, whether such individuals have been convicted of a criminal offense related to any program under Medicare, Medicaid or the Title XX services program.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Claims and Information Systems (CIS)			CIS Standard Area Score = 90.2% (902 of 1000)
Standard	Score	Required Corrective Actions	
CIS 1 The Contractor has a mechanism in place to inform providers of the appropriate place to send claims.	100%	None	
CIS 2 The Contractor's remittance advice to providers contains the minimum required information.	87%	The Contractor must ensure all reasons for adjustments are provided on the remittance advice.	
CIS 3 The Contractor has a process to identify claims where the Contractor is or may be a secondary payor prior to payment.	100%	None	
CIS 4 The Contractor has AHCCCS compliant policies and procedures for the recoupment of overpayments and adjustments for underpayments.	100%	None	
CIS 5 The Contractor pays applicable interest on all claims, including overturned claim disputes.	26%	The Contractor must ensure applicable interest is paid on all claims, including overturned claim disputes. The Contractor must ensure interest policy and procedures are consistent with ACOM Policy 203.	
CIS 6 The Contractor accurately applies quick-pay discounts.	95%	None	
CIS 7 The Contractor processes and pays all overturned claim disputes in a manner consistent with the decision within 15 business days of the decision.	100%	None	
CIS 8 The Contractor ensures that the parties responsible for the processing of claims have been trained on the specific rules and methodology for the processing of claims for the applicable AHCCCS line of business.	100%	None	
CIS 9 Contractor has a process to identify resubmitted claims and a process to adjust claims for data corrections or revised payment.	100%	None	



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Claims and Information Systems (CIS)	CIS Standard Area Score = 90.2% (902 of 1000)	
CIS 10 The Contractor has a process to ensure that all contracts/agreements are loaded accurately and timely and pays non-contracted providers as outlined in statute.	94%	The Contractor must ensure its system contains the correct contracted rate for providers.

Delivery Systems (DS)	DS Standard Area Score = 91.06% (1457 of 1600)	
Standard	Score	Required Corrective Actions
DS 1 The Contractor has sufficient staffing in place to ensure providers receive assistance and appropriate, prompt resolution to their problems and inquiries.	100%	None
DS 2 The Contractor determines, monitors, and adjusts the number of members assigned to each PCP.	100%	None
DS 3 Provider Services Representatives are adequately trained.	100%	None
DS 4 The Contractor provides the following information via written or electronic communication to contracted providers: Exclusion from the Network, Material Changes, Policy/Procedure Change, Subcontract Updates, Termination of Contract, and Disease/Chronic Care Management Information.	100%	None
DS 5 The Contractor's Provider Selection Policy and Procedure prohibits discrimination against providers who serve high-risk populations or that specialize in conditions that result in costly treatment.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Delivery Systems (DS)	DS Standard Area Score = 91.06% (1457 of 1600)	
DS 6 The Contractor does not prohibit or otherwise restrict a provider from advising or advocating on behalf of a member who is his/her patient.	100%	None
DS 7 The Contractor has a mechanism for tracking and trending provider inquiries that includes timely acknowledgement and resolution and taking systemic action as appropriate.	100%	None
DS 8 The Contractor refers members to out of network providers if it is unable to provide requested services in its network.	100%	None
DS 9 The Contractor develops, distributes and maintains a provider manual, and makes its providers and subcontractors aware of its availability.	66%	The Contractor must ensure that its Provider Manual contains all requirements outlined in ACOM 416.
DS 10 The Contractor has a process for collecting, maintaining, updating and reporting accurate demographic information on its provider network.	87%	The Contractor must ensure the Contractor's PAT file submissions include accurate addresses that are consistent with the Contractor's online provider directory.
DS 11 The Contractor's network analysis meets AHCCCS requirements for evaluating member geographic access to care.	50%	The Contractor must ensure it uses the definitions outlined in ACOM 436 to identify populations used in its time and distance calculations.
DS 12 The Contractor has a process for determining if there has been a material change that could affect the adequacy of capacity and services.	75%	The Contractor's criteria and/or methodology for identifying a material <i>network change</i> must include, at a minimum, the requirements outlined in ACOM 439.

**AHCCCS OPERATIONAL REVIEW
EXECUTIVE SUMMARY
2020**

Delivery Systems (DS)		DS Standard Area Score = 91.06% (1457 of 1600)
<p>DS 13 The Contractor has comprehensive policies and procedures and has provided evidence that they actively monitored their own and the provider's operations to ensure they have properly adhered to the requirements of 2 CFR Part 200 to include federal grant funding requirement notifications, communication to providers of prohibited uses of federal grant funding, tracking of provider audits, including Single Audits, and follow-up on findings.</p>	100%	None
<p>DS 14 Contractor performed provider grant monitoring activities and has evidence of the following:</p> <ul style="list-style-type: none"> • Comprehensive provider SABG, MHBG, and other federal grant policies and procedures that include, but are not limited to, a listing of prohibited expenditures, references to the SABG and MHBG FAQs, AMPM 320-T, Exhibits 300-2b, monitoring and separately reporting of funds by SABG, MHBG and other federal grant funding categories; • SABG, MHBG and other federal grant activities were monitored to ensure funds were expended for authorized purposes; • Federal grants funding tracking, including unexpended funds, for appropriate allocation by category, recoupment and/or return to AHCCCS. 	79%	The Contractor must ensure that provider policies and procedures are comprehensive and include, but are not limited to, a listing of prohibited expenditures, references to the SABG and MHBG FAQs, AMPM 320-T, Exhibits 300-2b (the SABG/MHBG FAQs and Exhibit 300-2b do not apply to other federal grants policies) and monitoring and separately reporting of funds by SABG, MHBG and other federal grant funding categories.
<p>DS 15 The Contractor has comprehensive Non-Title XIX/XXI policies and procedures and has provided evidence that they actively monitored their own and the provider's operations to ensure that they have properly addressed how Non-Title XIX/XXI funding should be monitored and separately reported by funding source in accordance with the RBHA Non-Title XIX/XXI contracts, applicable AHCCCS policies and procedures and the RBHA Financial Reporting Guide</p>	N/A	Not Scored



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Delivery Systems (DS)		DS Standard Area Score = 91.06% (1457 of 1600)
DS 16 The Contractor has developed policies, procedures and additional resources for curriculum development of Peer Support Employment Training Programs (PSETP), including Contractor staff for questions or assistance.	100%	None
DS 17 The Contractor has ensured that provider sites where provider case management services are delivered have regular and ongoing member and/or family participation in decision making, quality improvement, and enhancement of customer service.	100%	None

General Administration (GA)		GA Standard Area Score = 100% (300 of 300)
Standard	Score	Required Corrective Actions
GA 1 The Contractor has policies and procedures for the maintenance of records and can provide those records, when requested.	100%	None
GA 2 The Contractor provides training to all staff on AHCCCS guidelines.	100%	None
GA 3 The Contractor maintains a policy on policy development.	100%	None

Grievance Systems (GS)		GS Standard Area Score = 94.82% (1612 of 1700)
Standard	Score	Required Corrective Actions
GS 1 The Contractor issues and carries out appeal decisions within required timeframes.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Grievance Systems (GS)	GS Standard Area Score = 94.82% (1612 of 1700)	
GS 2 Contractor policies for appeal allow for providers to file on behalf of a member if the member has given their consent.	100%	None
GS 3 The Contractor has a process for the intake and handling of member appeals that are filed orally.	100%	None
GS 4 The Contractor ensures that the individuals who make decisions on appeals were not involved in any previous level of review or decision making.	100%	None
GS 5 The Contractor ensures that the individuals who make decisions on appeals are appropriately qualified.	100%	None
GS 6 The Contractor has a process for internal communication and coordination when an appeal decision is reversed.	100%	None
GS 7 The Contractor continues or reinstates an enrollee's benefits when an appeal is pending under the appropriate circumstances as required by Federal Regulation.	100%	None
GS 8 The Contractor issues Notices of Appeal Resolution that include all information required by AHCCCS.	100%	None
GS 9 If the Contractor or Director's Decision reverses a decision to deny, limit, or delay services that were not furnished while an appeal or hearing was pending, the Contractor authorizes or provides the appealed services promptly and as expeditiously as the member's health condition requires. If an appeal is upheld the Contractor may recover the cost of services received by the enrollee during the appeal process.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Grievance Systems (GS)	GS Standard Area Score = 94.82% (1612 of 1700)	
GS 10 The Contractor's member appeal policies allow for, and require notification of the member of, all rights granted under rule.	100%	None
GS 11 The Contractor maintains claim dispute records.	100%	None
GS 12 The Contractor logs, registries, or other written records include all the contractually required information.	100%	None
GS 13 The Contractor confirms all provider claim disputes with a written acknowledgement of receipt.	52%	The Contractor must ensure that all written acknowledgement letters are issue within 5 business days of receipt on all claim disputes filed.
GS 14 Requests for hearing received by the Contractor follows the timeframe and notice requirements.	100%	None
GS 15 The Contractor resolves claim disputes and mails written Notice of Decisions no later than 30 days after receipt of the dispute unless an extension is requested or approved by the provider.	60%	The Contactor must ensure that all Claim Disputes are issued with the correct Rule, Regulation, Policy or Procedure as required on the Notices of Decision.
GS 16 The Contractor's grievance process follows the timeframe and written notice requirements.	100%	None
GS 17 The Contractor shall have written policies delineating the Grievance System.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Adult, EPSDT and Maternal Child Health (MCH)		MCH Standard Area Score = 87.16% (1569 of 1800)
Standard	Score	Required Corrective Actions
MCH 1 The Contractor has established a maternity care program that operates with goals directed at achieving optimal birth outcomes that meet AHCCCS minimum requirements.	100%	None
MCH 2 The Contractor ensures that pregnant members obtain initial prenatal care appointments and return visits, in accordance with ACOG standards, along with ensuring members receive appointments according to the AHCCCS Contractor Operations Manual (ACOM) Maternity Care Appointment Standards.	100%	None
MCH 3 The Contractor ensures postpartum care is provided for a period of up to 57 days after delivery.	100%	None
MCH 4 The Contractor ensures pregnancy and postpartum care provided to women with a substance use disorder follows ACOG recommendations.	20%	<p>The Contractor must ensure that providers have an individualized plan of care for each identified pregnant member with SUD, including medication dosage adjustment needs, evidence-based breastfeeding recommendations and precautions, and Narcan prescription per the ACOG recommended care for pregnant women with substance use.</p> <p>The Contractor must ensure that providers screen for additional health issues related to SUD, including Hepatitis C, as well as inquire about any barriers to care.</p> <p>The Contractor must ensure that providers are discussing and offering immediate postpartum Long Acting Reversible Contraception (LARC) placement during pregnancy and a pain treatment plan for delivery and postpartum have been discussed with pregnant women with SUD.</p> <p>The Contractor must ensure that providers ensure that each member has a plan of safe care in place prior to hospital discharge, including behavioral health services, alternative infant care and alternative nutritional supplementation plans if mother is breastfeeding.</p>



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Adult, EPSDT and Maternal Child Health (MCH)	MCH Standard Area Score = 87.16% (1569 of 1800)	
MCH 5 Family planning services are provided to members who voluntarily choose to delay or prevent pregnancy.	100%	None
MCH 6 The Contractor provides EPSDT/well-child services according to the AHCCCS EPSDT Periodicity Schedule.	100%	None
MCH 7 The Contractor monitors member adherence with obtaining EPSDT services.	100%	None
MCH 8 The Contractor monitors provider compliance with providing EPSDT services.	100%	None
MCH 9 The Contractor ensures that oral health/dental services are provided according to the AHCCCS Medical Policy Manual and the AHCCCS Dental Periodicity Schedule.	100%	None
MCH 10 The Contractor ensures providers participate with the Arizona State Immunization Information System (ASIIIS) and Vaccine for Children (VFC) programs according to the state and federal requirements.	100%	None
MCH 11 The Contractor coordinates with appropriate agencies and programs including but not limited to VFC, WIC, Head Start, home visitation, and Raising Special Kids, and provides education, assists in referrals, and connects eligible EPSDT and maternity members with appropriate agencies, according to federal and state requirements.	34%	The Contractor must collaborate with appropriate agencies and programs to provide education, assistance with referrals and connecting eligible EPSDT members with the agencies and services in respect of: <ul style="list-style-type: none"> • Educating members regarding the services and how to access them • Monitor and work to increase provider referrals for the services • Assist in making appropriate referrals for members when the provider fails to do so regarding the following: <ul style="list-style-type: none"> ○ Behavioral health and Crisis services either through the ACC or RBHA Plans; and ○ Other home visiting programs; and



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Adult, EPSDT and Maternal Child Health (MCH)		MCH Standard Area Score = 87.16% (1569 of 1800)
		<ul style="list-style-type: none"> ○ ADHS Pregnancy and Breastfeeding Hotline; and ○ Raising Special Kids.
MCH 12 The Contractor coordinates with Arizona Early Intervention Program (AzEIP) according to federal and state requirements.	N/A	N/A
MCH 13 The Contractor has policies and procedures to identify the needs of EPSDT members, coordinate their care, conduct adequate follow up to verify that members receive timely and appropriate treatment.	75%	The Contractor must conduct follow ups to ensure timely and appropriate treatment is received for medical and behavioral health needs. This includes care needed as indicated on the EPSDT tracking form, including necessary referrals, prior authorizations and case management
MCH 14 The Contractor monitors, evaluates, and improves utilization of nutritional screenings and appropriate interventions, including medically necessary supplemental nutrition to EPSDT age members.	73%	The Contractor must demonstrate monitoring and implementing interventions for referrals and follow-up for AzCH RBHA EPSDT members identified as underweight and/or overweight.
MCH 15 The Contractor ensures that women’s preventive care services are provided according to the AHCCCS Medical Policy Manual (AMPM).	67%	<p>The Contractor must develop and implement a written process and materials to educate members about all women’s preventative health services annually and within 30 days of enrollment with the contractor (for newly enrolled members), detailing the covered services included as part of the well-woman preventative care visit according to the AHCCCS Medical Policy Manual (AMPM), Chapter 400, Policy 411.</p> <p>The Contractor must revise the member handbook to meet the requirements as listed in AMPM 411 - I including but not limited to a complete detailed listing of well women’s preventative care services available to members, a statement explaining that assistance with medically necessary transportation is available and another statement that there is no copayment or other charge for the well women’s preventative care visit.</p>
MCH 16 The Contractor has established member outreach that operates with goals directed at achieving optimal outcomes that meet AHCCCS minimum requirements for maternal, child, family planning, well woman, oral, and behavioral health outcomes.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Adult, EPSDT and Maternal Child Health (MCH)		MCH Standard Area Score = 87.16% (1569 of 1800)
MCH 17 The Contractor ensures that behavioral health medical records requirements are completed in accordance with Policy.	100%	None
MCH 18 The Contractor ensures that a current treatment/assessment/service plan has been completed within the previous 365 days and is part of the behavioral health medical record.	100%	None
MCH 19 The Contractor ensures that a current treatment/assessment/service plan has been completed within the previous 365 days and is part of the behavioral health medical record.	100%	None

Medical Management (MM)		MM Standard Area Score = 97.86% (3523 of 3600)
Standard	Score	Required Corrective Actions
MM 1 The Contractor has mechanisms to evaluate utilization data analysis and data management, including both underutilization and overutilization of services and implements changes as appropriate.	100%	None
MM 2 The Contractor has an effective concurrent review process which includes a component for reviewing the medical necessity of institutional stays, including but not limited to Institution for Mental Disease (IMD), Behavioral Health Institutional Settings and Nursing Facilities.	80%	The Contractor must have a process to ensure medical records submitted are reviewed for medical necessity within one day of receipt.
MM 3 The Contractor conducts proactive discharge planning and coordination of services for members between settings of care for short-term and long-term hospital and institutional stays.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Medical Management (MM)	MM Standard Area Score = 97.86% (3523 of 3600)	
MM 4 The Contractor collaborates with the Arizona State Hospital (AzSH) prior to member discharge and for members who are conditionally released under the authority of the Psychiatric Security Review Board (PSRB).	100%	None
MM 5 The Contractor collaborates with the Arizona State Hospital (AzSH) for members awaiting admission and members who are discharge ready from AzSH.	100%	None
MM 6 The Contractor shall process Prior Authorization requests in accordance with State and Federal requirements.	97%	None
MM 7 The Contractor has a comprehensive inter-rater reliability (IRR) testing process to ensure consistent application of criteria for clinical decision making.	100%	None
MM 8 The Contractor conducts retrospective reviews.	91%	Contractor must ensure records submitted for review are reviewed within 30 days of receipt.
MM 9 The Contractor develops or adopts and disseminates clinical practice guidelines for physical and behavioral health services.	100%	None
MM 10 The Contractor evaluates new technologies and new uses for existing technologies.	100%	None
MM 11 The Contractor conducts a Health Risk Assessment (HRA) to identify member health care needs and members at risk for and/or with special health care needs.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Medical Management (MM)	MM Standard Area Score = 97.86% (3523 of 3600)	
MM 12 The Contractor coordinates care for members with qualifying Children’s Rehabilitative Services (CRS) conditions.	100%	None
MM 13 The Contractor identifies and coordinates the care for members who are potential candidates for stem cell or solid organ transplants.	100%	None
MM 14 The Contractor promotes health maintenance and coordination of care through disease or chronic care management programs.	100%	None
MM 15 The Contractor has a system and process that outlines a Drug Utilization Review (DUR) Program.	100%	None
MM 16 The Contractor identifies, monitors, and implements interventions to prevent the misuse of controlled and non-controlled medications.	100%	None
MM 17 The Contractor facilitates coordination of services being provided to member when the member is transitioning between Contractors.	100%	None
MM 18 The Contractor allows primary care providers to provide behavioral health services within their scope of practice including but not limited to Substance Use Disorders, Anxiety, Depression and Attention Deficit Hyperactivity Disorder (ADHD) for the purpose of medication management.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Medical Management (MM)	MM Standard Area Score = 97.86% (3523 of 3600)	
MM 19 The Contractor ensures that members receive medically necessary behavioral health services.	100%	None
MM 20 The Contractor does not deny emergency services.	100%	None
MM 21 The Contractor issues a Notice of Adverse Benefits (NOA) determination to the member when a requested service has been denied, limited, suspended, terminated, or reduced.	95%	None
MM 22 The Contractor's MM program includes administrative requirements for oversight and accountability for all MM functions and responsibilities that are delegated to other entities.	100%	None
MM 23 The Contractor demonstrates that services are delivered in compliance with Mental Health Parity.	60%	Contractor shall have policies, procedures or a work process that demonstrates how AzCH identifies Compliance with Mental Health Parity on an ongoing basis. (E.g. new prior authorization requirement).
MM 24 The Contractor employs care managers to perform Contractor care management functions.	100%	None
MM 25 The Contractor monitors nursing facility stays to assure that the length of stay does not exceed the 90 day per contract year limitation.	100%	None
MM 26 The Contractor provides End of Life Care, Advanced Care planning and Advanced Directives.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Medical Management (MM)	MM Standard Area Score = 97.86% (3523 of 3600)	
MM 27 (ACC, ALTCS/EPD and RBHA only) The Contractor maintains collaborative relationships with other government entities that deliver services to members and their families, ensures access to services, and coordinates care with consistent quality.	100%	None
MM 28 (All Plans except CMDP) The Contractor establishes processes for ensuring coordination and provision of appropriate services for members transitioning from the justice system.	100%	None
MM 29 The Contractor establishes processes for ensuring coordination and provision of appropriate services for members who are on court ordered treatment.	100%	None
MM 30 The Contractor has a process to monitor members and services provided to members in out-of-state placement settings.	100%	None
MM 31 The Contractor has implemented processes for all outreach, engagement, Re-Engagement and closure activities for behavioral health services.	100%	None
MM 32 The Contractor has policies and procedures to ensure the availability and timely delivery of generalist direct support providers and specialty providers to deliver flexible, in-home, community based support and rehabilitation services (Meet Me Where I Am Services (MMWIA)).	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Medical Management (MM)	MM Standard Area Score = 97.86% (3523 of 3600)	
MM 33 The Contractor has a mechanism to ensure the implementation of evidence-based practices (EBPs) and the ability to track program implementation for Transition Aged Youth (TAY) ages 16-24.	100%	None
MM 34 The Contractor has a mechanism to ensure the provision of Trauma Informed Care Services, including routine trauma screenings and ensuring sufficient capacity of Trauma Informed Care (TIC) certified therapists.	100%	None
MM 35 The Contractor has a mechanism to promote service delivery and network capacity for children age birth to five.	100%	None
MM 36 The Contractor has a mechanism to utilize substance use disorder (SUD) screening tools to identify youth with SUD and refer to SUD specialty services as appropriate.	100%	None

Member Information (MI)	MI Standard Area Score = 95% (950 of 1000)	
Standard	Score	Required Corrective Actions
MI 1 The Contractor's New Member Information Packets meet AHCCCS standards for content and distribution.	100%	None
MI 2 The Contractor notifies members that they can receive a new member handbook annually.	100%	None
MI 3 The Contractor assesses PCP capacity and evaluates it prior to assigning new members.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Member Information (MI)	MI Standard Area Score = 95% (950 of 1000)	
MI 4 The Contractor trains its Member Services Representatives, and appropriately handles and tracks member inquiries and complaints.	100%	None
MI 5 The Contractor notifies affected members timely when a PCP or frequently utilized provider leaves the network.	50%	The Contractor must ensure that a written notice about termination of a contracted provider is disseminated to members within 15 days after receipt or issuance of the termination notice.
MI 6 The Contractor has a process to notify affected members of material changes to network and/or operations at least 30 days before the effective date of the change.	100%	None
MI 7 The Contractor distributes at a minimum two member newsletters per contract year which contain the required member information.	100%	None
MI 8 The Contractor's Member Services, Transportation, and Prior Authorization staff has access to, and utilizes, appropriate mapping search engines and/or applications when scheduling appointments and/or referring members to services or service providers.	100%	None
MI 9 The Contractor submits to AHCCCS for approval qualifying member information materials given to its current members, that do not fall within annual, semi-annual or quarterly required submissions and maintains a log of all member material distributed to its members.	100%	None
MI 10 The Contractor maintains policies on Social Networking.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Quality Management (QM)		QM Standard Area Score = 96.76% (1258 of 1300)
Standard	Score	Required Corrective Actions
<p>QM 1 The Contractor has a structure and process in place for quality-of-care, abuse/complaint tracking and trending for member/system resolution.</p>	75%	<p><u>1. Triage Timeliness:</u> The Contractor is to update policies and procedures/desktops to reflect AMPM requirements for review and triage of IADs.</p> <p>The Contractor must submit updated policies and desktop procedures, including evidence of QM Department staff training to the updated procedures. Training documentation is to be submitted to AHCCCS that includes training materials, printed first and last name of QM staff, title, and date of training received.</p> <p>Additionally, the Contractor must incorporate an inter-rater reliability process to ensure standardization and consistency of the triage process. The Contractor must submit the tool used to conduct inter-rater reliability audits on the above process, as well as 5 QOC case files demonstrating use of the tool, the final outcome, and any interventions resulting from the inter-rater audit.</p> <p><u>2. AHCCCS Notification:</u> The Contractor must re-train QM staff on pertinent policies and procedures related to AHCCCS notification.</p> <p>The Contractor is to submit evidence of QM Department staff training that includes training materials, printed first and last name of QM staff, title, and date of training received.</p>
<p>QM 2 The Contractor has a structure and process in place for quality-of-care, abuse/complaint tracking and trending for system improvement.</p>	100%	None
<p>QM 3 Contractor Quality Management staff are able to speak to requirements of the QM Program and describe day-to-day work processes to support compliance with Contract, Policy, and Program requirements.</p>	N/A	N/A



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Quality Management (QM)	QM Standard Area Score = 96.76% (1258 of 1300)	
QM 4 The Contractor has a structure and process in place to identify and investigate adverse outcomes, including mortalities, for member/system improvement.	100%	None
QM 5 (ALTCS/EPD and DES/DDD Only) Contractor ensures that the staff providing attendant care, personal care, homemaker services, and habilitation services are monitored as outlined in Chapter 900.	N/A	N/A
QM 6 The Contractor ensures that residential settings (including behavioral health residential treatment facilities) are monitored annually in accordance to policy, by qualified staff.	100%	None
QM 7 The Contractor has implemented a process to complete on-site quality management monitoring and investigations when potential quality of care concerns are identified, including health and safety concerns and Immediate Jeopardy.	87%	The Contractor is to re-train staff on policy and procedures for documentation of onsite Immediate Health and Safety checks that aligns with AMPM requirements described above. The Contractor is to submit for AHCCCS review training documentation that includes training materials, printed first and last name of QM staff, title, and date of training received.
QM 8 The Contractor has the appropriate staff employed to carry out Quality Management /Performance Improvement (QM/PI) Program Quality Management administrative requirements.	100%	None
QM 9 The Contractor has a structured Quality Management/Performance Improvement (QM/PI) Program that includes Quality Management policies reflective of AHCCCS requirements including, but not limited to: Quality of Care, Credentialing, On-Site Reviews, etc.	100%	None
QM 10 The Contractor has implemented a structured peer review process that includes administrative requirements related to the peer review process.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Quality Management (QM)		QM Standard Area Score = 96.76% (1258 of 1300)
QM 11 The Contractor ensures credentialing, re-credentialing, and provisional credentialing of the providers in their contracted provider network.	100%	None
QM 12 The Contractor has a process to grant provisional credentialing which meets the AHCCCS required timelines.	96%	None
QM 13 The Contractor ensures the credentialing and recredentialing of providers in the contracted provider network.	100%	None
QM 14 The Contractor has a process for verifying credentials of all organizational providers.	100%	None
QM 15 The Contractor has a structured Quality Management Program that includes administrative requirements for oversight and accountability for all functions and responsibilities described in AMPM Chapter 900 that are delegated to other entities.	100%	None

Reinsurance (RI)		RI Standard Area Score = 100% (400 of 400)
Standard	Score	Required Corrective Actions
RI 1 The Contractor has policies, desk level procedures, and appropriate training of personnel for the processing and submission of transplant reinsurance cases to AHCCCS for reimbursement.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Reinsurance (RI)		RI Standard Area Score = 100% (400 of 400)
RI 2 The Contractor has policies and procedures for auditing of reinsurance cases to determine 1) the appropriate payment due on the case and 2) the service was encountered correctly.	100%	None
RI 3 The Contractor has identified a process for advising AHCCCS of reinsurance overpayments against associated reinsurance encounters within 30 days of identification. This process includes open or closed contract years and open or closed reinsurance cases.	100%	None
RI 4 The Contractor has policies and procedures for monitoring the appropriateness of the reinsurance revenue received against paid claims data.	100%	None

Third Party Liability (TPL)		TPL Standard Area Score = 100% (800 of 800)
Standard	Score	Required Corrective Actions
TPL 1 If the Contractor discovers the probable existence of a liable party that is not known to AHCCCS, the Contractor reports that information to the AHCCCS contracted vendor not later than 10 days from the date of discovery.	100%	None
TPL 2 The Contractor identifies the existence of potentially liable parties through the use of trauma code edits and other procedures.	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Third Party Liability (TPL)	TPL Standard Area Score = 100% (800 of 800)	
<p>TPL 3 The Contractor does not pursue recovery on the case unless the case has been referred to the Contractor by AHCCCS, or by the AHCCCS authorized representative: Restitution Recovery, Motor Vehicle Cases, Other Casualty Cases, Worker's Compensation, and Tortfeasors.</p>	100%	None
<p>TPL 4 The Contractor notifies the AHCCCS authorized representative upon the identification of reinsurance or fee-for-service payments made by AHCCCS on a total plan case.</p>	100%	None
<p>TPL 5 The Contractor files liens on total plan casualty cases that exceed \$250.</p>	100%	None
<p>TPL 6 Prior to negotiating a settlement on a total plan case, the Contractor shall notify AHCCCS to ensure that no reinsurance or fee-for-service payments have been made by AHCCCS.</p>	100%	None
<p>TPL 7 The Contractor shall submit complete settlement information to AHCCCS, using the AHCCCS approved casualty recovery Notification of Settlement form within 10 business days from the settlement date, or on an AHCCCS-approved electronic file by the 20th of each month.</p>	100%	None
<p>TPL 8 The Contractor shall respond to requests from AHCCCS or AHCCCS' TPL Contractor to provide a list of claims related to the joint or mass tort case within 10 business days of the request.</p>	100%	None



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Quality Improvement (QI)		QI Standard Area Score = 100% (1000 of 1000)	
Standard	Score	Required Corrective Actions	
QI 1 The Contractor and its governing body are accountable for all Quality Management/Performance Improvement (QM/PI) program functions.	100%	None	
QI 2 The Contractor has the appropriate staff employed to carry out Quality Management/Performance Improvement (QM/PI) Program Quality Improvement administrative requirements.	100%	None	
QI 3 The Contractor has a structured Quality Management/Performance Improvement (QM/PI) Program that includes administrative requirements related to policy development.	100%	None	
QI 4 The Contractor's health information system(s), specific to member encounter data, include accurate and timely information essential in meeting the data collection requirements and expectations of the Quality Management/Performance Improvement (QM/PI) Program.	100%	None	
QI 5 The Contractor maintains the integrity of data within its health information system(s), specific to member encounter data, that is utilized to collect, integrate, analyze, and report data necessary in implementing its Quality Management/Performance Improvement (QM/PI) Program.	100%	None	
QI 6 The Contractor conducts AHCCCS-mandated and Contractor self-selected Performance Improvement Projects (PIPs) to assess the quality/appropriateness of its service provision and to improve overall performance.	100%	None	



AHCCCS OPERATIONAL REVIEW EXECUTIVE SUMMARY 2020

Quality Improvement (QI)	QI Standard Area Score = 100% (1000 of 1000)	
QI 7 The Contractor conducts analysis related to AHCCCS-mandated and Contractor self-selected Performance Improvement Projects (PIPs) to assess the quality/appropriateness of its service provision and to improve overall performance.	100%	None
QI 8 The Contractor has implemented a process to measure and report to the State its performance utilizing standardized measures required by the State, as well as other required/Contractor-selected metrics specific to its Quality Management/ Performance Improvement (QM/PI) Program Activities.	100%	None
QI 9 The Contractor has implemented a process to measure, analyze, and report to the State its performance utilizing standard measures required by the State, as well as other Contractor-selected metrics specific to its Quality Management/ Performance Improvement (QM/PI) Program Activities.	100%	None
QI 10 The Contractor participates in applicable community initiatives for each Medicaid line of business.	100%	None