

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.