CLARIFICATION OF PROPOSAL RFP YH19-0001-AHCCCS COMPLETE CARE

AHCCCS requests that the Offeror describe how the Offeror anticipates Shareh Osman Ghani, Julia Brillhart, Pamela S. Tropiano, and Cassie Leavitt will be substantially involved in the ongoing operation of the Contract, if awarded, consistent with Paragraph 19, Page 297.

For convenience, we have included the resumes of the four employees as a separate attachment to this document.

None of these participating individuals is a contractor or consultant.

The roles of each specified individual during the implementation phase and ongoing operation of the Contract is as follows:

Shareh Ghani, MD: Dr. Ghani will serve as the interim Chief Medical Officer, Behavioral Health. He will be leading the clinical/medical components of the implementation with support from Dr. Caroline Carney, MD, MSc and Pam Tropiano. He will be involved in the hiring process of key clinical staff, develop and implement clinical workflows and policies, and build out the Integrated Health Neighborhood℠, which is our care coordination model.

Following the implementation, Dr. Ghani, will continue to oversee the Peer Review, Quality, Credentialing and Medical Management Committees and Departments. In partnership with Quality Improvement and Analytics, he will track outcomes including member and stakeholder satisfaction, clinical improvements, and utilization of services. Given Dr. Ghani's experience building Integrated Health Homes in Arizona, he will provide technical guidance for the ongoing performance improvement of our integration effort for physical and behavioral health providers, including health home initiatives. He will provide additional clinical leadership on an ongoing basis to ensure our evidence-based approach creates successful ongoing operations of the Contract.

Dr. Ghani has been involved with Magellan's health programs for more than eight years, is a part-time Arizona resident, and has been involved in the Arizona healthcare system for nearly 15 years.

Julia Brillhart, MSN: Ms. Brillhart will assist Mr. James Stringham, CEO of Magellan Complete Care of Arizona, in the operational areas of implementation for the Complete Care Program. This will include interviewing and hiring key organizational staff (claims, training, cultural competence, communication, systems of care, etc.), implementing the operational structures (policy/procedures, contract management, call center, compliance, etc.), and coordinating with the clinical team to adapt the Integrated Health Neighborhood℠ for GSA-specific elements. In particular, Ms. Brillhart will ensure that our operations address tribe-specific nuances to integrate care and share information through Health Information Technology for American Indian members. She will also provide support in achieving all requirements for Go-Live.

Following the implementation, Ms. Brillhart will continue to provide oversight and guidance for health plan operations of the Contract and the local Operations Lead will have a dotted line reporting relationship to her. Ms. Brillhart will continuously link our local operations to national best practices, resources, and innovations. Ms. Brillhart will continue to provide supervision, technical assistance, and consultation to the new operational leadership team on an ongoing basis to ensure a seamless implementation and successful ongoing operations of the Contract.

Ms. Brillhart has been involved with Magellan's health plan programs and operations for more than six years and has been involved in the healthcare industry for more than 25 years. In particular, she brings a unique combination of

clinical and operational expertise that has proven valuable in implementing Medicaid health plan operations, monitoring clinical and operational performance, and shaping clinical programs.

Pamela Tropiano, BSN, MPA: Ms. Tropiano will co-lead the clinical/medical components of the implementation with Dr. Ghani and Dr. Carney. She will work with the GSA-specific teams to implement the Integrated Health Neighborhood℠, our care coordination model, across all awarded service areas. She will interview potential clinical staff, develop clinical policies and implement clinical workflows. Ms. Tropiano will develop and oversee the Model of Care and Medicare-specific protocols for our companion Medicare Advantage D-SNP.

Following the implementation, Ms. Tropiano will continue to oversee the efficacy of Magellan's care coordination model and clinical programs. These programs include behavioral and physical health integration, care management, disease management, medical/utilization management and quality improvement. In partnership with the Quality Improvement department, she will track outcomes including member and stakeholder satisfaction, clinical improvements, and utilization of services. Ms. Tropiano will also train staff on Medicare-specific elements of our program and monitor performance to ensure the effectiveness and compliance of our D-SNP. The Vice President of Health Services will have a dotted line reporting relationship to Ms. Tropiano in order to ensure national best practices are integrated and customized with local plan operations.

Ms. Tropiano has 35 years of experience in nursing and nearly 20 years of experience in health plan administration. Since 2014, she has been directly involved in Magellan's health plan program readiness, implementation, oversight and development of program enhancements. Prior to Magellan, she held senior-level positions on both the provider and payer side, including a Senior Vice President role at CareSource from 2007 to 2014.

Cassie Leavitt, MA, LPC: Ms. Leavitt will lead the integration efforts for the physical and behavioral health providers and delivery system transformation, including the adoption of value based payment methodology to align provider incentives with member outcomes. She will be responsible for community outreach to educate providers, stakeholders and other external partners in preparation for the transition to the Complete Care Program. In particular, she will provide education and training to address the complex needs of special populations and improve health outcomes, including collaboration with tribal nations and addressing challenges for members who interface with the criminal justice system. She will interview and hire key community outreach staff as well. Ms. Leavitt will establish performance metrics, goals, policies, procedures, and tools for community outreach to providers and stakeholders, respectively.

Following the implementation, Ms. Leavitt will maintain her role in leading community outreach efforts as we continuously collaborate with providers, stakeholders and other external partners to share best practices for integrating care, with a focus on special populations, and gather feedback for ongoing process and program improvement.

Ms. Leavitt is an Arizona resident. She has been involved with Magellan's health programs for more than five and a half years, assisted with the implementation of Magellan's Integrated Specialty Health Plan in Florida, led several successful readiness reviews, and has nearly 20 years of healthcare experience to include 17 years within in the Arizona healthcare system.