2019 YEAR IN REVIEW

INNOVATIONS IN SERVICE DELIVERY

• **99% of AHCCCS members** are now enrolled in a fully integrated health plan that provides all physical and behavioral health services.

• **Helicopter and equine transport** were added to the non-emergency transportation benefit, allowing tribal members who live at the bottom of the Grand Canyon to more easily access services.

• **Expanded telehealth** benefits increased access to services, especially for those living in rural and remote areas of the state.

• The Department of Economic Security, Division of Developmental Disabilities and AHCCCS successfully transitioned more than **34,000 members** with an intellectual or developmental disability into an integrated health plan for physical and behavioral health services.

• AHCCCS transitioned to a **new pharmacy benefit manager**, allowing access to more real time data and facilitating improved clinical outcomes.

• In a unique project focused on downtown Phoenix, AHCCCS’ contracted health plans, providers, and various community partners **housed 23 individuals** experiencing chronic homelessness.

• **Three new American Indian Medical Homes** were added, bringing the total to six and doubling the Agency’s ability to improve care coordination for members served in IHS and 638 facilities.

• **14,000+ students** received behavioral health services on school campuses.

• **Rideshare companies** became eligible to provide non-emergency medical transportation.

• Community partners administered more than **270,000 Naloxone** doses, reversing at least 8,000 opioid overdoses.

• **49% of individuals** leaving a correctional setting **received at least one Medicaid services within three months** of release.

• **41,000 underinsured and uninsured individuals with Opioid Use Disorder (OUD)** received services through the Arizona Opioid State Targeted Response Grant, the Arizona State Opioid Response Grant, and the Governor’s Substance Use Disorder Services Fund (Jan. 1-Nov. 30, 2019).

• A new **Division of Grants Administration** was created, enabling AHCCCS to better leverage grants management expertise within the agency and meet the needs of the broader community.

INNOVATIONS IN TECHNOLOGY

• All primary Medicaid information technology systems achieved a **99.99% up-time rate**, exceeding industry standards.

• **86% of Arizona Long Term Care System applications** are now processed within 45 days.

• **656 providers** participate in the Arizona’s Health Information Exchange, facilitating shared medical records and care coordination.

• Nearly **90% of eligibility renewal decisions** are processed automatically.

• The Office of Inspector General **completed 4,727** fraud investigations, a 77% year-over-year increase due to process improvement initiatives.