



EXHIBIT A: OFFEROR’S CHECKLIST

The Offeror must complete the Offeror’s Checklist. The Offeror’s Checklist must be submitted with the Proposal and shall be the initial pages of the Proposal. The Offeror’s Checklist includes all submission requirements for the Proposal. It is the Offeror’s responsibility to ensure it has submitted all requirements in the RFP notwithstanding the items included in the Offeror’s Checklist.

In the column titled “Offeror’s Page No.,” the Offeror must enter the appropriate page number(s) from its Proposal where AHCCCS may find the Offeror’s response to the specified requirement. Refer also to the **requirements** outlined in RFP Section G: Instructions to Offerors.

Enter Offeror Name:	FasPsych, LLC	
OFFEROR’S CHECKLIST		
Submission Requirement	RFP Section	Offeror’s Starting and Ending Page No. (e.g. 1-3)
Offeror’s Completed and Signed RFP Solicitation Page and Offer and Acceptance Form	RFP Section A Bidders’ Library	2-3
Offeror’s Signed Signature Page(s) for each Solicitation Amendment	Refer to Bidders’ Library	4-6
Completed and Signed Offeror’s Certification Regarding Boycott of Israel	RFP Section H, Exhibit B	7
Conflict of Interest Disclosure	RFP Section G	8
Proposed Subcontracts Template	RFP Section H, Exhibit E	9
Method of Approach		
Submission Requirement 1 [3 page limit for narrative portion, 5 page limit for workflows, charts, diagrams and written descriptions – Total of 8 page limit for this submission requirement]	RFP Section G	10-16
Submission Requirement 2 [2 page limit]	RFP Section G	17-18
Submission Requirement 3 [3 page limit]	RFP Section G	19-21
Submission Requirement 4 [4 page limit]	RFP Section G	22-25
Cost Bid Submission Workbook [Excel]		
Pricing Schedule Template worksheet	RFP Section G	26
Detailed Budget Template worksheet	RFP Section G	26
Experience and Expertise of the Firm and Key Personnel		
Submission Requirement 1 [5 page Limit]	RFP Section G	27-31
Insurance		
Intent to Provide Certificate of Insurance	RFP Section G	32

	Notice of Request for Proposal
	SOLICITATION # YH18-0017
	SMI ELIGIBILITY DETERMINATION

**SECTION A:
SOLICITATION PAGE**

Procurement Officer:

Mark Held
Senior Procurement Specialist
AHCCCS
701 E. Jefferson, MD5700
Phoenix, Arizona 85034

Telephone: 602-417-4094
E-Mail: SMIEligDet_RFP@azahcccs.gov
Issue Date: March 15, 2018

LOCATION: ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM ADMINISTRATION (AHCCCS)
Procurement Office (First Floor)
701 E. Jefferson, MD 5700
Phoenix, AZ 85034

DESCRIPTION: SMI ELIGIBILITY DETERMINATION

PROPOSAL DUE DATE: MAY 14, 2018 AT 3:00 P.M.
ARIZONA TIME

Pre-Proposal Conference: A Pre-Proposal Conference has NOT been scheduled.

QUESTIONS CONCERNING THIS SOLICITATION SHALL BE SUBMITTED TO THE PROCUREMENT OFFICER NAMED ABOVE, IN WRITING, VIA E-MAIL BY MARCH 26, 2018 5:00PM ARIZONA TIME ON THE QUESTIONS AND ANSWERS FORM PROVIDED WITH THIS RFP. ANSWERS TO ALL QUESTIONS WILL BE POSTED ON THE AHCCCS WEBSITE IN THE FORM OF A SOLICITATION AMENDMENT FOR THE BENEFIT OF ALL POTENTIAL OFFERORS.

In accordance with A.R.S. §36-2906, which is incorporated herein by reference, competitive sealed proposals will be received electronically as required in this Solicitation, until the time and date cited. A listing of the Names of the Offerors who submitted a proposal by the correct time and date will be posted to the AHCCCS website.

Late proposals shall not be considered.

Proposals must be submitted electronically as required in this Solicitation document.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the person named above. Requests should be made as early as possible to allow time to arrange the accommodation.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

	Notice of Request for Proposal
	SOLICITATION # YH18-0017
	SMI ELIGIBILITY DETERMINATION

**SECTION A:
OFFER AND ACCEPTANCE FORM**

The undersigned Offeror hereby agrees to provide all services in accordance with the terms and requirements stated herein, including all exhibits, amendments, and final proposal revisions (if any). Signature also certifies Small Business Status.

Arizona Transaction (Sales) Privilege Tax License No.:

For clarification of this offer, contact:

Name: Abraham Barton

Federal Employer Identification No.:

20-8454744

Title: President/Chief Executive Officer

E-Mail Address:

abraham.barton@faspsych.com

Phone:

480-970-9097

FasPsych, LLC

Company Name

8687 E. Via de Ventura, Ste. 310

Address

Scottsdale

AZ

85258

City

State

Zip



Signature of Person Authorized to Sign Offer

Abraham Barton

Printed Name

President/Chief Executive Officer

Title

CERTIFICATION

By signature in the Offer section above, the Offeror certifies:

- The submission of the offer did not involve collusion or other anti-competitive practices.
- The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 2009-09 or A.R.S. §§41-1461 through 1465.
- The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
- The Offeror _____ is / is **not** a small business with less than 100 employees or has gross revenues of \$4 million or less.
- The Offeror is in compliance with A.R.S. §18-132 when offering electronics or information technology products, services, or maintenance; and
- The Offeror certifies that it is not debarred from, or otherwise prohibited from participating in any contract awarded by federal, state, or local government.

ACCEPTANCE OF OFFER (to be completed by AHCCCS)

Your offer, including all exhibits, amendments and final proposal revisions (if any), contained herein, is accepted. The Contractor is now bound to provide all services listed by the attached contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by AHCCCS.

The Contractor is cautioned not to commence any billable work or to provide any material or service under this Contract until Contractor receives purchase order, contract release document or written notice to proceed.

This contract shall henceforth be referred to as

Contract No. _____.

CONTRACT SERVICE START DATE: _____.

AWARD DATE: _____.

MEGGAN HARLEY, CPPO, MSW, AHCCCS Chief Procurement Officer



Douglas A. Ducey, Governor
 Thomas J. Betlach, Director

SOLICITATION AMENDMENT #1		
YH18-0017 SMI Eligibility Determination	Solicitation Due Date: April 2nd, 2018 May 14th, 2018 3:00 pm Arizona Time	Chief Procurement Officer: Meggan Harley Email: <u>SMIEligDet_RFP@azahcccs.gov</u>

A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL: 	SIGNATURE: SIGNATURE ON FILE
TYPED NAME: Abraham Barton	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE: President/Chief Executive Officer	TITLE: Chief Procurement Officer
DATE: 5/3/18	DATE:

SOLICITATION AMENDMENT #2		
YH18-0017 SMI Eligibility Determination	Solicitation Due Date: May 14 th , 2018 3:00 pm Arizona Time	Chief Procurement Officer: Meggan Harley Email: SMIEligDet_RFP@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

1. RFP Section G, Instructions to Offerors

5. Proposal Information

- a. Requirements for Electronic Submission of Proposal: An Offeror shall upload its Proposal to the secured location on the SFTP server. The Offeror is required to request and obtain access to the unique SFTP folders listed below and as delineated in RFP Exhibit C in order to gain access to the Data Supplement as described in Section G and for the Offeror to be able to upload its Proposal. Instructions for access to the SFTP server are included in RFP Section H, Exhibit C. The number of individuals permitted to sign up for the SFTP per Offeror is limited to three. The SFTP is organized as shown below:

Folder: RFP YH18-0017

- Sub-Folder: Bidder files
 - Sub-Folder: Data Supplement
 - Sub-Folder: <Offeror's Name>
 - Sub-Folder: Cost Bid Submission
 - Sub-Folder: Proposal

2. Exhibit C: SFTP Instructions

The deadline to request access to the SFTP is: ~~Thursday, April 05, 2018~~ **Tuesday, May 1st, 2018. No requests for access will be considered after this date. Failure of any Offeror to request access to the SFTP server by this date will result in the Offeror being unable to submit a proposal for this RFP.**

3. Solicitation Amendment #1

Solicitation Amendment #1 is corrected to revise the Solicitation Due Date to be May 14th, 2018 3:00 pm Arizona Time.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL: 	SIGNATURE: SIGNATURE ON FILE
TYPED NAME: Abraham Barton	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE: President/Chief Executive Officer	TITLE: Chief Procurement Officer
DATE: 5/3/18	DATE:

SOLICITATION AMENDMENT #3		
YH18-0017 SMI Eligibility Determination	Solicitation Due Date: May 14th, 2018 3:00 pm Arizona Time	Chief Procurement Officer: Meggan Harley Email: <u>SMIEligDet_RFP@azahcccs.gov</u>

A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

1. The solicitation contact person is updated to be:

Meggan Harley, Chief Procurement Officer
602-417-4538
SMIEligDet_RFP@azahcccs.gov

2. RFP Section D, Paragraph 9, Administrative Requirements

Subcontracts: The Contractor may delegate responsibility for services and related activities under this Contract, subject to the limitations outlined in this section, but remains ultimately responsible for compliance with the terms of this Contract. The Contractor shall oversee, and is accountable for any functions and responsibilities that it delegates to any subcontractor.

Subcontracts or delegated agreements with another entity for the purpose of conducting or rendering SMI Eligibility Determinations are prohibited. Additionally, the Contractor shall not delegate the administration or performance of the notice or grievance and appeal processes. Contracting with qualified clinicians who meet the requirements set forth within this Contract, in order to complete SMI Eligibility Determinations, is permitted.

3. Section G, Paragraph 6, Contents of Offeror's Proposal

Each submission requirement below must be submitted utilizing 8½" x 11" one sided, single spaced, type written pages and must be limited to the page limit indicated. Double spacing must be utilized between paragraphs. All responses (including narrative text, headers, footers, graphics, tables, etc.) shall be in Calibri 11 point font or larger with borders no less than ½". Erasures, interlineations, or other manual modifications in the Proposal are prohibited. All pages of the Offeror's Proposal must be numbered sequentially. Numbering of pages shall continue in sequence through each separate section. Each section of the Proposal shall be clearly labeled and contain all information requested in this Solicitation.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL: 	SIGNATURE: SIGNATURE ON FILE
TYPED NAME: Abraham Barton	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE: President/Chief Executive Officer	TITLE: Chief Procurement Officer
DATE: 5/3/18	DATE:

SECTION H: EXHIBITS

EXHIBIT B: OFFEROR'S CERTIFICATION REGARDING BOYCOTT OF ISRAEL Contract/RFP No. YH18-0017

EXHIBIT B: OFFEROR'S CERTIFICATION REGARDING BOYCOTT OF ISRAEL

Recognizing legislation has been enacted to prohibit the State from contracting with companies currently engaged in a boycott of Israel, to ensure compliance with A.R.S. §35-393.01, this form must be completed and returned with the response to the solicitation and any supporting information to assist the State in making its determination of compliance.

As defined by A.R.S. §35-393.01:

1. "Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with Israel or with persons or entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:

(a) In compliance with or adherence to calls for a boycott of Israel other than those boycotts to which 50 United States Code section 4607(c) applies.

(b) In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.

2. "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, and includes a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate.

3. "Direct holdings" means all publicly traded securities of a company that are held directly by the state treasurer or a retirement system in an actively managed account or fund in which the retirement system owns all shares or interests.

4. "Indirect holdings" means all securities of a company that are held in an account or fund, including a mutual fund, that is managed by one or more persons who are not employed by the state treasurer or a retirement system, if the state treasurer or retirement system owns shares or interests either:

(a) together with other investors that are not subject to this section.

(b) that are held in an index fund.

5. "Public entity" means this State, a political subdivision of this STATE or an agency, board, commission or department of this state or a political subdivision of this state.

6. "Public fund" means the state treasurer or a retirement system.

7. "Restricted companies" means companies that boycott Israel.

8. "Retirement system" means a retirement plan or system that is established by or pursuant to title 38.

All Offerors must select one of the following:

My company **does not** participate in, and agrees not to participate in during the term of the contract a boycott of Israel in accordance with A.R.S. §35-393.01.

My company **does** participate in a boycott of Israel as defined by A.R.S. §35-393.01.:
By submitting this response, proposer agrees to indemnify and hold the State, its agents and employees, harmless from any claims or causes of action relating to the State's action based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the State in defending such an action.

FasPsych, LLC
Company Name
8687 E. Via de Ventura, Ste. 310
Address
Scottsdale AZ 85258
City State Zip


Signature of Person Authorized to Sign
Abraham Barton
Printed Name
President/Chief Executive Officer
Title



Conflict of Interest Disclosure

FasPsych currently contracts with 28 AHCCCS registered provider organizations to provide psychiatric staffing services. The psychiatric staffing services involve identifying sub-contracted (1099) qualified practitioners who provide services such as medication management. Practitioners render services under the direction and oversight of the provider agency, and all documentation is created and maintained within the provider agencies' systems. FasPsych does not have access to patient information or have any direct or indirect oversight or knowledge of practitioner services or clinical decision making, rather it operates solely as a staffing resource. All services rendered by practitioners are billed by the provider agency. FasPsych does not bill AHCCCS or any other payor for any services provided. Provider agencies pay FasPsych on a set rate for time worked, regardless of specific services or activities performed by the practitioner on behalf of the provider agency. Although these arrangements do not create a conflict of interest, if awarded this contract FasPsych will implement appropriate firewalls and other measures to avoid the appearance of a potential conflict of interest. FasPsych does not contract with or hold any Acute Care, CRS, ALTCS, RBHA, ACC Plan, TRBHA, or Tribal ALTCS contracts or participation agreements.

**REQUEST FOR PROPOSAL
YH18-0017**

EXHIBIT E: PROPOSED SUBCONTRACTS TEMPLATE

	Subcontractor Name	Contract Number	Physical Address	Mailing Address	Phone Number	Email Address	Description of Purpose of Subcontract
1	Crestline Advisors, LLC		4861 S. Vista Place Chandler, AZ 85248	4861 S. Vista Place Chandler, AZ 85248	602-502-0849	Susan.Dess@CrestlineAdvisors.com	operational and administration support services
2							
3							
4							
5							
6							
7							
8							
9							
1							



Method of Approach

Section 1:

1. Overview and description of how FasPsych will implement the Seriously Mentally Ill (SMI) determination process:

FasPsych has the human resources, processes, trainings, infrastructure, and contractor oversight necessary to effectively implement and operate a successful SMI Determination Program. By monitoring, tracking and analyzing our performance we maintain compliance with AHCCCS Policies, the Arizona Administrative Code and contractual responsibilities, while ensuring high quality SMI Determination and Decertification reviews, including appeals. FasPsych understands the SMI Determination and Decertification processes are one component of the larger state behavioral health system. Our significant background in working with system stakeholders and providers ensures coordination and communication facilitating timely and complete processing of SMI Determination packets and consistency in determinations.

Consistent Determination Process

As described in our response to question three and in full compliance with A.A.C R9-21-302, FasPsych will outreach to system and community stakeholders, to support identification and engagement of individuals appropriate for evaluation. If an individual, or their guardian/legal representative, requests an SMI Eligibility Determination, the individual meets with a qualified assessor at a service provider location to complete the SMI determination evaluation. The referring provider submits a complete SMI determination packet within one business day of completing the SMI Eligibility packet. During implementation and regularly thereafter, our provider training will include detailed instructions on how to complete and submit an SMI Eligibility Packet. The requirement for submission within one business day of the evaluation via FasPsych's online web portal will be emphasized during all provider training (**Refer to Appendix A**).

Upon receipt of an SMI Eligibility Packet, FasPsych assigns the case to an Eligibility Coordinator, who is responsible for ensuring the case is processed consistent with applicable requirements. The Eligibility Coordinator promptly reviews new SMI Eligibility Packets to verify that all required information is present, and all forms are complete, including:

- The SMI Determination Form (AMPM Policy 320-P, Exhibit 320-P-1)
- A current comprehensive assessment
- Current and signed consent forms, including consent for the evaluation
- A signed waiver of 3-day determination form
- A signed release of information
- At a minimum, past 6 months of clinically appropriate and relevant psychiatric and behavioral health medical records (if available) to support the determination and the qualifying diagnosis

The Eligibility Coordinator enters the determination deadline identified in the 3-day determination waiver into our electronic health record, Credible. If errors or omissions are identified in the SMI Eligibility Packet, or if past clinically appropriate psychiatric and behavioral health medical records necessary to complete the determination process are missing, the Eligibility Coordinator contacts the referring provider. The Eligibility Coordinator routes the packet to the assigned Qualified Reviewer and continues to monitor the case to ensure a determination is made within the required timeline.



The Qualified Reviewer makes a determination based on the SMI Eligibility Criteria and the records that are available within the review timeline. If the Qualified Reviewer and referring/evaluating provider disagree on the applicant's diagnosis or level of functional impairment, the Qualified Reviewer outreaches to the referring/evaluating provider to attempt to resolve the disagreement. If an agreement regarding the applicant's diagnosis or level of functional impairment cannot be reached, the Qualified Reviewer documents the specific reason(s) for disagreement in the applicant's record. Once sufficient information is received and reviewed to make a determination, the FasPsych Qualified Reviewer sends the SMI Determination form with the decision to an Eligibility Coordinator who logs the decision in the AHCCCS SMI Eligibility Determination Summary Report.

The Eligibility Coordinator completes a Notice of Decision and Right to Appeal Form, that is sent in writing to the member, referring provider evaluator and other designated personnel, the appropriate Regional Behavioral Health Authority (RBHA) or designated health plan, and AHCCCS (**Refer to Appendix B**).

Appeal Process

The Grievance Administrator is responsible for overseeing the processing of all appeals and requests for fair hearings in compliance with A.A.C R-9-21-401 and 408 and AHCCCS ACOM 444 and 445. Members, or their guardians/legal representatives, can file appeals either verbally or in writing within 60 days of the decision. Upon receipt of an appeal, designated Appeals Coordinator:

- Creates a unique docket number and log the information into Credible (date of appeal, date received, due date, if the appeal was received via the portal or by phone, member's conference preference, date of the conference and if the applicable name of second Qualified Reviewer and informal meeting date)
- Ensures that the appeal form is complete, timely and sent in with the original determination
- Notifies the member in writing that the appeal has been received, provide an overview of the appeal process and timelines
- Contacts the member and offer for the member to meet with a second Qualified Reviewer for an informal conference, based on the member's preference (face-to-face conference, a video conference or a teleconference) within seven days of filing the appeal to provide additional treatment information and history to be considered when rendering a decision
 - If the member is identified as needing special assistance and has not identified an advocate, the Appeals Coordinator contacts AHCCCS Office of Human Rights and request that an advocate be present to assist the client during the informal conference
 - Two days before sends in writing to the member and the member's advocate the date, time, locations, information on how to attend by phone or teleconference and the member's right to be represented by a designated representative of his/her choice
- If agreed upon, requests any additional clinically relevant information or medical records
- Monitor timelines for due dates
- Notifies, in writing, via certified mail, in the form of a decision letter and the member', the member, the referring provider designated personnel, the referring assessor, the Regional Behavioral Health Authority (RBHA) or designated health plan and AHCCCS of the decision. This written notification contains information on his/her right to appeal the second decision by requesting an administrative hearing. (**Refer to Appendix C**)



- When an administrative hearing is requested, FasPsych provides all requested records, comply with the rules as outlined in ACOM Policy 445 and provide appropriate representation at the hearing

2. Overview and description of how FasPsych will implement the SMI clinical decertification process:

A member who has an SMI designation or an individual from the member's clinical team may request FasPsych conduct an SMI Clinical Decertification review to reassess whether the member continues to meet SMI Eligibility criteria, and if not determine that the member is no longer SMI Eligible. The request for decertification and clinically relevant medical records will be submitted via the FasPsych web portal.

Upon receipt of the request the Eligibility Coordinator confirms the necessary information has been submitted and contact the referring provider, if additional information is needed, including how long it has been since the member received behavioral health services.

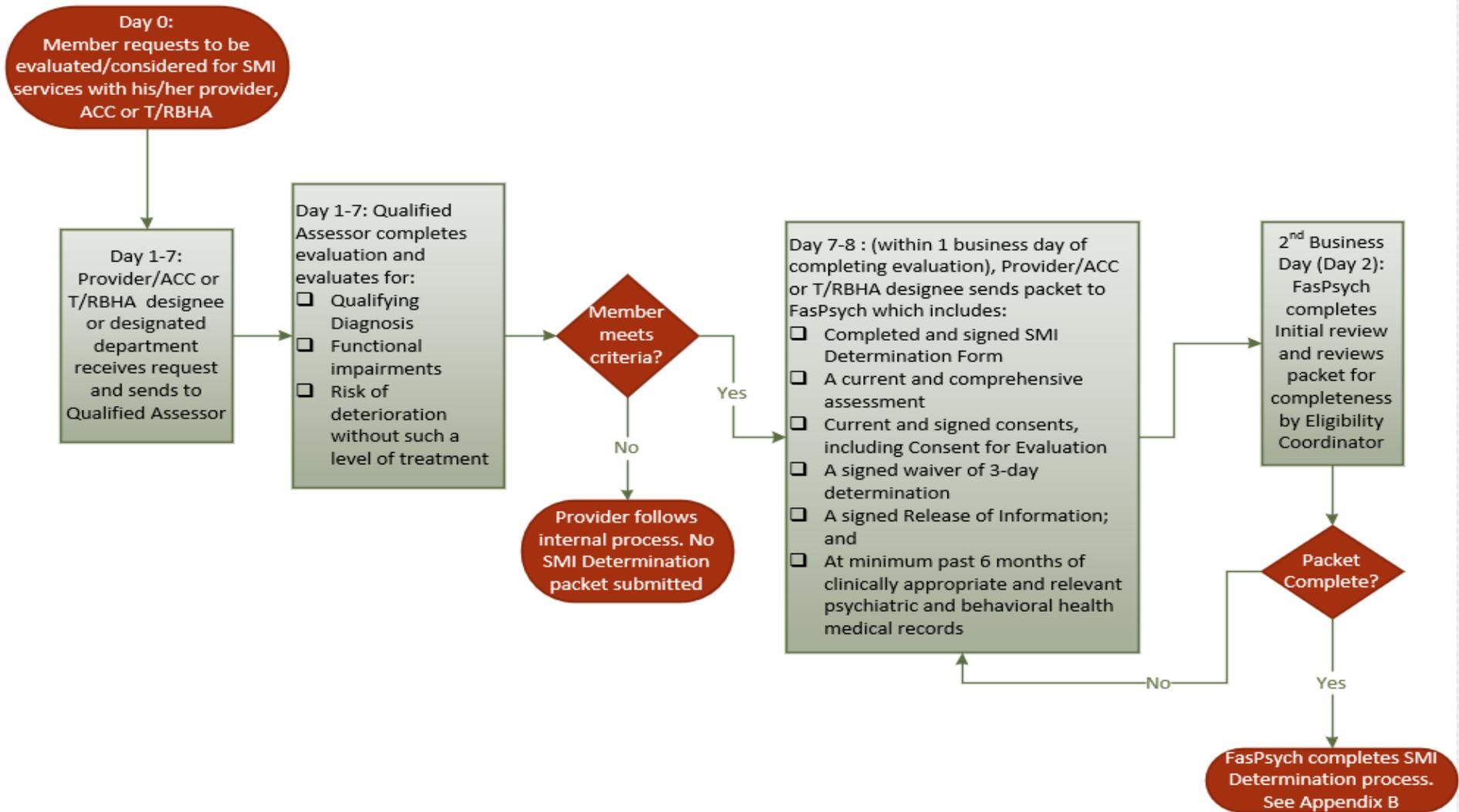
- If the member has not received behavioral health services for two or more years, FasPsych provides the member with instructions on how to submit a request for an administrative decertification with AHCCCS DHCM customer services.
- If the member has received behavioral health services within the prior two-year period, then the Eligibility Coordinator will proceed with the processing the Decertification review.

Once the Eligibility Coordinator confirms the Clinical Decertification process is applicable, the Eligibility Coordinator:

- Submits the request with the relevant information regarding the member's change in diagnosis, change in functional criteria and clinically relevant medical records to the Qualified Reviewer for review and decision on decertification
- After making the determination, the Qualified Reviewer forwards the decision to the Eligibility Coordinator for logging and final processing
- The Eligibility Coordinator provides written notification to the member, the referring providers' designated personnel, the referring assessor and all other required parties, of the status of the decertification. The written notice includes:
 - The determination of decertification decision
 - If applicable, the reason for denial of decertification
 - The information regarding the member's right to appeal
 - The statement that the TXIX/TXXI eligible member "will continue to receive needed TXIX/TXXI covered behavioral health services based on your behavioral health category"
 - Information on who to contact to request a new SMI determination at any time in the future

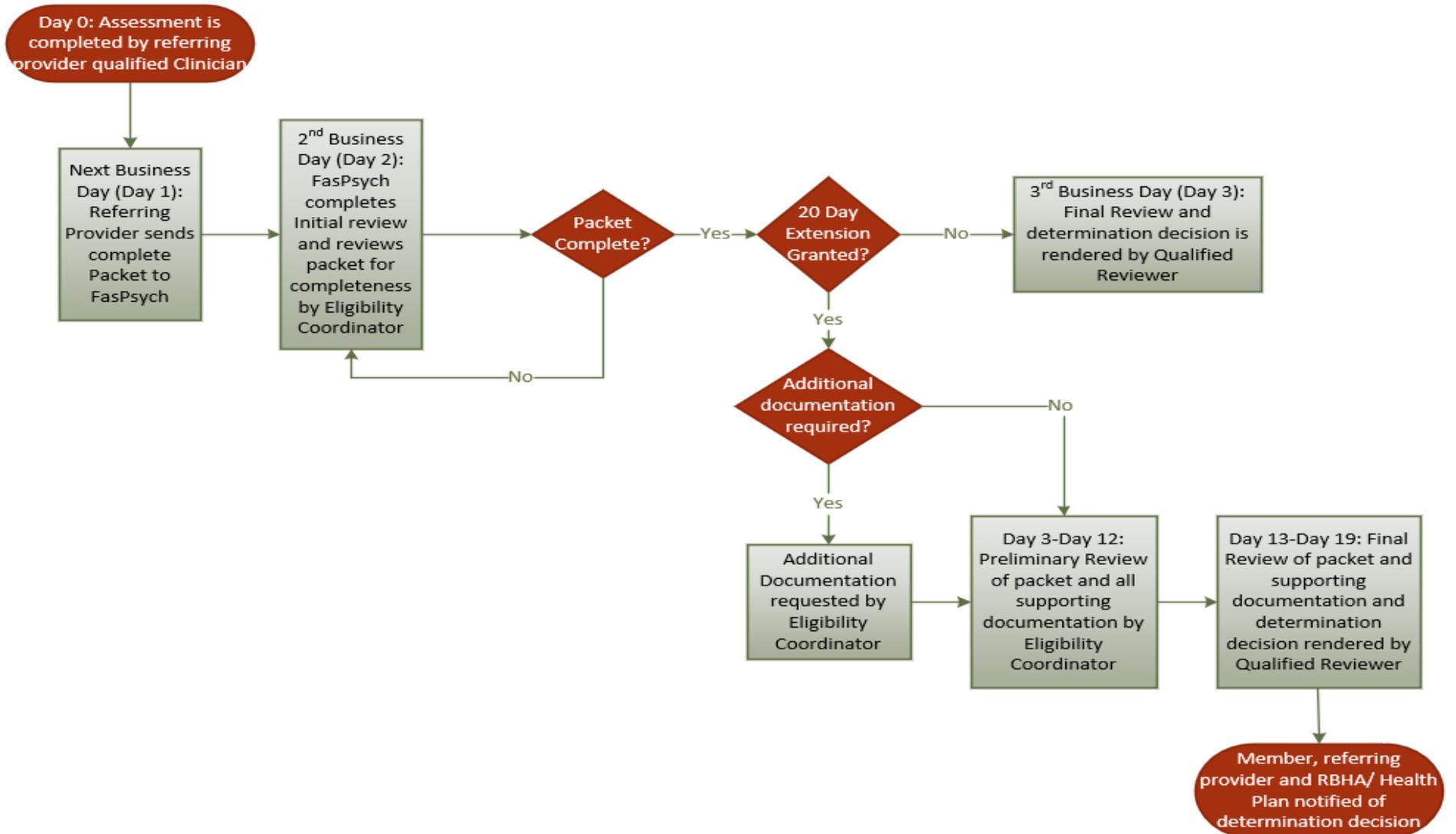


Appendix A- Provider SMI Determination Process:



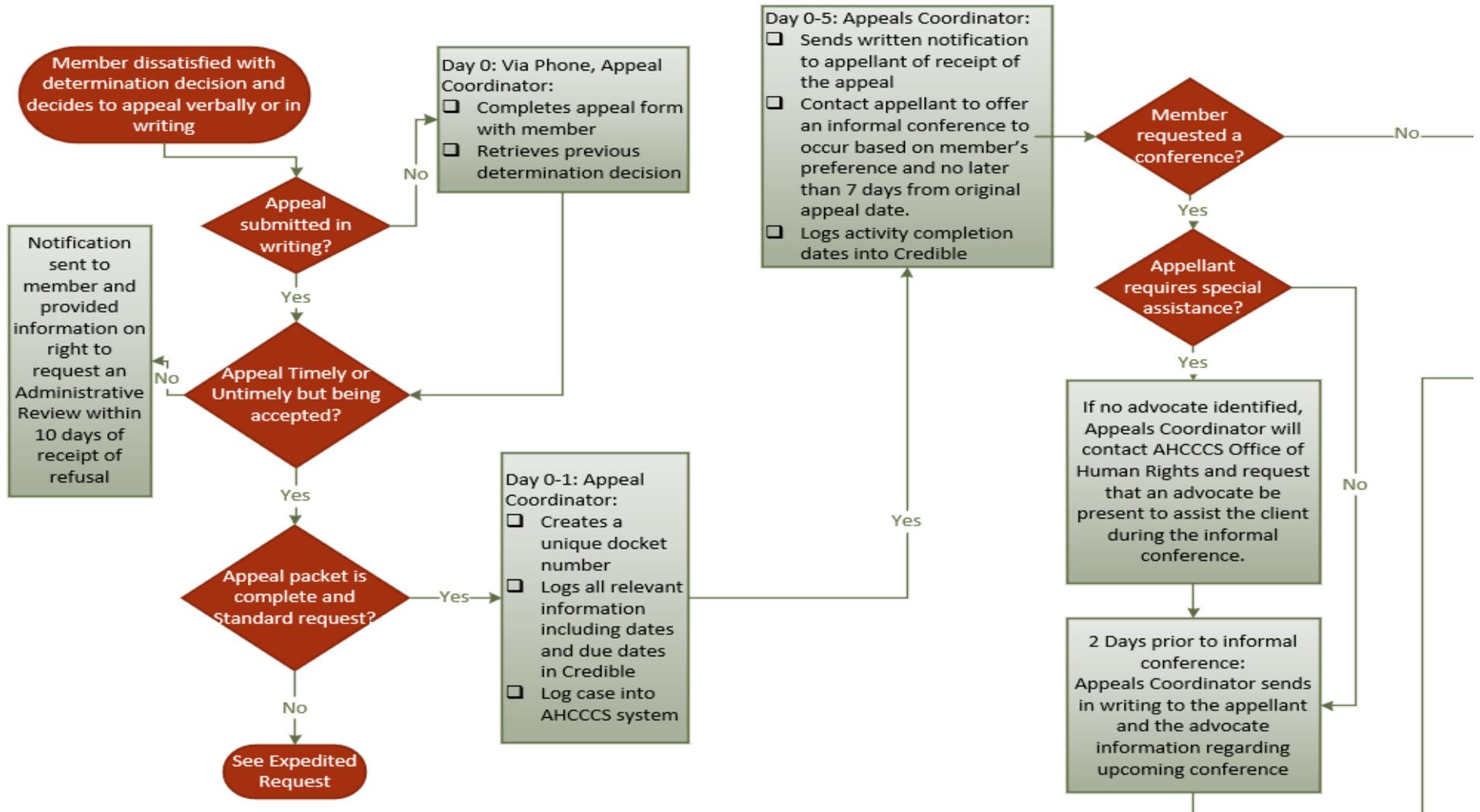


Appendix B- SMI Determination Process:





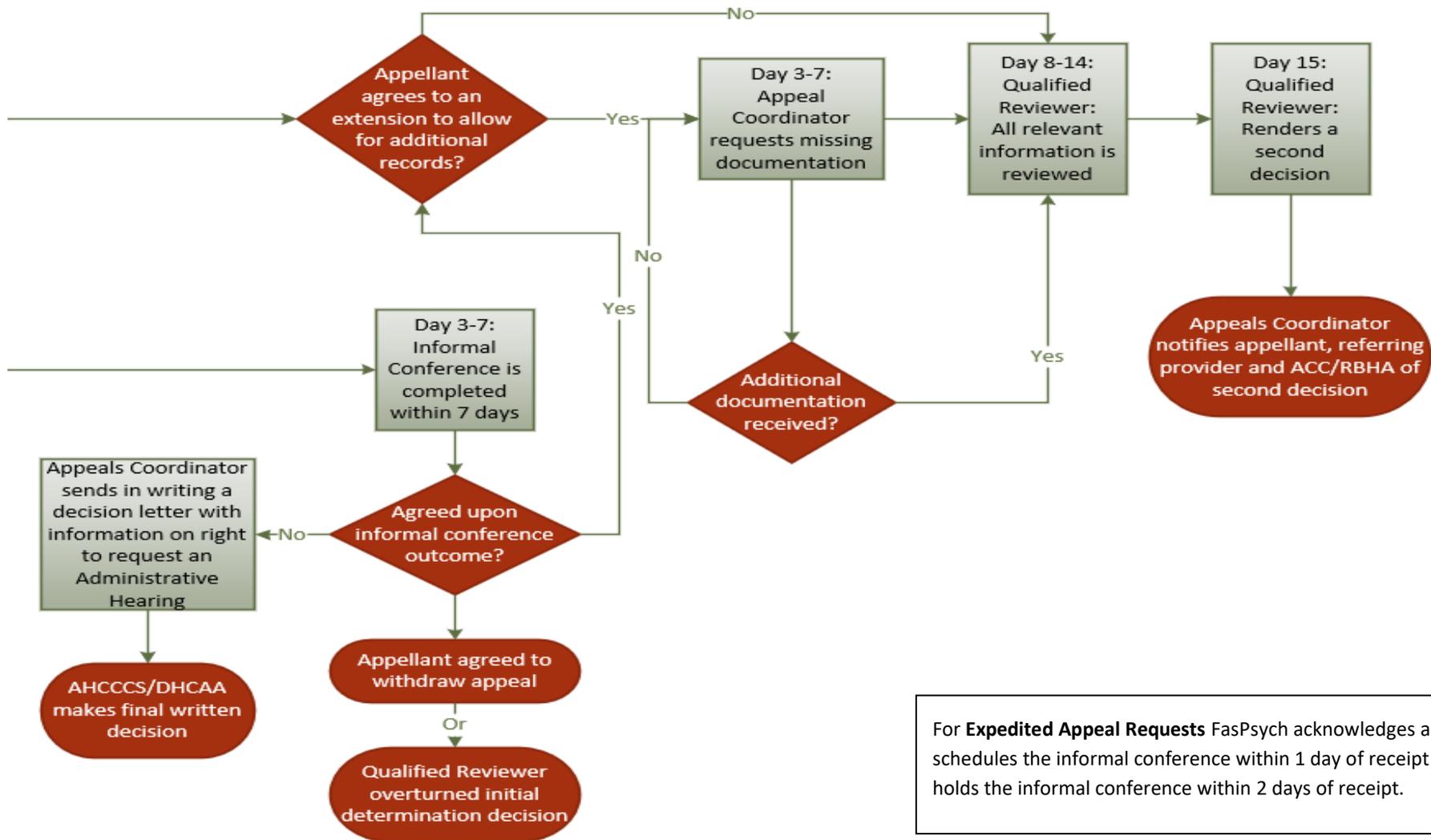
Appendix C- Appeals Process:



Continued on next page



Appendix C- Appeals Process Continued:



For **Expedited Appeal Requests** FasPsych acknowledges and schedules the informal conference within 1 day of receipt and holds the informal conference within 2 days of receipt.



Section 2:

1. Process for rendering SMI determinations pursuant to the timeliness requirements:

The Program Director is responsible for monitoring of day to day staff compliance with timelines, monitoring performance and developing improvement plans to improve efficiencies, presenting to the team areas for performance improvement, conducting training sessions and monitoring the corrective action plans . FasPsych uses Credible and SharePoint software, or similar HIPAA compliant technology, to enhance and facilitate document tracking and performance monitoring. Credible allows for role-based permissions, which enable sharing information among system stakeholders through our web-enabled certified HIPAA compliant, secure portals. Upon logging into Credible, timelines are electronically displayed on the home screen . All staff (Medical Director, Program Director, Qualified Reviewers, Eligibility Coordinators, etc.) have access to Credible and to the following information, displayed in a list format:

- Referrals by client name
- Due dates and Request Date
- Type of request (eligibility determination or decertification)
- Missing items
- Assigned Eligibility Coordinator and Assigned Qualified Reviewer
- Any items overdue will be highlighted in red

In addition to individual staff accountability for self-monitoring and ensuring compliance with timelines, the Program Director is responsible and accountable for monitoring compliance to ensure SMI determinations are completed pursuant to AMPM Policy 320-P and A.A.C. R9-21-302. The Program Director ensures staff re-training and disciplinary actions are taken when necessary.

SMI determinations may be delayed for a variety of reasons, including:

- The member or their guardian and/or designated representative requests an extension of time
- Additional documentation has been requested, but has not yet been received
- If there is insufficient functional or diagnostic information—which is defined as the information available to the reviewer is suggestive of two or more equally likely working diagnoses, only one of which qualifies as SMI and an additional piece of existing historical information or a face-to-face psychiatric evaluation is likely to support one diagnosis more than the other(s)—to determine SMI eligibility within the required time period.
- The evaluation or information cannot be obtained within the required time period due to the need for a period of observation or abstinence from substance use to establish a qualifying mental health diagnosis

FasPsych:

- Documents the reasons for the delay in the person’s eligibility determination record when there is an administrative or other emergency that will delay the determination of SMI status
- Requests and obtains the additional documentation needed, e.g., current and/or past medical records) and/or performs or obtains any necessary psychiatric or psychological evaluations
- The Qualified Reviewer communicates with the applicant’s current treating clinician, if any, prior to the determination of SMI, to gather sufficient information to determine the person’s level of functioning and to clarify any information



- If a member requires a period of observation or abstinence from substance use to establish a qualifying mental health diagnosis, FasPsych obtains an agreement to extend the review period for up to 90 (calendar) days

If the person refuses to grant an extension or the above steps do not result in sufficient information, FasPsych renders a decision no later than the due date based on the available information. If SMI eligibility is denied, the person will be notified of his/her appeal rights and the option to reapply.

2. Process for ensuring accuracy and adherence to clinical guidelines:

Qualified Reviewers use the SMI Eligibility criteria as identified in AHCCCS AMPM Exhibit 320-P for determining a member's SMI eligibility based on an applicant having:

- A qualifying ICD-10/DSM-V diagnosis, as identified in AHCCCS AMPM Exhibit 320-P-2 , and
- A functional impairment, resulting from the qualifying diagnosis. The functional impairment must have been present for most of the past twelve months or for most of the past six months and be expected to continue for at least six months. Functional impairments include the following:
 - Inability to live in an independent or family setting without supervision
 - Risk of serious harm to self or others
 - Dysfunction in role performance, or
 - Risk of deterioration without such a level of treatment
- Information obtained from the comprehensive assessment and all clinically relevant medical records

FasPsych ensures accuracy and adherence to the clinical guidelines and all process through the following:

- Providing training, approved by the Medical Director, within 30 days of hire and annually thereafter on the application of the SMI eligibility criteria for all Qualified Reviewers to support consistency in determinations
- Requiring all staff to complete training on the SMI Determination and Decertification processes, SMI Eligibility criteria, and member rights to support adherence and consistency in applying clinical guidelines and process
- Maintaining a comprehensive Quality Management program operating under the oversight of the Medical Director, that is responsible for monitoring and implementation of improvements including:
 - Inter-rater reliability peer review. Quarterly, a random sampling of all approved, denied and appealed SMI Determinations or focused reviews of outlier determination trends, completed in the previous quarter will be assigned to a second Qualified Reviewer who did not make the initial decision. Using a peer review record review tool, Qualified Reviewer's will review the SMI Determination for various performance indicators including but not limited to the completeness of documentation, compliance with timelines and agreement with the initial decision
 - Issuance of a corrective action plan by the Medical Director, including providing training, to those staff who have been identified to fall below the minimum performance standards of 90%
 - FasPsych recognizes the burden that inappropriate referrals for SMI Determinations can have on the system of care. Therefore, FasPsych monitors providers who submit SMI Determination referrals for over- and under-utilization activities and referral appropriateness. FasPsych will collaborate with the ACC's/RBHA's to implement corrective action activities to improve appropriate referrals
 - The results of internal audits and reports regarding the timeliness of all cases are reviewed monthly by the Leadership team to support early identification and response to areas of concern.



Section 3:

1. Process for engaging and partnering with system stakeholders (providers, AHCCCS Managed Care Organizations, T/RBHA's, Tribal ALTCS and other system stakeholders):

FasPsych appreciates the role the SMI Determination and Decertification processes have within the larger context of service eligibility and delivery under the AHCCCS system of care. Developing collaborative partnerships with system stakeholders is an important component to ensuring appropriate use of the resources in the SMI program and meeting the needs of eligible individuals. These collaborative partnerships will be particularly important during periods of significant system changes, such as the implementation and initial go-live period of the AHCCCS Complete Care contracts.

FasPsych's Program Director is responsible for overseeing the implementation and ongoing management of a multi-level approach to engaging system stakeholders, to ensure strong partnerships throughout the system transition and on an on-going basis. During the initial outreach period, FasPsych will work with system stakeholders to enter into any necessary confidentiality or business associate agreements, develop collaboration protocols and procedures, identify points of contact to support ongoing communication, and respond to system stakeholder concerns. FasPsych will monitor the effectiveness of its system stakeholder engagement through tracking and trending of ad hoc stakeholder feedback, grievance and complaint data, and satisfaction surveys. The results of the system stakeholder feedback will be utilized for ongoing improvements to partnerships and identification of stakeholders whom FasPsych will target for more intensive engagement initiatives.

AHCCCS Complete Care (ACC) Contractors and Regional Behavioral Health Authorities (RBHAs)

FasPsych Regional Eligibility Coordinator Leads will serve as the primary liaison for the ACC and RBHA organizations, under the supervision of the Program Director. These individuals will be responsible for outreaching to the ACC and RBHA organizations to identify and develop relationships with the appropriate departments within each organization, such as eligibility and provider relations. As the primary liaison, these individuals will act as a point of contact and ensure fluid communication and transparency with system stakeholders. The Regional Eligibility Coordinator Leads will also be responsible for providing the ACC and RBHAs with initial and ongoing education and training regarding the SMI Determination and Decertification processes, and for coordinating with ACCs and RBHAs for the distribution of informational materials for contracted providers and members.

TRBHAs and Tribal ALTCS

The FasPsych Tribal Liaison serves as the primary contact for engaging and partnering with TRBHA and Tribal ALTCS, as well as Indian Health Services (IHS) and tribal providers. Prior to implementation, the Tribal Liaison will work with the AHCCCS Division of Fee for Service management to ensure a clear understanding of the unique tribal delivery system, and options the each TRBHA and Tribal ALTCS programs has selected for the SMI Determination process. The Tribal Liaison will outreach to each of the TRBHAs and Tribal ALTCS programs to identify any areas of concern related to the SMI Determination process. The Tribal Liaison will also be responsible for outreaching to tribal providers, IHS and tribal communities to listen to needs and concerns, and to provide information and education regarding SMI services, eligibility criteria, and the determination process. A special focus will be made to outreach to rural tribal communities, who experience unique barriers and challenges to accessing care due to the limited service availability within their geographic areas.



Based on the feedback obtained during the course of the pre-implementation outreach, the Program Director and the Tribal Liaison will develop a strategic plan to improve outreach and engagement with tribal entities. The plan will be designed to respond to both systemic and individually identified areas of concern, with a dual goal of improving services and coordination with the tribal entities and effectively providing SMI Eligibility Determination related services outlined under the Intergovernmental Agreements (IGAs) AHCCCS has entered with the TRBHAs and Tribal ALTCS programs. The Tribal Liaison will be the primary point of contact throughout the implementation and ongoing performance of the contract. In this capacity, the Tribal Liaison will hold routine meetings with the TRBHAs and Tribal ALTCS programs to review any areas of emerging concern, to verify the review process is effective and achieving appropriate results and identify opportunities for improvement. During these meetings, the Tribal Liaison will provide the TRBHAs and Tribal ALTCS programs with routine reporting on applicant feedback and analysis of data related to each entities' members.

The Tribal Liaison provides assistance in the development of informational materials, including content for members, providers, and stakeholders that will available via FasPsych' s website. The Tribal Liaison is available to address any concerns that may arise and to coordinate with internal FasPsych staff to ensure proper processing and appropriate review of SMI Determination packets submitted for tribal members. This coordination includes working with the tribal clinical team or referring entity if a denial is expected to ensure cultural considerations and other applicable factors were considered.

Providers

Providers play a particularly critical role in identification and referral of individuals for SMI Eligibility Determinations. FasPsych appreciates that provider staff often balances multiple responsibilities to the members they serve. Therefore, we work to engage and partner with providers throughout the state, through a variety of strategic initiatives. Upon award and during implementation, the Program Director with the support of Regional Leads, will develop general informational materials regarding the SMI Determination and Decertification processes that will be distributed to providers across all areas of the state. FasPsych will collaborate with the ACC health plans and RBHAs to facilitate distribution of materials to their network of contracted providers. FasPsych will also develop online resources and educational materials for providers, including information regarding how to contact a FasPsych representative if additional assistance or training is needed.

FasPsych will outreach and engage provider agencies that are most likely to encounter individuals in need of an SMI Eligibility Determination. These provider agencies include outpatient behavioral health and hospital emergency department providers, integrated care clinics, FQHCs/RHCs, crisis system providers, and inpatient psychiatric facilities. Direct engagement allows FasPsych to provide more targeted information regarding the SMI Determination criteria and process, based on the variances between service providers and populations they serve. For example, outreach to a provider that serves a high volume of members experiencing homelessness may focus on opportunities to maintain applicant engagement throughout the process. These include how to reduce extensions needed to obtain additional records and coordination with the provider improve applicant engagement and contact throughout the determination process. Provider outreach activities will target unique aspects related to individuals with co-occurring disorders, adolescents who are 17.5 and may meet the criteria for SMI as an adult, and inmates of the Department of Corrections who are pending release within 6 months.



On an ongoing basis, FasPsych analyzes data trends and the impact of system changes, to identify providers and/or provider types to be targeted for more intensive engagement activities. For example, we will outreach to a provider showing a significant increase or decrease in the number of referrals submitted, providers identified as having a high volume of referrals resulting in an adverse determination, or a high volume of applicants with no-shows for their appointments, informal conferences, or Fair Hearings. FasPsych will also monitor submission sources to identify providers and/or provider types who may be under submitting applications, and outreach to ensure the provider has the necessary knowledge and information to support appropriate referrals.

Other System Stakeholders

The Program Director, with assistance from FasPsych leadership, will outreach to other system stakeholders, prior to implementation to address system stakeholder concerns and identify and develop communication and coordination mechanisms. These outreach and engagement activities will include impacted state, county and local agencies, such as the Department of Corrections, the Department of Juvenile Corrections, Adult and Juvenile Probation Departments, the Department of Child Safety, Mental Health Courts, hospitals, the Crisis Response Network and other behavioral health crisis providers. During the initial outreach period, FasPsych will work with these system stakeholders to develop collaborative protocols, including entering into necessary confidentiality and business associate agreements to support the sharing of information and coordination with such stakeholders.

2. Process for providing outreach and education to the community regarding the SMI eligibility process:

Outreach and education to community members is a critical element to ensuring individuals are appropriately referred for a SMI Eligibility review, to aid in gathering information that is relevant to the determination, and to improve individual engagement throughout the determination process. FasPsych will utilize a variety of outreach mechanisms to in providing education to the community regarding the SMI Eligibility process. FasPsych will participate in community events, meet with community groups, with a special focus on community groups that are working with homeless populations and individuals with substance use and criminal histories, who may be at increased risk of having an untreated qualifying disorder. The focus of attending community events and community group meetings will be to provide information regarding the qualifying criteria for SMI Eligibility, information regarding how to obtain an evaluation and the SMI Eligibility process. FasPsych will also utilize these outreach opportunities to solicit feedback from community agencies regarding the SMI Eligibility process and to identify opportunities for on-going improvement. In order to effectively outreach to all regions of the state, including rural areas, FasPsych will utilize both in-person and live webinar forums.

Additionally, FasPsych will maintain a website that provides community members with all required information, including how to obtain an evaluation, the information that is needed to complete an SMI Determination review, the criteria used to make a determination, an overview of the process, and information regarding applicant rights and appeals process. The website will also include information regarding how to request an SMI Decertification. FasPsych's website content and other community information will be written in easily understandable language and format, consistent with AHCCCS and federal standards. Information will also be made available in alternative communication formats and languages. FasPsych will inform individuals that such alternative formats and interpretation services are available free of charge.



Section 4:

1. Plan for training system stakeholders involved in the SMI Eligibility Determination Process:

System stakeholders' understanding of the SMI Eligibility Determination process and criteria is a key component to ensure appropriate and complete referrals are submitted consistent with required timelines, so that eligible individuals have access to needed services. FasPsych will dedicate the necessary resources to providing system stakeholders with the training and information to support timely and appropriate referrals. FasPsych will utilize multiple formats, to accommodate varied schedules, geographic locations and learning styles. These include small group sessions, live webinars that allow participants an opportunity to ask questions, and focused educational vignettes that will be available on the FasPsych website. Additionally, FasPsych's Program Director will train staff answering phone lives to assist with general questions and have Regional Eligibility Leads available to take calls related to escalated issues, such as urgent review needs, complex questions, and callers requiring de-escalation.

Training content will address SMI Eligibility Criteria, the SMI Determination and Decertification processes, and individual rights related to SMI Determinations and Decertifications. Content will be modified, as appropriate, depending on the stakeholder audience. Training on SMI Eligibility Criteria includes:

- Ensuring system stakeholders understand the diagnostic and functional criteria that is used to determine whether an individual is SMI Eligible
- Training on how to refer someone for evaluation and, if appropriate, how to complete an evaluation
- Information on how to identify and obtain releases to support securing relevant medical records
- Information on how the SMI criteria apply to individuals with a qualifying SMI diagnosis and co-occurring substance use disorder
- Instructions how to complete the SMI Eligibility Packet and Decertification review requests to ensure packets are complete and include all required elements

Training related to the SMI Determination and Decertification processes focuses on how to refer an individual for an evaluation, how to submit an evaluation packet through FasPsych's web portal or via fax, explaining the SMI Determination packet checklist, which outlines all the required elements for a packet to be considered complete, and how to submit questions or request live-support for completion of evaluation packets. FasPsych will also provide training on the timeline requirements contained in AHCCCS Policies and the Arizona Administrative Code, to support timely submission and completion of SMI Eligibility Determinations. System stakeholder training will also address the clinical and administrative Decertification processes. Training related to the Decertification process will include information regarding how an individual may request an administrative decertification and how clinical team members or an individual may request a clinical decertification.

System stakeholders will also be trained on member rights related to the SMI Determination and Decertification processes. Member rights training will include topics on access to free interpretation, translation and communication formats when needed, notice rights, a continuation of services, and appeal and Fair Hearing processes. Member rights training will also address working with applicant's guardians, designated representatives or family members/advocates to ensure communications occur in compliance with federal and state privacy laws while ensuring applicants have access to needed supports.



In addition to developing and providing system stakeholder training and education, FasPsych will develop educational and informational materials for community stakeholders. These materials will be written in an easily understandable manner and be available in alternative languages and formats as needed. Informational presentations will also be made available to community groups, such as Peer and Family-Run Organizations or support groups, the Office of Family and Individual Affairs, county attorneys, public defenders, homeless outreach organizations, and other groups as appropriate or requested. FasPsych will provide community stakeholders and potential applicants with information on the SMI Eligibility Criteria and processes through a variety of communication mechanisms, including posting on the FasPsych webpage, development of paper brochures, and working with ACCs, RBHAs, Peer and Family organizations, and other system stakeholders to include information in community stakeholder communications such as member handbooks and newsletters. FasPsych will also work with peer and family organizations to identify additional opportunities to outreach to the community, such as attending peer and family advocacy meetings and events.

In addition to leveraging outreach through community stakeholders, FasPsych will outreach directly to community members, by attending community events such as NAMI walks and events, Mental Health of America events, and community health and wellness fairs. FasPsych will conduct ongoing analysis of applicant data to identify groups that may be underrepresented so additional targeted community outreach can occur.

The Tribal Liaison, in coordination with other leadership team members, will develop a series of educational materials specifically addressed to tribal entities and American Indians. These educational materials will include information regarding FasPsych's role in working with the TRBHAs and Tribal ALTCS programs in conducting SMI Determination Reviews. The information will be written in a culturally appropriate manner and address concerns identified by tribal communities, such as access to care in rural areas, information on understanding SMI Eligibility Criteria and information regarding benefits available to individuals who are determined SMI Eligible.

FasPsych will also provide training to submission sources who have been identified as over and under submitting applications. This training and outreach are to ensure the provider has the necessary knowledge and information to accurately identify individuals appropriate for evaluation and referrals.

2. Training plan implementation strategy:

FasPsych will implement a three-phase training plan implementation strategy to support training prior to, during and after initial implementation.

Pre-implementation

Upon award of the contract, FasPsych's leadership will begin outreach activities with system stakeholders. As a part of the initial outreach and engagement, FasPsych will solicit feedback from stakeholders to identify opportunities to improve training content and delivery methods. As described in question 3, FasPsych will utilize Regional Leads to assist the Program Director in developing and maintaining strong partnerships with system stakeholders. During the pre-implementation period, the Regional Lead and Program Director will meet with stakeholders, including the ACC Plans, RBHAs, Department of Corrections, Department of Juvenile Corrections, and the Department of Child Safety. FasPsych will work with each of these system stakeholders to provide individualized training to appropriate staff within each organization or agency.



Starting at least sixty (60) days prior to implementation, FasPsych will begin providing formal provider training opportunities. For providers who are already familiar with the SMI Eligibility Criteria, FasPsych will focus training content on how to submit a SMI Determination packet and provide refresher information regarding timeline requirements. FasPsych will also provide information regarding how providers will be monitored for compliance with the SMI Eligibility requirements, how to access guidance information on FasPsych's website or request technical assistance, and the steps FasPsych will take if opportunities for provider improvement are identified. FasPsych will hold in-person provider trainings in Flagstaff, Phoenix Metropolitan areas, Tucson, Yuma and Benson, and additional locations based on provider interest. Live webinar training will also be available for providers who are in remote regions or have scheduling limitations.

FasPsych will support the above activities by hiring Eligibility Coordinator Leads and using contracted subject matter experts to assist the leadership team with outreach and development of training and educational materials, including web content. The implementation team members will receive comprehensive training regarding contract requirements, SMI Eligibility Criteria and processes, member rights, and applicable IT systems. This implementation team will be available to provide system stakeholder training, and to outreach to providers, ACCs, RBHAs, and other community and system stakeholders. The implementation team will also be responsible for ensuring that additional FasPsych staff are knowledgeable and prepared to accept reviews, appeals, and Fair Hearings on day one of the contact.

Initial Implementation

During the first month of the contract, FasPsych's Program Director, Medical Director and Grievance Administrator will hold meetings daily to review packet submission errors, monitor review and appeal timelines, and address any AHCCCS concerns or complaint trends. The FasPsych leadership team will implement steps to address areas of concern, which may include such things as technical assistance or retraining of provider or FasPsych staff, adjusting case assignments to support timely processing, obtaining extensions from applicants when appropriate, and performing additional outreach to system stakeholders. At the end of the first month, the Program Director, Medical Director and Grievance Administrator will assess whether performance standards support reducing meeting frequency to weekly. After the first quarter, the leadership team will again reassess the frequency of meetings based on performance and compliance with the contract and SMI Determination process requirements.

FasPsych will provide system stakeholders with information on the SMI Eligibility Criteria and Determination process on its website. FasPsych will designate Eligibility Coordinators, to respond to incoming calls from Stakeholders requiring additional assistance to submit an SMI Determination packet. Regional Leads will be available to assist with more complex questions. Eligibility Coordinators will also review incoming packets and provide feedback to the submitting providers, if any errors are identified, so corrections can be promptly addressed. These errors will be tracked along with the technical assistance provided. If a provider is identified as having repeat or frequent errors, the Regional Lead will outreach to the provider and conduct additional live training with the provider staff.

On-going monitoring and re-education

As described above, FasPsych's Eligibility Coordinators and Regional Leads will be available to respond to provider and system stakeholder questions daily. FasPsych will also make resources available to system stakeholders via our website,



so providers have access to guidance and support as needed. The online resources will include a series of focused training vignettes, so provider staff members can quickly access needed guidance on specific topics. When SMI Eligibility Packets are submitted, Coordinators will review and outreach to providers or other system stakeholders to provide technical assistance regarding identified errors or opportunities for improvements. FasPsych will track both incoming requests and staff outreach to identify agencies requiring more intensive support, such as in-person training or outreach to the organization's leadership.

In the event a provider continues to demonstrate significant difficulties complying with processes, including timeliness, even after training and technical assistance have been offered, FasPsych's Program Director will assess the performance issue and assistance provided. In situations where additional training or technical assistance does appear likely to result in improved provider compliance, the Program Director will contact the applicable RBHA/ACC Plans to leverage this support in requiring the provider to implement appropriate corrective actions.

FasPsych will track and analyze a variety of data points to identify and target training initiatives based on system needs. Data elements to be reviewed will include such things as; errors related to Eligibility packet submission content and timelines, requests for assistance, referral sources with outlier rates of denials, and referral sources with outlier rates of applicant no-shows. Applicant demographics will also be trended to aid in identifying underrepresented groups. Based on these trends, FasPsych will develop an annual training and outreach strategic plan to address opportunities for training enhancements and to increase stakeholder engagement.

Website Resources

FasPsych will develop content to support training and education initiatives, include content focused on providers and other system stakeholders and content intended for potential applicants and community stakeholders. Web content intended for potential applicants and community stakeholders will be written to comply with easily understandable language and will include information regarding how individuals can request information in alternative formats and languages at no charge. Information contained on the website will include information regarding the SMI Eligibility process including:

- Information on how to seek an SMI Eligibility Determination
- Information needed to complete an SMI Eligibility Determination
- Criteria used to make a determination
- An overview of key processes, including the SMI Evaluation, SMI Determination, Appeals processes and rights, and Decertification processes

Website content will also include copies of policies and procedures that reflect current FasPsych practices and are dated and signed by the appropriate FasPsych leadership members. FasPsych will also make brief training vignettes available that focus on specific aspects or processes related to the SMI Determination process, including information on how to access FasPsych's web portal to submit an SMI Determination Packet and how to complete key forms. FasPsych will also make available required notice, including member rights, privacy notices and information on how to contact FasPsych with questions, requests for technical assistance and training, to provide feedback, to file a complaint or to request an appeal. FasPsych will also post answers to commonly asked questions, and information regarding any system changes that may impact the SMI Eligibility Determination process.



Cost Bid

- 1. Pricing Schedule Template Worksheet- See Cost Bid Excel Form**
- 2. Detailed Budget Template Worksheet-See Cost Bid Excel Form**



Experience and Expertise in the Firm and Key Personnel

1. Experience and expertise to conduct SMI Eligibility Determinations/ Clinical Decertifications in accordance with AHCCCS Medical Policy Manual (AMPM) Policy 320-P, all applicable State laws and the requirements:

FasPsych's leadership and key staff have extensive experience and expertise in processing and applying the SMI Eligibility Determination/Decertification requirements in accordance with state policies and regulations. In addition to our experience and knowledge related to the SMI Determination/Clinical Decertification process, FasPsych has multiple contracts in 17 states where we evaluate, diagnosis and determine the appropriate level of care patients in compliance with stringent procedural and timeline requirements. **(Refer to Appendix D)**

Chief Executive Officer

The CEO of FasPsych, Abraham Barton, LCSW-C, is the former Chief Clinical Officer of ValueOptions of Arizona, the RBHA for Maricopa County from 1998 through 2007. Under these RBHA contracts, ValueOptions was responsible for conducting SMI assessments and determinations. Mr. Barton regularly collaborated with provider agencies, including Desert Vista hospital and the Urgent Psychiatric Center and others to ensure SMI eligibility assessments were conducted in accordance with State regulations. During this time, Mr. Barton worked closely with ValueOptions' SMI Eligibility Determination, Customer Service and Grievance and Appeals departments to ensure adequate and complete information was provided to support timely and appropriate review of SMI Eligibility Determinations/Decertifications.

Medical Director

Nazila Adib, M.D., the proposed Medical Director for FasPsych is an Arizona licensed M.D. with 15 years of experience in Arizona working with the GHMSA and SMI populations. Dr. Adib completed her Psychiatric Residency at Banner Good Samaritan Medical Center, where she was Chief Resident from 2004-2005. Dr. Adib's professional experience includes being Chief of Staff at Scottsdale Banner Behavioral Health, working as staff psychiatrist at Scottsdale Banner Behavioral Health, St. Luke's Behavioral Health, and Carl T. Hayden VA Medical Center. Her experience in these inpatient settings included adult, adolescent, and Detox units. Dr. Adib has also provided outpatient services at an SMI Clinic and via telepsychiatry, including suboxone clinic services. Additionally, Dr. Adib has experience providing acute care psychiatric services at the Crisis Recovery Unit. In these roles, Dr. Adib has participated in the SMI Eligibility Determination process in a variety of ways, including coordination with treating psychiatrists to ensure the completion of evaluations. Dr. Adib's knowledge and experiences working with individuals receiving behavioral health services in a variety of settings, combined with her administrative experience as Chief Resident and Chief of Staff further demonstrate her clinical and administrative skills.

Program Director

Laurie Groombridge, M.S., C.P.H.Q., the proposed Program Director is one of three managing members and a co-founder FasPsych. She has over 25 years of experience in behavioral health and has served both as a clinician and administrator. Prior to working at FasPsych, Ms. Groombridge worked at ValueOptions of Arizona for over 5 years and has extensive knowledge of the SMI and state Medicaid programs. Ms. Groombridge's responsibilities at ValueOptions of Arizona included serving as the Director of Compliance. She has also served as the program administrator and clinical director for various agencies and served as the clinical liaison for the Pima County Superior Court.



Grievance and Appeals Administrator

Elizabeth Harken, J.D., the proposed Grievance and Appeals (G and A) Administrator for FasPsych is an Arizona licensed attorney and former G and A Administrator for ValueOptions of Arizona and subsequent Chief Compliance Officer for ValueOptions, Inc. Ms. Harken held management roles in the ValueOptions G and A Department for three years, including serving as the G and A Administrator from October 2005 to December 2007. In this role, Ms. Harken was responsible for all G and A processes, including appeals related to the SMI Determination process. Ms. Harken also oversaw the preparation and transition of pending grievances and appeals cases during the transition of the RBHA contract from ValueOptions, Inc. to Magellan. As the Chief Compliance Officer, Ms. Harken oversaw compliance with 15 state Medicaid programs, as well as Medicare Advantage, ERISA, state insurance requirements, federal contracts, and Employee Assistance Programs. In addition to regulatory compliance, Ms. Harken developed and managed: the fraud, waste and abuse prevention and detection program, the privacy program, including implementation of HITECH amendments; the compliance training and education initiatives; and the internal audit and ethics hotline.

Tribal Liaison

Preston Holiday Jr., the proposed Tribal Liaison for FasPsych, is a member of the Navajo Nation and is the former Public Information Officer for the Kayenta Township located in the Navajo Nation. Mr. Holiday has extensive experience and has created collaborative relationships with several tribal communities across the state, including the Navajo Nation and the Hopi Tribes. Mr. Holiday has a track record of working closely with government agencies including Indian Health Services, Navajo Nation Public Safety, Navajo Nation Chapters, and the Navajo Nation Council. Through his work coordinating meetings between community and governmental entities focused on public health, he brings vital skills set to develop effective communication channels and establish a collaborative relationship between FasPsych and tribal entities. His extensive work with outlying rural tribal communities includes, providing education and trainings, engaging tribal leadership and community members, developing community improvement plans, and advocating for Indian Grant Funding. Mr. Holiday has developed print and broadcast media for community events, emergency services, and general information to improve community knowledge and awareness on a variety of topics, including health and wellness initiatives. He also has extensive experiencing presenting to public and private groups related to capacity building, community development, and for promotional purposes. Mr. Holiday's demonstrated success in coordinating with tribal communities across the state regarding community-based health and wellness activities for tribal members and conducting presentations to the National Indian Health Board will further foster the relationship and engagement in SMI Determination/Clinical Decertification activities.

Qualified Reviewers

Since 2007, FasPsych has worked to develop a network of specialized of psychiatrists and psychiatric nurse practitioners, to support provider agencies who are struggling to recruit and retain qualified clinicians. FasPsych currently has contracts with over 30 Psychiatrist and Psychiatric Nurse Practitioners licensed in the State of Arizona. Many of these contracted practitioners have experience conducting SMI Evaluations for provider organizations in GSAs 6, 7 and 8 and in conducting evaluations pursuant to ARS 36-530. FasPsych practitioners also provide ongoing follow-up care to individuals receiving court-ordered treatment on an outpatient and inpatient basis. The practitioners conducting the Court Ordered Evaluations are familiar with and able to meet statutory requirements in terms of timelines, documentation and telephonic testimony. As a result, FasPsych can rapidly identify and maintain a team of qualified SMI Eligibility Determination/Decertification reviewers. As part of our business continuity plan and organizational structure, FasPsych has a pool of contracted qualified practitioners located in other states, who are licensed in Arizona, who can be



rapidly deployed to ensure timely completion of reviews in the event of an adverse event/natural disaster impacts FasPsych local ability to complete determinations timely.

Quality Management Administrator

Alexis Santiago, MSW, C.P.H.Q. and proposed Quality Management Administrator for FasPsych and former Director of Quality and Compliance for Casa de Los Niños Behavioral Health program. From 2010 to 2017, Ms. Santiago was responsible for developing policy and procedures to ensure her agency's adherence to RBHA provider manual and AHCCCS medical policy manual standards for conducting SMI assessments and submitting timely packets. Ms. Santiago provided the internal training to staff and departments for completing the various required components of an SMI Determination packet. As the agency's designee, she reviewed and submitted packets to the contractor for Determination in accordance with the timeline requirements. Additionally, she was responsible for ensuring compliance with the standards and identifying and implementing corrective action plans with staff and/or departments that did not meet the minimum performance expectations for comprehensive and timely SMI Determination packets. Prior to her work at Casa de los Niños, Ms. Santiago was responsible for ensuring quality and timely services to SMI adults through her work at CODAC Behavioral Health services.

Experience and expertise in other states

FasPsych provides ongoing inpatient and outpatient psychiatric services in multiple states other than Arizona. These services range from providing 24/7 coverage to emergency rooms and jails to working with mental health courts. In Delaware we provide a physician at a 24/7 psychiatric emergency room. In Iowa we do admissions, discharges and rounds at an adult inpatient unit. In Texas we provide emergency consultations to multiple emergency department's 365 days a year. In July 2017, FasPsych was awarded a contract to provide services on a restoration to competency unit located in the State of Washington. As part of our array of services, we also provide evaluation and medication management to individuals who require treatment prior to being able to participate in the judicial process and others who are in correctional facilities.

FasPsych also contracts with organizations and health plans, outside of Arizona, to provide Utilization Review and Utilization Management (UR/UM) services. Psychiatrists conduct prospective, retrospective, and concurrent reviews and review treatment appeals. UR/UM activities must all be completed within prescribed timeframes for example: If the psychiatrist approves continued services the approval notice must be sent within 48 hours of review, Adverse Determinations notices are due within 2 working days. These are a few examples of FasPsych's demonstrated success in implementing similar programs and developing strong internal practices for maintaining compliance with consistently applying clinical criteria standards and meeting strict review timelines. In support of this work, FasPsych has developed a comprehensive compliance program and established mechanisms for avoiding potential conflicts of interest that may arise. FasPsych's experience, leadership and key staff are uniquely positioned to effectively transition, implement, and perform the activities outlined in the SMI Eligibility Determination/Decertification scope of work in compliance with state and AHCCCS requirements.

2. Experience working with diverse populations and understanding of unique needs:

FasPsych has extensive experience in working with diverse populations and understanding unique needs. Since 2007, FasPsych has worked to develop a network of specialized of psychiatrists and psychiatric nurse practitioners, to support



provider agencies who are struggling to recruit and retain qualified clinicians. Over 85% of the providers we work with serve the Medicaid population. Through these provider agency relationships, FasPsych has developed a deep understanding of the unique aspects of working with individuals with behavioral health needs served by federal and state funded behavioral health and substance use benefit programs.

FasPsych has addressed these unique needs through developing a network of practitioners with a variety of specializations, including expertise treating children with an Autism Spectrum diagnosis and psychiatrists who are board certified in geriatrics. FasPsych also has psychiatric nurse practitioners and a psychiatrist who are fluent in Spanish. These practitioners would be available to provide consultation to the Qualified Reviewers for special populations if the need arose. In addition to our specialized network, FasPsych contracts with the San Carlos Apache Tribe, community mental health centers in Texas are a few examples of success in working with providers to effectively serve culturally diverse and rural populations.

Work with Culturally Diverse Populations

In 2015, the San Carlos Apache Tribe requested FasPsych's assistance with addressing barriers the Tribe was experiencing in providing adequate and qualified psychiatric services to their adult patients with psychiatric disorders and substance use issues. FasPsych worked collaboratively with the San Carlos Apache Tribe to resolve the lack of qualified providers by implementing telepsychiatry services provided by an adult Psychiatrist.

FasPsych works with several agencies in Texas. We provide psychiatrists and psychiatric nurse practitioners for multiple Community Mental Health Organizations. We provide a psychiatrist for emergency intake appointments for patients who have recently been to the emergency room or released from a correctional facility. FasPsych offers consultation services provided by a Spanish Speaking Adult Psychiatrist and a child psychiatrist, to a group of family practice physicians located at 26 FQHCs in Texas.

Work with Rural Communities

FasPsych is uniquely positioned to serve the rural communities across the state of Arizona, as demonstrated by our success in working with rural communities across the country. One example of our success in serving rural communities is our contract with Hill Country MHDD (Hill Country), a large community mental health center in Texas. Under this contract, FasPsych has supplied psychiatrists to provide emergency room telepsychiatry consults throughout one of the State's 20 Regional Healthcare Partnerships in the state. Hill Country serves 14 rural counties, and functions similarly to a collaborative. Participating organizations include Mental Health and Developmental Disabilities Centers, Crisis Stabilization Unit, Youth Crisis Respite Center and an Intellectual/ Developmental Disability Behavioral Supports and Crisis Center.

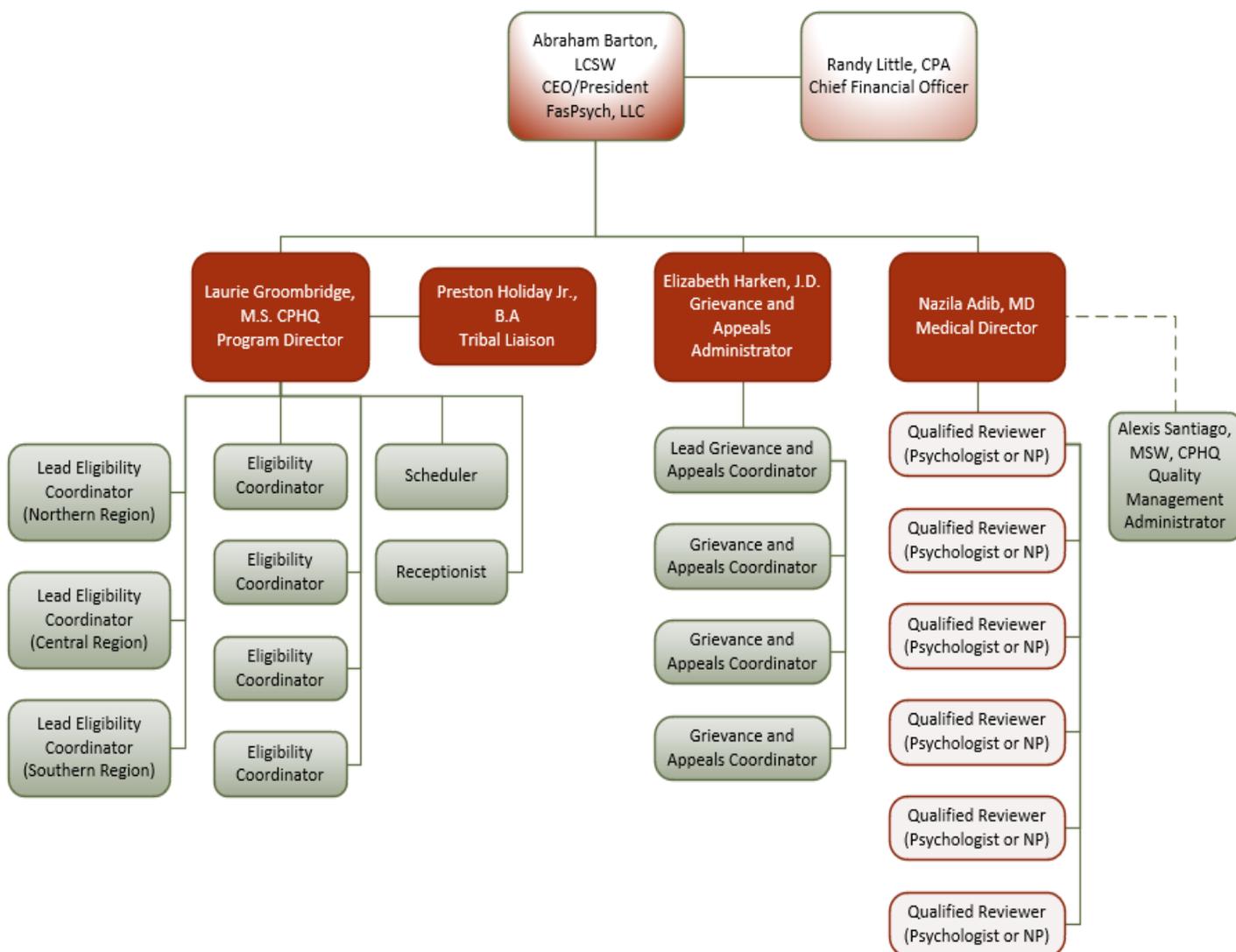
Our services for Hill Country include 24/7 on-call psychiatrist availability for telephone and video consults. We are responsible for provider recruitment and training, maintaining 24/7 coverage, providing professional liability coverage, acquiring and maintaining interactive tele-video communication equipment/software used on FasPsych premises and offsite by the psychiatrist, and providing the necessary documentation needed for psychiatrists to be credentialed with Hill Country Collaborative members and payers. FasPsych's contracted psychiatrists support Hill Country's efforts to ensure timely post hospitalization and crisis intervention follow-ups and to decrease readmissions. We do this by



ensuring consult reports are well-timed and effective coordination with the member’s integrated treatment team occurs.

Since FasPsych works with many patients with mental health issues our physicians and nurse practitioners are at times required to identify patient who represent an immediate danger to themselves or others. When these situations arise FasPsych clinicians are trained and prepared to participate in Emergency Petition. While every effort is made to treat patients on a voluntary basis FasPsych clinicians recognize there are times when this is not possible, and an involuntary hospitalization is required for the safety of the patient and/or the community.

Appendix D: Organizational Structure:





Intent to Provide Certificate of Insurance

FasPsych will, within five business days of notification of contract award, submit to AHCCCS for review and acceptance the applicable certificate/s of insurance as required within this RFP document.