

Submission Requirement 16A North GSA

| All Offeror's | Offeror's Bid | Rank* |
|---|---|-------|
| Magellan Complete Care of Arizona, Inc. | Magellan Complete Care of Arizona, Inc. | 6 |
| UnitedHealthcare Community Plan Mercy Care | UnitedHealthcare Community Plan Mercy Care | 1 |
| Banner - University Family Care Plan | X | 5 |
| Health Net Access, Inc. | Health Net Access, Inc. | 2 |
| Health Choice Arizona, Inc. (Steward Health Choice Arizona) | Health Choice Arizona, Inc. (Steward Health Choice Arizona) | 4 |
| Care1st Health Plan Arizona, Inc. | Care1st Health Plan Arizona, Inc. | 3 |
| 0 | X | |
| 0 | X | |
| 0 | X | |

*If Offeror does not bid in the North GSA or omits a submission, the requirement rank for that offeror for that submission will be an "X"

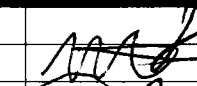


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| Facilitator <i>Scott Whitte</i> | Signature <i>Scott Whitte</i> |
| | Date 2-14-18 |

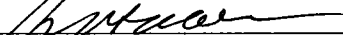
COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH)

OFFEROR'S NAME: UnitedHealthcare Community Plan

| NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH) | TOTAL RANKING |
|---|-----------------|
| <p>GSA Specific Submission Requirement</p> <p>a. <u>If bidding North GSA:</u> Describe the unique aspects of service delivery to members in the North GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p> | <p>1</p> |

| RATIONALE: |
|---|
| <p><u>Major Observations:</u></p> <p>Offeror identified large presence of tribes and identified the health and social issues within in the tribal community.</p> <p>Offeror addressed approaches for engaging the tribal community to address both health and social issues.</p> <p>Offeror described partnerships with tribal providers to meet the needs of the tribal community.</p> <p>Offeror addressed the high prevalence of substance use disorders in the North GSA.</p> <p>Offeror described approaches for addressing OUD/SUD treatment needs, including medication-assisted therapy, tele-psychiatry and medication delivery.</p> <p>Offeror described the geographic and social challenges within the GSA and approaches for addressing issues.</p> <p>Offeror described experience and/or approaches to enhance access for an array of services throughout the GSA, including the expansion of services to Colorado City, expansion of telemedicine, increasing the number of female OB/Gyn. physicians, expansion of access to ESRD, cancer and ASD treatment services, expansion of paramedicine model, expansion of crisis services and enhancing access to technology solutions and phones, but Offeror did not address lack of connectivity in the North GSA.</p> <p>Offeror comprehensively described social and cultural characteristics in the North GSA and approaches to address these issues, including social support services.</p> |

| EVALUATION TEAM MEMBER | | |
|------------------------|---|---------|
| NAME | SIGNATURE | DATE |
| Jay Dunkleberger |  | 2/14/18 |
| Markay Adams |  | 2.14.18 |
| Dana Hearn |  | 2.14.18 |

| FACILITATOR | | |
|---------------|---|---------|
| NAME | SIGNATURE | DATE |
| Scott Wittman |  | 2.14.18 |

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH)

OFFEROR'S NAME: Health Net Access, Inc.

| NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH) | TOTAL RANKING |
|--|---------------|
| <p>GSA Specific Submission Requirement</p> <p>b. <u>If bidding North GSA:</u> Describe the unique aspects of service delivery to members in the North GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p> | <p>2</p> |

RATIONALE:

Major Observations:

Offeror identified large presence of tribes and the need for coordination, including recognition of differences among the tribes.

Offeror addressed approaches to engage tribal community, including a Tribal Warm Line.

Offeror identified differences in service patterns among the tribal community.

Offeror described opioid use in Mohave and Offeror's experience.

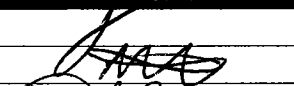
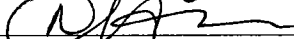

Offeror described approaches for addressing OUD/SUD treatment needs, including medication-assisted therapy, medication-assisted therapy with BHRFs, ECHO, and working with first responders to provide protocols.

Offeror described the geographic and travel challenges within the GSA and approaches for addressing, including the use of a transportation liaison, contracting with providers in border states and telemedicine.

Offeror described provider shortage areas by specialty and identified underserved areas.

Offeror described several approaches for addressing service needs of the community, including use of promotoras to mirror linguistic and cultural preferences of community served, tuition reimbursement for healthcare education, specialty telehealth, Health Homes, PCP screening, use of border state providers and crisis services.

Offeror generally described social and cultural issues in the North GSA and approaches to address these issues, such as provision of phones for high-risk members.

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| Dana Hearn |  | 2.14.18. |

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| NAME | SIGNATURE | DATE |
| Scott Wittman |  | 2 14 18 |

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH)

OFFEROR'S NAME: Care1st Health Plan Arizona, Inc.

| NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH) | TOTAL RANKING |
|---|---------------|
| <p>GSA Specific Submission Requirement</p> <p>c. <u>If bidding North GSA:</u> Describe the unique aspects of service delivery to members in the North GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p> | <p>3</p> |

| RATIONALE: |
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| <p><u>Major Observations:</u></p> <p>Offeror identified large presence of tribes and need for coordination.</p> <p>Offeror addressed approaches to engage tribal community, including establishment of an American Indian CommUnity Council.</p> <p>Offeror identified service gaps within the tribal community and approaches to address these gaps.</p> <p>Offeror identified transportation issues but did not address challenges related to providing transportation on Tribal lands.</p> <p>Offeror described Opioid Use Disorder and Substance Use Disorder challenges in the North GSA.</p> <p>Offeror described approaches for addressing OUD/SUD treatment needs, including medication-assisted therapy, e-prescribing and expanding access to treatment services.</p> <p>Offeror described the geographic and social challenges within the GSA and approaches for addressing, including community paramedicine, telemedicine and mobile or stationary Welcome Rooms.</p> <p>Offeror generally described the physician shortage issue in the North GSA.</p> <p>Offeror described its approach to address service shortages, including development of member and provider incentives for PCP visits, incentives to enhance access and coordination activities to enhance access.</p> |

Offeror described social and cultural characteristics in the North GSA and specific approaches to address these issues, including financial grants for social programs, community education programs, outreach via radio and enhancement of internet connectivity.

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| Scott Wittman |  | 2.14.18 |

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH)

OFFEROR'S NAME: Health Choice Arizona, Inc. (Steward Health Choice Arizona)

| NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH) | TOTAL RANKING |
|---|---------------|
| <p>GSA Specific Submission Requirement</p> <p>d. <u>If bidding North GSA:</u> Describe the unique aspects of service delivery to members in the North GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p> | 4 |

RATIONALE:

Major Observations:

Offeror identified large presence of tribes and the need for coordination, including the importance of recognizing different cultures among and within Tribal Nations.

Offeror addressed approaches to engage tribal community, including a Tribal Services Team.

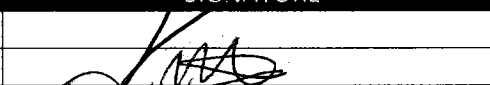
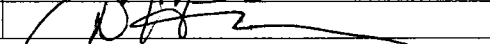

Offeror did not clearly address Opioid Use Disorder and Substance Use Disorder challenges in the region.

Offeror described the geographic and travel challenges within the GSA and approaches for addressing, but did not clearly describe approach for addressing the travel challenges.

Offeror described cultural issues relate to collaborating with providers and recruiting/retaining providers in the regions, but did not clearly describe specific provider shortage issues.

Offeror described approach to partner with Northern Arizona to develop home grown providers and promote residency program.

Offeror described social and cultural characteristics in the North GSA and approaches to address these issues, including cultural competency training, education regarding historical trauma and deployment of staff in the Region.

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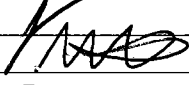
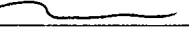
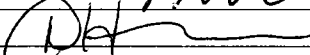
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| NAME | SIGNATURE | DATE |
| Scott Wittman |  | 2-14-18 |

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH)

OFFEROR'S NAME: Mercy Care

| NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH) | TOTAL RANKING |
|---|---------------|
| <p>GSA Specific Submission Requirement</p> <p>e. <u>If bidding North GSA:</u> Describe the unique aspects of service delivery to members in the North GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p> | 5 |

| RATIONALE: |
|---|
| <p><u>Major Observations:</u></p> <p>Offeror presented a limited description of health issues within the tribal community.</p> <p>Offeror did not clearly describe the unique OUD/SUD issues in the North GSA.</p> <p>Offeror generally described approaches for addressing OUD/SUD treatment needs, including increased access to medication-assisted therapy.</p> <p>Offeror described health service gaps by region within the North GSA and the approach to contract with providers in border states.</p> <p>Offeror described provider shortages, including dentists, PCPs and specialists.</p> <p>Offeror described approaches for improving access, including mobile health units, contracting with border state providers, expanding family supports, using value based purchasing to encourage providers to move to the area, expand Community Health Workers, expand telemedicine and Increase the number of providers offering integrated care.</p> <p>Offeror generally described social and cultural characteristics in the North GSA and development of Advisory Councils to develop tailored approaches.</p> |

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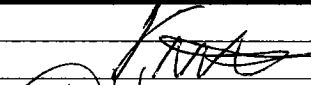

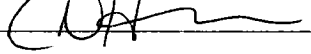
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COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH)

OFFEROR'S NAME: Magellan Complete Care of Arizona, Inc.

| NARRATIVE SUBMISSION REQUIREMENT 16A (NORTH) | TOTAL RANKING |
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| <p>GSA Specific Submission Requirement</p> <p>f. <u>If bidding North GSA:</u> Describe the unique aspects of service delivery to members in the North GSA. What strategies will the Offeror employ to ensure effective delivery of services? [3 page limit]</p> <p>No submission is required for Central GSA.</p> | <p>6</p> |

| RATIONALE: |
|---|
| <p><u>Major Observations:</u></p> <p>Offeror presented a limited description of health issues within the tribal community and presented a general approach for engaging the tribal community.</p> <p>Offeror described cultural training for staff.</p> <p>Offeror addressed the high prevalence of Substance Use Disorders in the North GSA.</p> <p>Offeror described approaches for address OUD/SUD, including education, peer supports and medication-assisted therapy.</p> <p>Offeror generally described geographic issues in the region and recognized the need to expand access to transportation services.</p> <p>Offeror described provider shortages, including dentists, PCPs and specialists.</p> <p>Offeror described approaches for addressing health care access issues, including mobile dental services, expansion of peer services, teledentistry and a virtual care suite of tools for specific conditions, but did not discuss internet access issues in the North GSA.</p> <p>Offeror generally described social and cultural issues in the North GSA.</p> |

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