




## COVID-19 Response

Since the start of the Public Health Emergency, AHCCCS has prioritized efforts to ensure access to care for members and maintain the ongoing viability of the provider network, including streamlining provider enrollment, providing continuous eligibility to existing members, waiving member premiums and co-pays, enhancing the telehealth/telephonic services benefit, and expanding the respite care benefit.



*AHCCCS received the Leadership in Policy award from ASU Center for Applied Behavioral Health Policy for policy changes implemented to address COVID-19 needs.*

### Public Health Emergency Flexibilities

**54 requests**

*to CMS for programmatic changes to address health needs during the pandemic*

### Telehealth



**382,472**

*unique members served by telehealth between Mar. 3-Aug. 14*

### Housing



**500**

*COVID-positive members experiencing homelessness identified through Homeless Management Information System data-sharing, giving AHCCCS ability to rapidly reach these members*

### Emergency Grant Awards

#### SAMHSA Emergency COVID-19 Grant

**\$2,000,000**

*To address needs of individuals with any mental diseases, serious mental illness, and/or substance disorders, through Aug. 2021*

#### SAMHSA COVID-19 Emergency Response for Suicide Prevention Grant

**\$800,000**

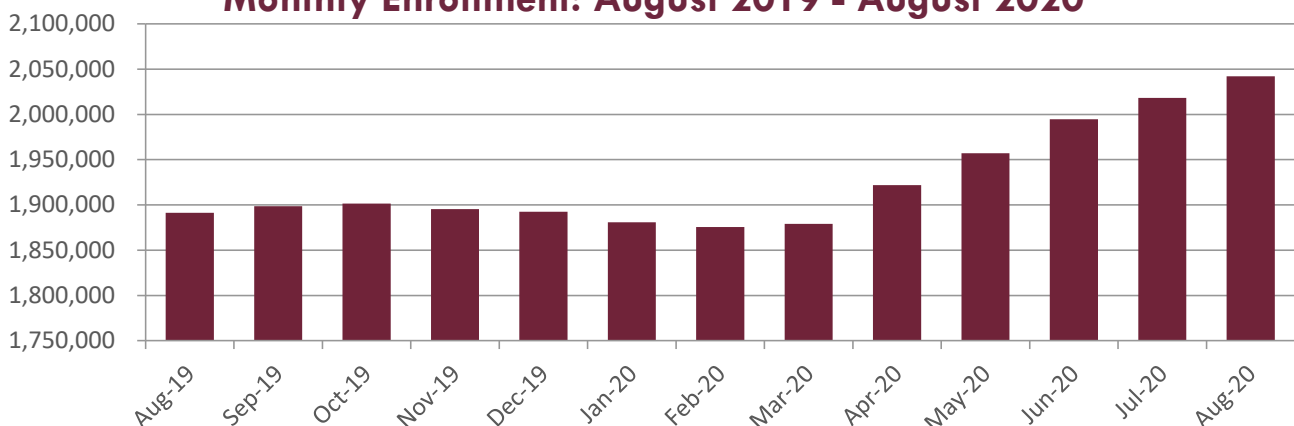
*To reduce the rate of suicides and domestic violence in Pima County, through Nov. 2021*

#### FEMA Crisis Counseling Program - Immediate Services Program

**\$976,750**

*To increase availability of individual and group crisis counseling services for all Arizonans with focus on healthcare workers, youth, families, those 65 and older, and tribal communities*

### Monthly Enrollment: August 2019 - August 2020



## Quarterly Enrollment

Enrollment by Age				
	Oct-19	Jan-20	Apr-20	Jul-20
Child 0-17 (includes KidsCare)	763,023	752,139	765,425	794,048
Adult	1,138,388	1,128,776	1,156,577	1,157,594
TOTAL	1,901,411	1,880,915	1,922,002	2,018,356

Arizona Long Term Care System (ALTCS) Enrollment*				
*subset of total enrollment above				
	Oct-19	Jan-20	Apr-20	Jul-20
TOTAL	66,276	66,693	67,064	66,714

## Claims Processed

Medical Claims Processed By Health Plans Within 30 Days (or Contracted Deadline)			
Goal = 95% within 30 Days			
Oct-19	Jan-20	Mar-20	Jul-20
97.0%	97.8%	98.8%	98.4%



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**Health Information  
Exchange Participants**

**747**

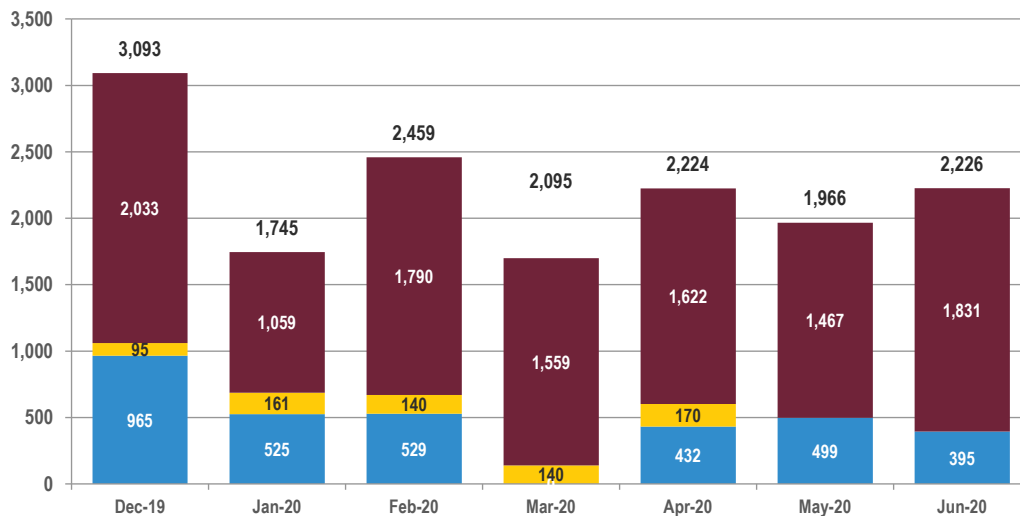
*health care provider organizations participate in Health Current, a health information exchange organization that shares data to improve patient care.*

AHCCCS Provider Enrollment Portal Launches Aug. 31.

**3.5 days**

*to enroll a new provider (on average)  
(Goal=30 days)*

## Addressing the Opioid Crisis



- Arizona State Opioid Response (SOR) Grant (unduplicated)
- Individuals Served by Arizona Opioid State Targeted Response (STR) Grant (unduplicated) \* Ended 4/30/20
- Individuals Served by Governor's Substance Use Disorder Services (GO SUDS) Fund (unduplicated)