


<p style="text-align: center;">DFWP HIGH-NEED SCORING TOOL FINAL ANSWERS AND RATIONALE</p>				
<p>INFORMATION REQUIREMENTS: The ALTCO CHD member population is complex, and their care often involves a combination of services and providers effectively meet their needs. Provide a detailed description of how the Offender(s) define and implement best practices for ALTCO Case Managers and how ALTCO Case Manager support the complex needs of high-need and complex conditions. Be a discerning evaluator of effort and evidence coordination of care with providers of physical and behavioral health services to better members' physical and behavioral health needs.</p> <p>Officer member engagement: Officer describe process and consistency support services. Officer identify, track, and manage resources for members with complex needs. Officer describe investigation of members that would benefit from High-Needs Case Management and provide Case Management services in alignment with client self needs and reduce burden on members and families receiving member care, and Officer describe Case Manager performance and report to stakeholders across all institutional and system levels.</p>				
<p>High-Need (N)</p>				
<p>Information Release Categories Health Equity Use of Data Care Management/Care Coordination Behavioral Health Practices/Tools Other Member Considerations</p>				
ARIZONA PHYSICIANS PA, PC	BARBAR UNIVERSITY CARE ADVANTAGE	BOHAI HEALTHCHOICE	HEALTH-NET ACCESS	MERCY CARE
<p style="text-align: center;">RATIONALE AND MAJOR OBSERVATIONS</p>				
<p>Officer provided a detailed description of its approach to support health equity through identification of health needs and needs, and coordinated and prioritized engagement.</p> <p>Officer generally described its approaches for evaluating members and encouraging engagement in care.</p> <p>Officer described its data collection and analysis efforts. Officer indicated that it supports additional data to support health equity, including surveys, ethnicity and language, to supplement the data from ACCCS.</p>	<p>Officer identified approaches that support health equity, but did not clearly describe how to process address health equity.</p> <p>Officer generally described its approaches for evaluating members and encouraging engagement in care.</p> <p>Officer described types of data to be collected and used to support health equity.</p>	<p>Officer provided a detailed description of its approach for identifying and promoting health equity, including targeted training, outreach and engagement approaches.</p> <p>Officer described its approaches for evaluating members and encouraging engagement in care, including members who are hesitant to seek specific conditions or services because of participation in their care.</p> <p>Officer described types of data to be collected and used to support health equity.</p>	<p>Officer identified approaches that support health equity, including its process for analyzing case manager and regional level case manager work with data to drive background.</p> <p>Officer provided a detailed description of approaches for evaluating members and encouraging engagement in care.</p> <p>Officer provided a detailed description of the types of data to be collected and how data is used to support health equity.</p>	<p>Officer identified approaches that support health equity, but did not clearly describe how to process address health equity.</p> <p>Officer described its approaches for evaluating members and encouraging engagement in care.</p> <p>Officer provided a detailed description of the types of data to be collected and how data is used to support health equity.</p>
<p>Officer described how data is used to identify gaps and address member needs. Officer described how data is used to monitor outcomes. Officer provided a detailed description of its use of data to monitor program performance.</p>	<p>Officer described how data is used to identify gaps and address member needs. Officer described how data is used to monitor outcomes. Officer provided a detailed description of its use of data to monitor program performance.</p>	<p>Officer described how data is used to identify gaps and address member needs. Officer described how data is used to monitor outcomes. Officer provided a detailed description of its use of data to monitor program performance.</p>	<p>Officer described how data is used to identify gaps and address member needs. Officer described how data is used to monitor outcomes. Officer provided a detailed description of its use of data to monitor program performance.</p>	<p>Officer described how data is used to identify gaps and address member needs. Officer described how data is used to monitor outcomes. Officer provided a detailed description of its use of data to monitor program performance.</p>
<p>Officer described its process for developing and implementing case management best practices.</p> <p>Officer described how case management activities and resources support access to, and coordination of, physical and behavioral health services.</p> <p>Officer described its approaches for assessing case managers and monitoring case management performance, including member and clinician feedback, member surveys, member satisfaction surveys and case manager observation.</p> <p>Officer described its approaches for training case managers and monitoring case manager skills.</p>	<p>Officer described the role of case managers and its case manager training approach.</p> <p>Officer described how case management activities and resources support access to, and coordination of, physical and behavioral health services.</p> <p>Officer described its approaches for assessing case managers and monitoring case management performance, including member and clinician feedback, member surveys, member satisfaction surveys and case manager observation.</p> <p>Officer described its approaches for training case managers and monitoring case manager skills.</p>	<p>Officer clearly described its case management training approach and described how training principles, in accordance with ACCCS requirements, are reflected within the training program.</p> <p>Officer described how case management activities and resources support access to, and coordination of, physical and behavioral health services.</p> <p>Officer described its approaches for assessing case managers, including the monitoring of case manager job satisfaction. Officer described its approaches for monitoring case manager performance, including monitoring tools, their outer reliability testing, and analytic approaches, and continuous coaching. Officer described case of under-ED, regarding oversight and monitoring of case management performance.</p> <p>Officer described its case manager training process, but did not clearly describe its approach for continuous skill building for case managers.</p>	<p>Officer described the role of case managers and its case manager training approach.</p> <p>Officer clearly described how case management activities and resources support access to, and coordination of, physical and behavioral health services.</p> <p>Officer described its approaches for assessing case managers and monitoring case management performance, including member and clinician feedback, member surveys, member satisfaction surveys and case manager observation.</p> <p>Officer clearly described its case manager training process for training, all development, and supporting case managers, including its broader case manager training initiatives and approaches to improve case manager retention rates.</p>	<p>Officer described the role of case managers and its case manager training approach.</p> <p>Officer clearly described how case management activities and resources support access to, and coordination of, physical and behavioral health services.</p> <p>Officer described its approaches for assessing case managers and monitoring case management performance, including member and clinician feedback, member surveys, member satisfaction surveys and case manager observation.</p> <p>Officer described its case manager training process for training, all development, and supporting case managers, including its broader case manager training initiatives and approaches to improve case manager retention rates.</p>
<p>Officer provided a detailed description of its approach for assisting members with complex needs and identifying members who would benefit from high-need case management.</p> <p>Officer described strategies for integrating physical health and behavioral health services within its case management approach.</p> <p>Officer described its approach for identifying, tracking and managing outcomes for members with complex needs.</p> <p>Officer described its approaches for assisting members during transitions, including case managers, the care teams. That includes, but not limited to, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, and members transitioning to add blood.</p>	<p>Officer provided a description of its approach for assisting members with complex needs and identifying members who would benefit from high-need case management.</p> <p>Officer identified the importance of integrated care and described strategies for integrating physical health and behavioral health services within its case management approach.</p> <p>Officer described its approach for identifying, tracking and managing outcomes for members with complex needs.</p> <p>Officer described its approaches for assisting members during transitions, including case managers, the care teams. That includes, but not limited to, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, and members transitioning to add blood.</p>	<p>Officer provided a description of its approach for assisting members with complex needs and identifying members who would benefit from high-need case management.</p> <p>Officer described strategies for integrating physical health and behavioral health services within its case management approach.</p> <p>Officer described its approach for identifying, tracking and managing outcomes for members with complex needs.</p> <p>Officer described its approaches for assisting members during transitions, including case managers, the care teams. That includes, but not limited to, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, and members transitioning to add blood.</p>	<p>Officer provided a description of its approach for assisting members with complex needs and identifying members who would benefit from high-need case management.</p> <p>Officer described strategies for integrating physical health and behavioral health services within its case management approach.</p> <p>Officer described its approach for identifying, tracking and managing outcomes for members with complex needs.</p> <p>Officer provided a detailed description of its process for assisting members during transitions, including case managers, the care teams. That includes, but not limited to, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, and members transitioning to add blood.</p>	<p>Officer provided a description of its approach for assisting members with complex needs and identifying members who would benefit from high-need case management.</p> <p>Officer described strategies for integrating physical health and behavioral health services within its case management approach.</p> <p>Officer provided a detailed description of its process for assisting members during transitions, including case managers, the care teams. That includes, but not limited to, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, members transitioning from other care settings, and members transitioning to add blood.</p>
<p style="text-align: center;">Rating</p>				
1	1	4	2	1

EVALUATOR FULL NAME (FIRST AND LAST)	David Isakov
EVALUATOR TITLE	Medical Management Manager DHCS
DATE	Nov 13, 2023
SIGNATURE	
EVALUATOR FULL NAME (FIRST AND LAST)	Dr. Megan Wilson
EVALUATOR TITLE	Integrated Care Administrator-DGI
DATE	Nov 14, 2023
SIGNATURE	
EVALUATOR FULL NAME (FIRST AND LAST)	Sarah O'Neil
EVALUATOR TITLE	Medical Management Supervisor DHCS
DATE	Nov 14, 2023
SIGNATURE	
EVALUATOR FULL NAME (FIRST AND LAST)	Scott Wittman
DATE	Nov 16, 2023
SIGNATURE	