



## Future of RBHA Services

 **AHCCCS**  
Arizona Health Care Cost Containment System  
**ON THE ROAD**

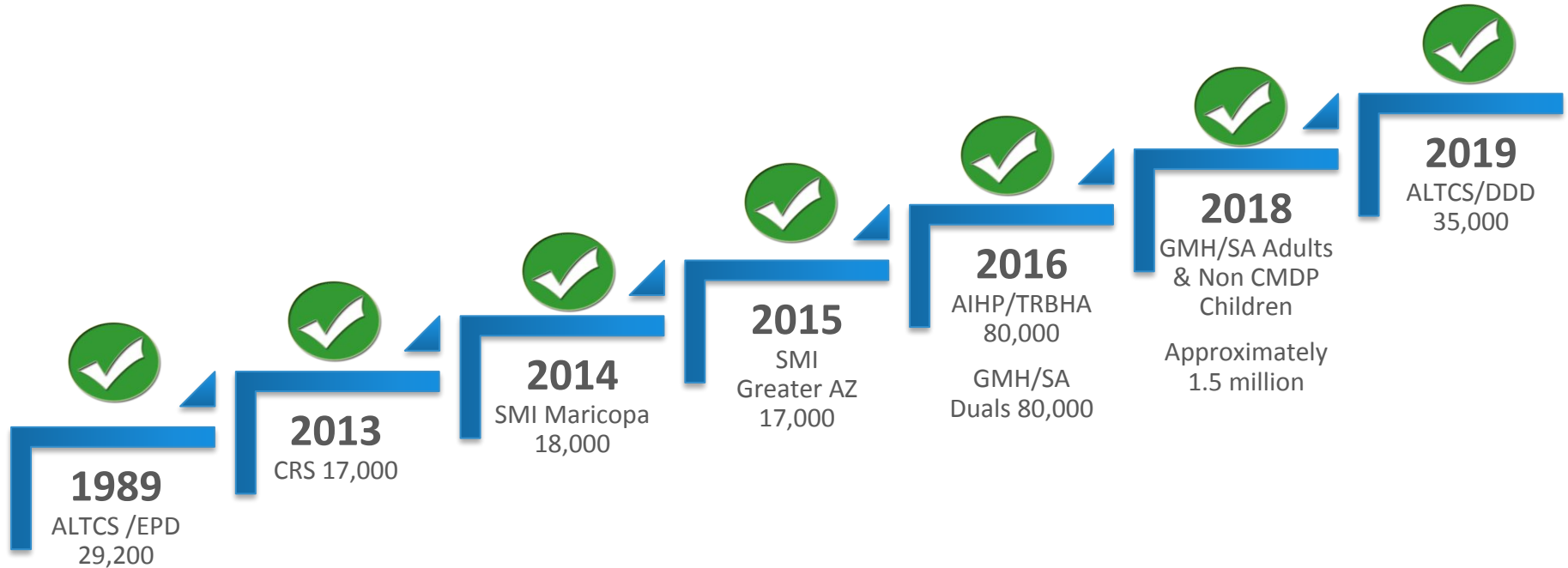




## Recent Integration Efforts



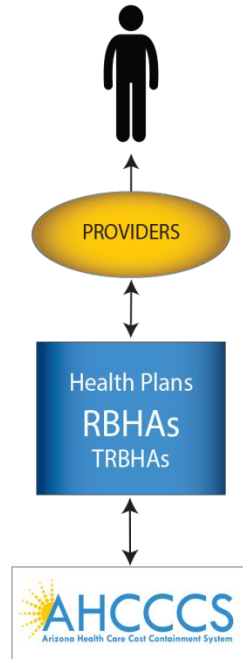
# Integration Progress To Date



## AHCCCS Complete Care

- A HUGE step to integrate healthcare in a single ACC Health Plan that:
- Includes physical and behavioral healthcare service providers (including CRS – 18k)
- Manages the provider network for all healthcare services
- Provides comprehensive managed care for the whole person

# Integration at all 3 Levels



## Integrated Clinics for medical and behavioral

- **Individuals with SMI**
- Oct 2018 – ACC/AIHP - 1.5M Children/Adults
- ALTCS DD (including all SMI)

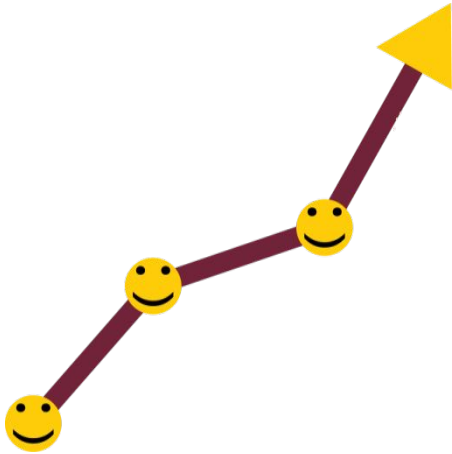
- ADHS/BHS joins AHCCCS 2015

# Integration Effort Outcomes

Does it help to get your physical and behavioral  
healthcare from one plan?

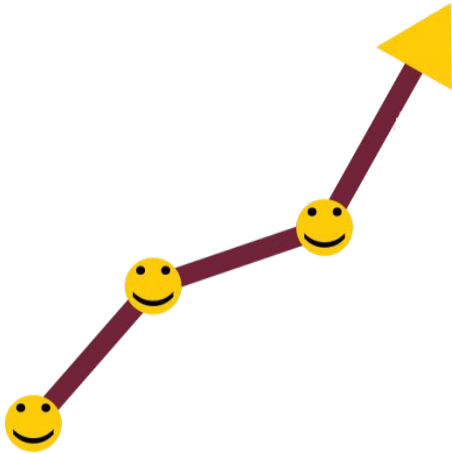
# SMI Integration Evaluation Findings

- All measures of ambulatory care, preventive care, and chronic disease management demonstrated improvement
  - Adult access to preventive/ambulatory health services: **+2%**
  - Comprehensive Diabetes Care - HbA1c: **+ 4%**
  - Medication management for people with Asthma (50% compliance): **+ 32%**
  - Medication management for people with Asthma (75% compliance): **+ 35%**



# SMI Integration Evaluation Findings

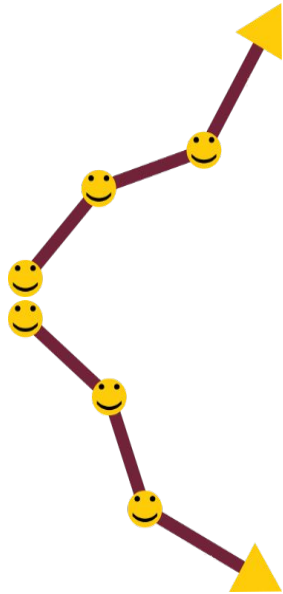
- All indicators of patient experience improved, with 5 of the 11 measures exhibiting double digit increases
  - Rating of Health Plan: + **16%**
  - Rating of All Health Care: + **12%**
  - Rating of Personal Doctor: + **10%**
  - Shared Decision Making: + **61%**
  - Coordination of Care: + **14%**





# SMI Integration Evaluation Findings

- Of the 8 hospital-related measures:
  - 5 measures showed improvement

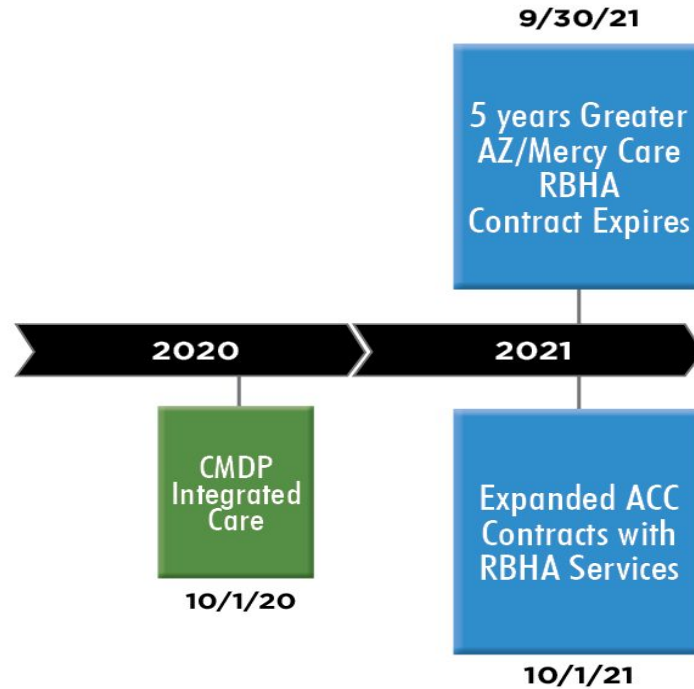


- Emergency Department Utilization rate **decreased by 10%**
- Readmission rate **declined by 13%**
- Admissions for short term complications for diabetes **decreased by 6%**
- Admissions for COPD/Asthma **decreased by 25%**
- 30-day post hospitalization for mental illness follow up rate **increased by 10%**

# Integration... still to go





# AHCCCS Contract Timeline





# RBHA Services Transfer RFI

# Find out more on [azahcccs.gov](http://azahcccs.gov)



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Home

AHCCCS Complete Care 

Building an Integrated Health Care System 

Integrated Delivery


Behavioral Health


Medicare & Medicaid (Duals)

Children's Rehabilitative Services

Justice Initiative

Targeted Investments

Payment Modernization 

Using Technology to Improve Patient Care 

## Behavioral Health

### The Future of Regional Behavioral Health Authority (RBHA) Service Delivery

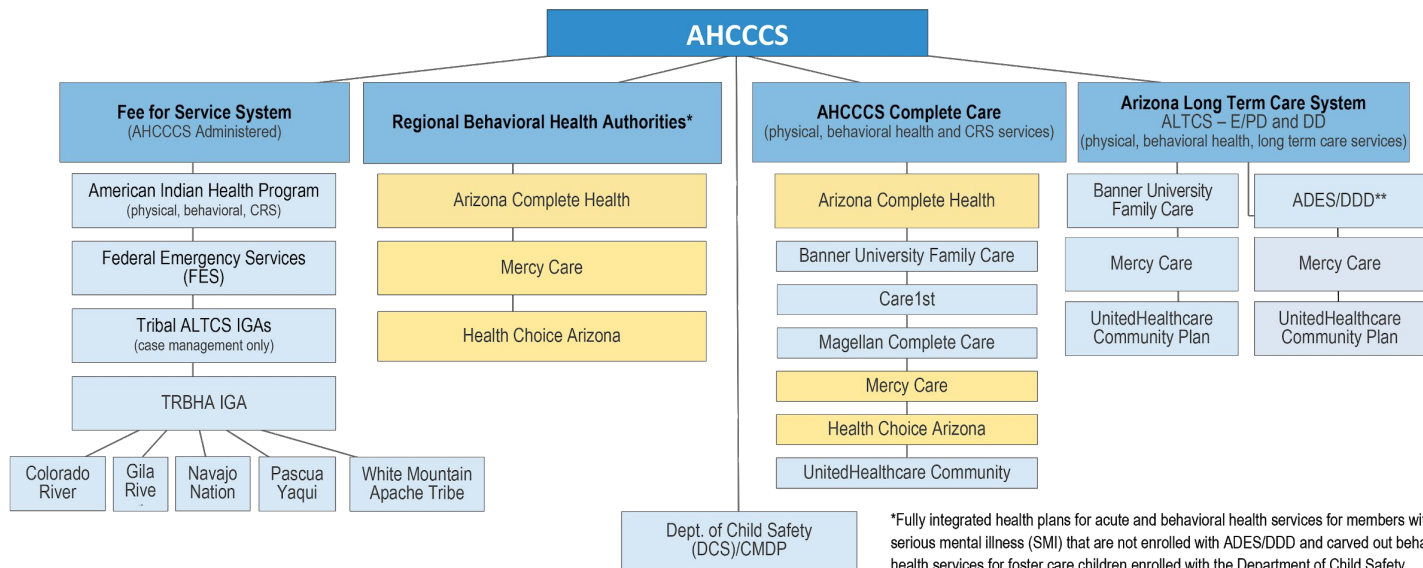
Although a significant portion of the [behavioral health service delivery](#) for adults and children has been moved to the AHCCCS Complete Care (ACC) plans, the RBHAs (that are all also contracted with AHCCCS for ACC services) continue to play a critical role providing the following services:

- Integrated physical and behavioral health services for members determined to have Serious Mental Illness (SMI). Enrollment in each geographic service area (GSA) as of April 1st for Title XIX and XXI covered members determined to have SMI:
  - North GSA - 5,745
  - Central GSA - 22,338
  - South GSA - 13,428
- Behavioral health services for members in the custody of the Department of Child Safety and enrolled in the Department of Child Safety/Comprehensive Medical and Dental Program (DCS/CMDP): April 1st enrollment – 12,859.
- Behavioral health services for Arizona Long Term Care System (ALTCs) members enrolled with the Department of Economic Security/Division of Developmental Disabilities (DES/DDD): April 1st enrollment – 33,556.
- Crisis Services including telephone, community-based mobile, and facility-based stabilization (including observation not to exceed 24 hours), and
- SAMHSA Grants and Other Non-TXIX/XXI funded services including housing.

### Planned Changes to RBHA Service Delivery

# AHCCCS Care Delivery System

## January 1, 2020



\*Fully integrated health plans for acute and behavioral health services for members with serious mental illness (SMI) that are not enrolled with ADES/DDD and carved out behavioral health services for foster care children enrolled with the Department of Child Safety.

\*\*ADES/DDD subcontractors to provide physical health, behavioral health, and limited LTSS services including: nursing facility, emergency alert, and rehabilitative physical health therapy for members age 21 and over. ADES/DDD to provide all other LTSS as well as a fee-for-service AHP program for American Indian members.

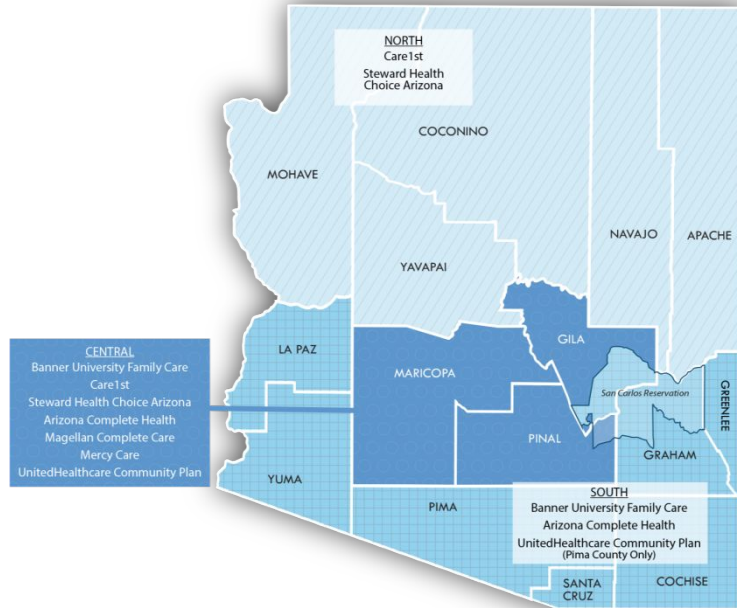
# Current status with RBHA services

Regional Behavioral Health Authorities (RBHAs) currently continue to provide and serve:

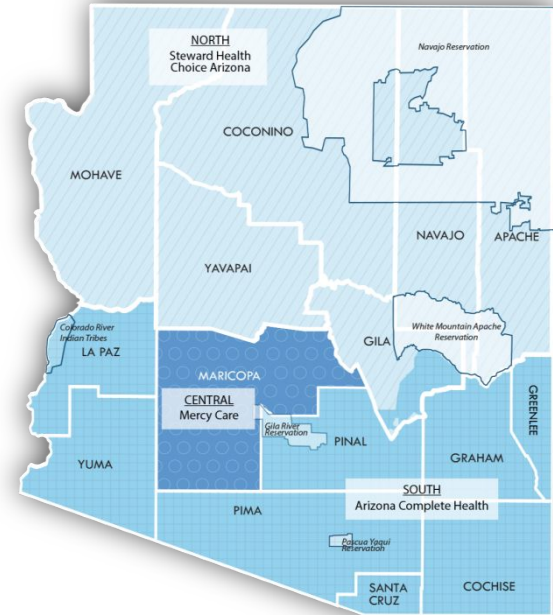
- Foster children enrolled in CMDP
- Individuals determined to have a serious mental illness (SMI)
  - Northern GSA TXIX Enrollment 5,848
  - Central GSA TXIX Enrollment 22,805
  - South GSA TXIX Enrollment 13,288
- Crisis services, grant funded, and state-only funded services

# Geographic Service Areas

## AHCCCS Complete Care (ACC) Services Map



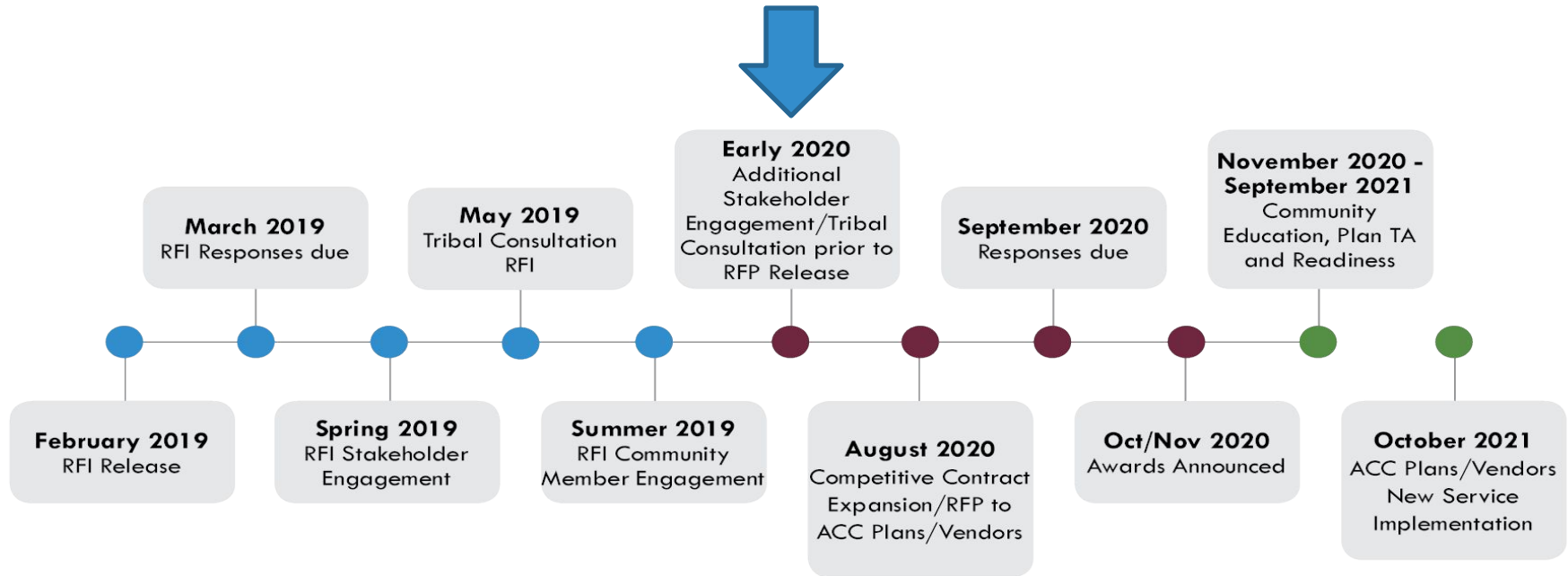
## RBHA/TRBHA and Crisis Services Map



Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.



# Next steps





# Major Decisions to Date

# Major Decisions for October 1, 2021

1. Mercy Care extended so all RBHA services will be transitioned at same time - Oct 2021
2. We will be limiting our RFP (or transfer of services) to the current ACC plans in each area - known contractors already with providers and members.

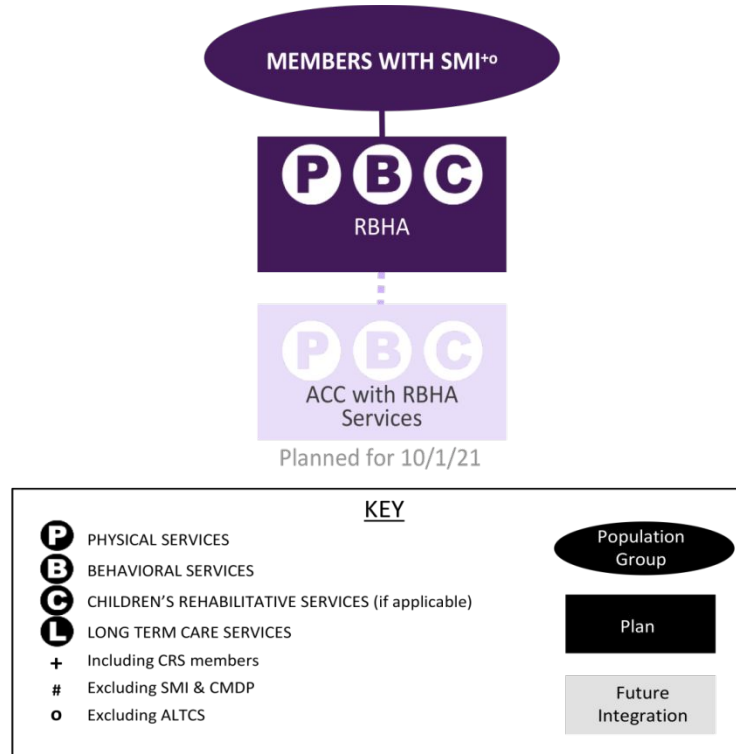
**ANNOUNCEMENTS**



## Major Decisions for October 1, 2021

- Allow for one ACC plan to provide expanded RBHA services in each Geographic Service Area.
- ACC Plan with expanded services will be called an ACC-RBHA. An ACC Plan with a Regional Behavioral Health “Agreement”.

# Members with SMI determination starting October 1, 2021



# Major Decisions

- Through Competitive Contract Expansion (CCE) one ACC Plan in each GSA to provide:
  - Integrated service to individuals with SMI,
  - Non-TXIX/XXI State and grant funded services
  - Crisis services
- AHCCCS will retain and administer portion of grant funds that currently goes to RBHAs for **prevention** services

# Major Decisions - Opt Out

- Opt out will remain for individuals with an SMI to continue to “opt out” of receiving physical health services from the ACC-RBHA. Member will be transferred to a different ACC Plan in the same GSA in order to provide physical health services; member must meet one or more of the conditions outlined in the AHCCCS 1115 Waiver and our [policy](#).

# Major Decisions - Crisis Services

- ACC-RBHA in each GSA to be responsible for providing crisis services to all individuals within their awarded GSA.
  - mobile crisis teams
  - crisis stabilization services
- ACC-RBHAs will be required to collaborate to contract with a single, statewide crisis phone vendor responsible for implementing an easy to use, 24/7 crisis phone number and crisis response system including mobile team dispatch.



# Major Decisions - Housing

- As part of the CCE process, AHCCCS will issue an RFP for a single statewide Housing Administrator contracted directly with AHCCCS effective October 1, 2021.
- The Housing Administrator will be responsible for management and administration of all AHCCCS permanent supportive housing subsidies funded through state-appropriated housing and supported housing dollars.

# Major Decisions - Housing

- Key responsibilities of the Housing Administrator will include, but not be limited to, acceptance of referrals from all AHCCCS programs, waitlist oversight, housing quality inspections, legal compliance, verification of eligibility documentation, member briefings, subsidy payments, renewals and required housing reporting.
- Review and award of SMI Housing Trust Fund monies for capital projects for members determined SMI will remain with AHCCCS as will oversight and distribution of housing funds to the TRBHAs.
- AHCCCS may employ a phased in approach for implementation of the Housing Administrator.

# Major Decisions - Court Ordered Evaluation

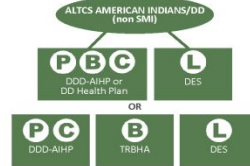
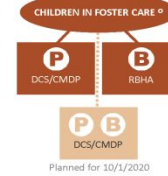
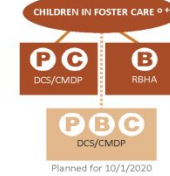
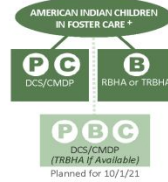
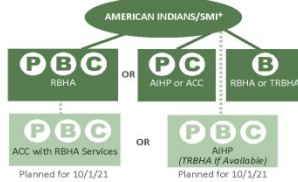
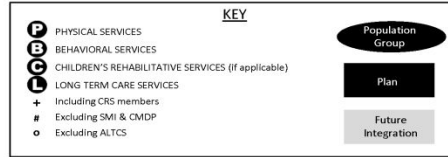
- Pursuant to A.R.S. §36-545.06, counties are required to ensure that the services of a screening agency and an evaluation agency are provided for purposes of Arizona Revised Statutes Title 36, Chapter 5, Articles 4 and 5. (“Title 36”).
- Counties have the authority to enter into an Agreement with AHCCCS and/or the ACC-RBHA pursuant to A.R.S. §11-952, 11-251, 11-291 and 11-297 (A) (2).
- County-delegated administration and payment responsibility for Court Ordered Evaluation (COE) services may continue to be administered by the ACC-RBHA Plan in each geographic service area when there is agreement

# Major Decisions - Tribal Regional Behavioral Health Authority

Although the meaning of the acronym “RBHA” is changing, the acronym “TRBHA” will remain unchanged and continue to be the abbreviation for Tribal Regional Behavioral Health Authority. As noted in a previous posting, a successful AHCCCS Complete Care Offeror that is awarded an expanded a Contract under this Competitive Contract Expansion will be referred to as an AHCCCS Complete Care Plan with a Regional Behavioral Health Agreement (ACC-RBHA).

# AHCCCS Complete Care Integration

## 2020-2021 AHCCCS DELIVERY SYSTEM INTEGRATION



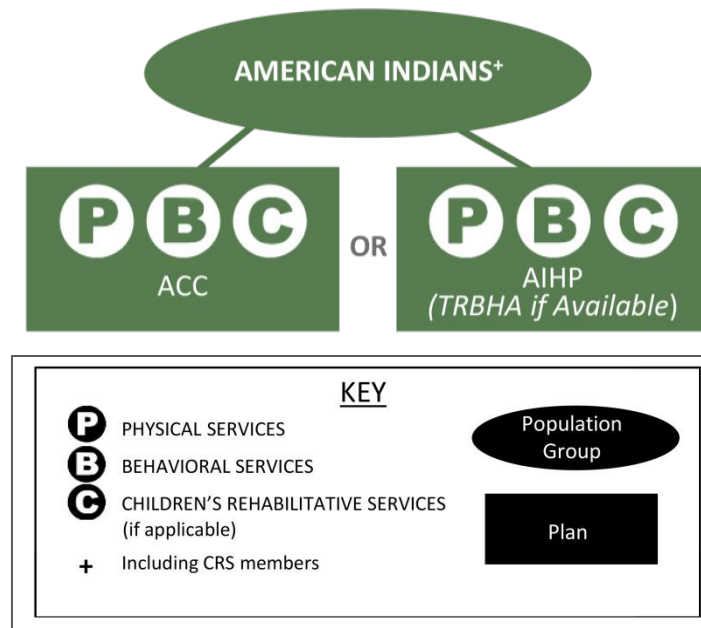
Rev: 1/21/2020

# American Indian (AI/AN) Members

- AHCCCS held Tribal Consultation in Arizona on November 5, 2019 to discuss:
  - Should AI/AN members with SMI continue to have choice of enrollment with portions of their services delivered through managed care, AIHP and TRBHAs?
  - Should choices and service delivery be consistent with ACC choice for members not determined to be SMI, allowing integrated options?

# Supporting Choice for AHCCCS Members who are American Indian (Not SMI)

- Integrated choices for the Non-SMI population (includes CRS):
  - AIHP or AIHP and TRBHA; or
  - An ACC Plan
  - AI members can still access services from an IHS or 638 facility at anytime regardless of enrollment

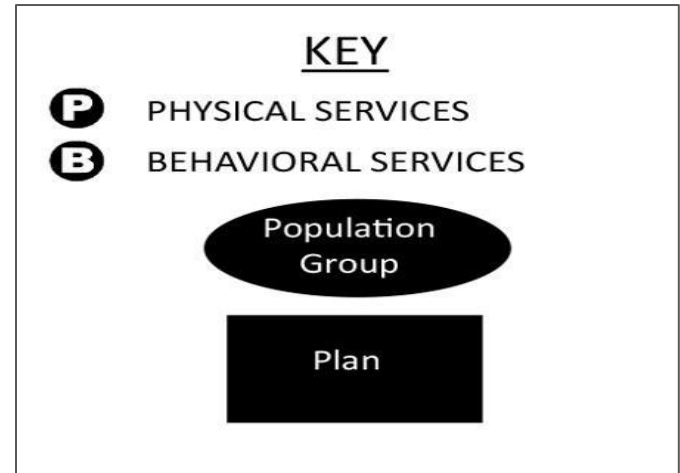
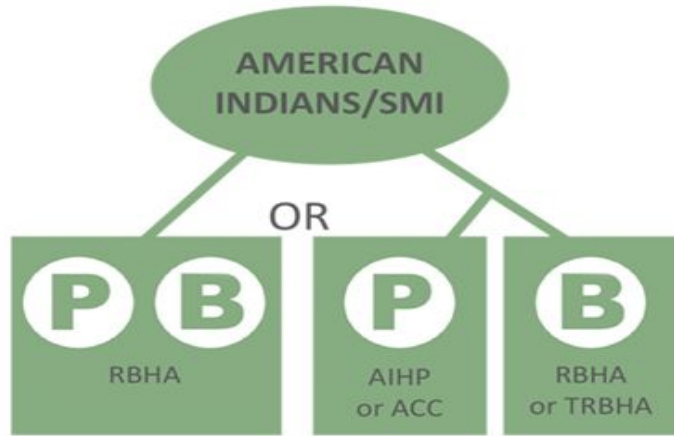


# Major Decision - Consistent Options for AI/AN members with SMI

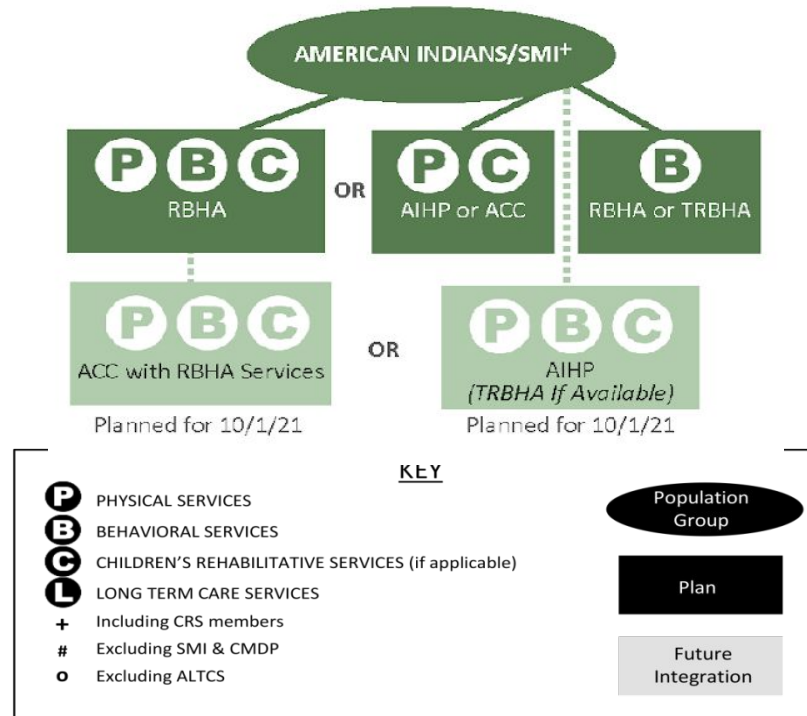
- Integrated choices:
  - AIHP or AIHP and TRBHA; or
  - An ACC-RBHA Plan for all services
- Members enrolled in AIHP for physical health services and a RBHA for behavioral health services will transfer to AIHP on October 1, 2021.
- AI members can still access services from an IHS or 638 facility at anytime regardless of enrollment and can change between AIHP and managed care as they do today.



# Members who are American Indians with SMI determination - TODAY

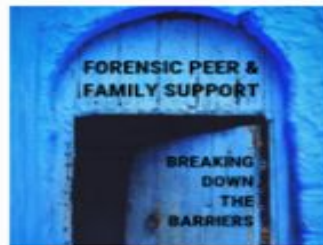


# Members who are American Indians with SMI determination – October 2021



# Question regarding OIFA

- AHCCCS, RBHAs and ACC Plans are required to have an Individual and Family Affairs (OIFA) Administrator and unit including a member liaison for adults and children. Any thoughts?



# Question regarding SMI Specific Responsibilities

- What should AHCCCS consider to maintain focus on the needs of individuals with an SMI as the responsibilities are blended within one plan?



# 1115 Waiver & State Plan Overview

# 1115 Waiver & State Plan Overview

- States have flexibility in designing the their Medicaid program, and they can change aspects of their program at any time
- However, states must apply for and receive approval from the Centers for Medicare and Medicaid Services (CMS) before making changes to the program
- Two ways a state can go about changing their program:
  - A State Plan Amendment (SPA)
  - A Waiver

# State Plan vs. 1115 Waiver

	State Plan Amendment	1115 Waiver
<b>Submission to CMS</b>	Proposed changes to Medicaid State Plan. Changes must comply with federal Medicaid requirements.	Formal request to have certain federal Medicaid requirements waived
<b>What States Can Request</b>	Can address any aspect of Medicaid program administration--e.g. eligibility, benefits, services, provider payments, etc.	Seek changes that cannot be implemented through state plan amendments.
<b>Budget Requirements</b>	No cost or budget requirements	Budget neutral for the federal government
<b>Approval Process</b>	90 day clock that can be suspended if CMS request information from state.	Approval process includes robust public notice process and extensive negotiations with CMS.
<b>Duration of Approval</b>	Permanent	Time limited. Must be renewed every 5-years.

# Arizona's 1115 Waiver Renewal

- Arizona's current waiver scheduled to expire September 30, 2021
- Arizona will submit an 1115 Waiver Renewal packet by September 30, 2020



# Current 1115 Waiver Authorities

- Mandatory Managed Care
- Integrated RBHAs for SMI members
- Home and Community Based Services (HCBS)
- Administrative simplifications (e.g. managed care operation, eligibility determination, payments to certain providers)
- AHCCCS Works
- Waiver of Prior Quarter Coverage for all members (except pregnant women and children under age 19)

# Whole Person Care Initiative (WPCI)

- AHCCCS is exploring opportunities to address social risk factors that impact health outcomes of members
- Potential interventions may include:
  - Housing
  - Non-medical transportation
  - Services to address social isolation
- AHCCCS may need 1115 waiver authority to implement WPCI services

# WPCI Feedback

- What should AHCCCS consider as we think through the Whole Person Care Initiative?

## AHCCCS Whole Person Care Initiative (WPCI)

[Update Me on Whole Person Care](#)

There is growing national attention on the impact social factors can have on a person's health and well-being. It is believed that a person's socio-economic status, behaviors, and physical environment contribute more to health outcomes than access to health care. AHCCCS understands these complex issues and has historically worked to provide housing, employment, criminal justice, non-emergency transportation as well as home and community-based services interventions to our members, which facilitates the appropriate utilization of Medicaid services, while also utilizing a broad range of funding sources for services that are not available under the Arizona Medicaid program.

AHCCCS announces the Whole Person Care Initiative to augment our options to address social risk factors. We welcome our community's continued partnership as we strive to improve the health of Arizonans. Additional programmatic details will be released over the next several months. If you would like to sign up for email notifications when new information please click the link above.

News

Resources

Send Feedback to AHCCCS on the Whole Person Care Initiative

# Next Steps

What other feedback should AHCCCS consider during our next step of integration?

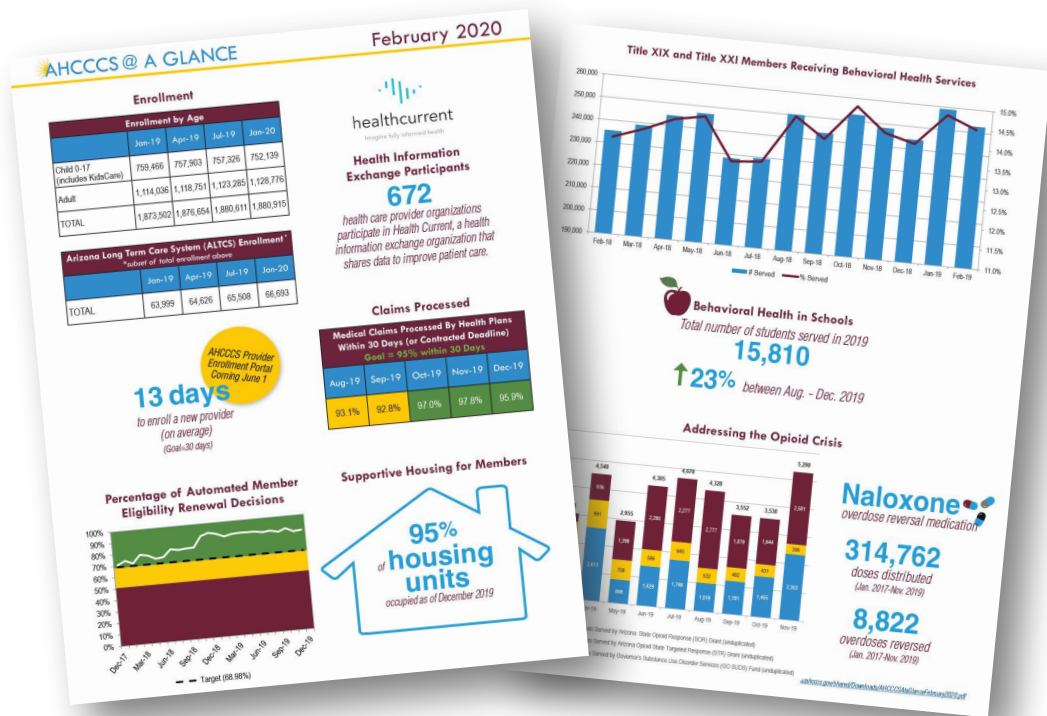


A silhouette of a person standing with their arms raised in a 'V' shape, symbolizing victory or triumph. The person is positioned in the center-right of the frame. The background is a clear blue sky with a few birds flying in the upper left. In the foreground, there is a field of tall, thin grasses. The entire image has a blue tint.

Be your own advocate with resources...

# AHCCCS at a Glance

<https://www.azahcccs.gov/shared/Downloads/AHCCCSAtaGlanceFebruary2020.pdf>



# Empower yourself... ONE-PAGERS

## Info at a Glance

Download and print these handy one-page fliers to help you navigate behavioral health care needs and advocate for you and your family.



### Your Health Care Rights

You have a voice and a choice in your health care decisions. Learn how to be your own advocate.

[Behavioral Health Respite in the Children's System](#)

[Dual Eligibles](#)

[What is Special Assistance](#)

[Substance Use Treatment Options](#)

[Dental Coverage](#)

[No Wait Lists](#)

[You Have a Voice and Choice](#)

[Hospital Discharge Plan](#)

[Standards Appointment Availability](#)



### Navigation Tools

Use these tools to help you navigate the system.

[Non Emergency Medical Transportation \(NEMT\)](#)

[How to Update Your Mailing Address](#)

[How to Keep Yourself and Others Safe When Calling 9-1-1](#)

[Sharing Health Information With Family and Friends Of Adult Members](#)



### Foster Care, Kinship and Adoptive Families

If you are a foster parent or kinship/adoptive caregiver, learn more about your health care choices.

[Foster Care Resource Packet](#)

[Crisis Services for Children in Foster Care Bilingual](#)

[Crisis Services for Children in Foster Care \(Spanish\)](#)

[BHS Children in Foster Care Bilingual](#)



### Peer-Run and Family-Run Organizations

Familiarize yourself with the family support services available to you from family-run organizations.

[Family and Other Supports](#)

[Family and Other Supports \(Spanish\)](#)

[Family-run Organizations](#)

[Peer-Run Organizations](#)



### Formal Complaints (Grievances)

If you have a complaint or concern with a provider about the quality of care or services, you may file a formal complaint (also known as a member grievance). Here's how to do that, and the process you can expect AHCCCS to follow:

[Grievances for adults on ALTCSS with a Serious Mental Illness](#)

[Grievances in the Children's System](#)

[Filing an SMI Grievance](#)

[Filing a Complaint Regarding Services for Adults with a Serious Mental Illness \(SMI\)](#)

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Facing a Challenge? Tell Us About It!



# Office of Human Rights 2019 Highlights



OHR participated in . . .



**488** hospital discharges wherein our advocacy role was crucial statewide



**47** jail discharges wherein our advocacy role was crucial statewide.

OHR was able to assist . . .



**110** members to avoid homelessness



**197** members to a lower level of care, promoting least restrictive environment.



# Office of Individual and Family Affairs 2019



**24 one-pagers**

*posted online*

*completed*  
**OIFA 2.0**

**SUBSCRIBE**



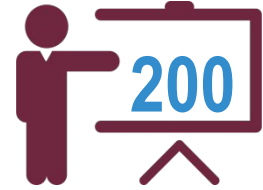
**2,000**

*weekly newsletter  
subscribers.*



**10,880**

*engagement  
interactions with  
community member*



*trainers and students  
trained by the peer and  
family career academy*

**5,100**

*community members engaged*



Questions?

Thank You.