UnitedHealthcare Community Plan

1 East Washington, Suite 900
Phoenix, AZ 85004

February 6, 2018

Ms. Meggan Harley
Chief Procurement Officer
AHCCCS Division of Health Care Management
701 East Jefferson Street
Phoenix, Arizona 85034
Submitted via AHCCCS SFTP site

RE: Clarification of Proposal RFP YH19-0001 – AHCCCS Complete Care

Dear Ms. Harley,

This letter is in response to your letter dated February 6, 2018, requesting that UnitedHealthcare Community Plan (UHCCP) describe how Lilli R. Correll will be substantially involved in the ongoing operation of the AHCCCS Complete Care Contract (Contract), if awarded, consistent with Paragraph 19, Page 297 of the RFP. We apologize that we were not clear in our letter dated January 30, 2018, regarding Ms. Correll's planned involvement.

In response to your original request dated January 29, 2018, Lilli R. Correll, a UnitedHealth Group employee with Optum Behavioral Health, will be substantially involved in the ongoing operation of the Contract, if awarded. Ms. Correll is the Vice President of Product Development & Solution Design for Public Sector Behavioral Health Services. Ms. Correll's ongoing role in the operation of the Contract includes the following:

- Expand, evolve, and sustain our integrated Arizona delivery system model that addresses the unique and comprehensive needs of health plan members for optimal outcomes. For example, Ms. Correll holds a key role in deployment and ongoing management of our Provider-led Integrated Care Coordination model.
- Implement and maintain clinical integrated policies and procedures associated with the enhanced model
- Oversee fidelity of the integrated model
- Assess model for continuous quality improvement
- Determines staff qualifications and training program
- Ensure Arizona providers have training and resources to deliver evidence-based behavioral health practices with ongoing clinical quality oversight and feedback to support network development.
- Support providers to deliver holistic care of members through expansion of our myConnections social determinants of health program. One of Ms. Correll's key focus areas will be evolving and expanding our social determinants programs in Arizona, Housing First and myConnections, with an emphasis on seamless integration.

Our original plan was to have our behavioral health medical director on our oral presentation team. Unfortunately, the timing of Dr. Edward Gentile's confirmation of his start date, the submission date of the bid, and confirmation of the assignment of the oral presentation date did not allow UHCCP to submit Dr. Gentile as a participant. After receiving confirmation of both Dr.

Gentile's start date of February 5, 2018, and AHCCCS oral presentation date of February 21, 2018, our intention in our letter dated January 30, 2018, was to request replacement of Ms. Correll with our newly employed, behavioral health medical director, Dr. Edward Gentile.

Thank you for the opportunity to clarify our letter dated January 30, 2018. We respectfully request to move forward with Ms. Correll on our oral presentation panel.

Sincerely,

Joe Gaudio
Chief Executive Officer
UnitedHealthcare Community Plan

Cc: Eileen Fisher, UHCCP Proposal Director