

Submission Requirement 2

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

*If Offeror omits a submission, the requirement rank for that offeror for that submission will be an "X"

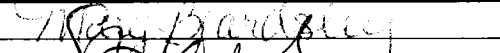
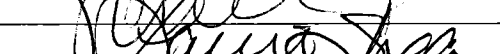
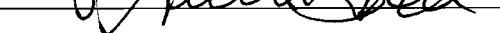
Facilitator	Signature	Date
Andrew Cohen		2/16/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

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

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
<p>AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]</p>	<p>1</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror described an approach that was in alignment with AHCCCS behavioral health guiding principles for adults and children, although it did not explicitly discuss the principles.</p> <p>Offeror’s discussion of critical components addressed recovery, resiliency, member rights, patient-centered care and members with special healthcare needs.</p> <p>Offeror described how it will apply guiding principles, concepts and member rights to service delivery, including through co-location of physical and behavioral health providers at integrated Health Homes.</p> <p>Offeror described how it supports a community level of care, including through its Feet on the Street activities.</p> <p>Offeror discussed service requirements for adults and children.</p> <p>Offeror discussed state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, housing, integration of care, application of evidence-based guidelines and screening/prevention for both behavioral and physical health conditions. Offeror mentioned employment but did not describe clearly its employment-related activities.</p> <p>Offeror described an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

EVALUATION TEAM MEMBER		
NAME	SIGNATURE	DATE
Mary Beardsley		2/16/18
Sam O'Neal		2/16/18
Laurie Shea		2/16/18


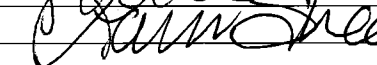

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/16/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

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

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]	2

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror discussed the AHCCCS behavioral health guiding principles for adults and children.</p> <p>Offeror's discussion of critical components addressed recovery, member rights, patient-centered care and members with special healthcare needs. Offeror did not clearly address resiliency.</p> <p>Offeror described how it will apply guiding principles, concepts and member rights to service delivery through movement into integrated care.</p> <p>Offeror described how it supports a community level of care, including through its activities in northern Arizona.</p> <p>Offeror discussed service requirements for adults and children.</p> <p>Offeror discussed state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, application of evidence-based guidelines and screening/prevention for both behavioral and physical health conditions. Offeror discussed integration of care, although it incorrectly identified quadrants within the SAMSHA clinical integration model. Offeror mentioned housing and employment but did not describe clearly its housing- or employment-related activities.</p> <p>Offeror described an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

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Mary Beardsley		2/16/18
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Laurie Shea		2/16/18


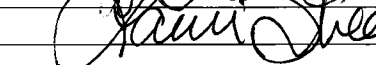

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/16/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

OFFEROR'S NAME: Mercy Care

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]	3

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror discussed the AHCCCS behavioral health guiding principles for adults and children.</p> <p>Offeror's discussion of critical components addressed member rights, patient-centered care and members with special healthcare needs. Offeror mentioned recovery and resiliency.</p> <p>Offeror discussed how it will monitor services to ensure they are based on member goals and provided examples but did not describe clearly its overall strategy for applying guiding principles, concepts and member rights to service delivery.</p> <p>Offeror described how it supports a community level of care, including through partnership with Circle the City and collaboration agreements with other community-based organizations.</p> <p>Offeror discussed service requirements for adults and children but did not address clearly EPSDT.</p> <p>Offeror did not clearly discuss state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, employment, housing, integration of care, application of evidence-based guidelines and screening/prevention for both behavioral and physical health conditions.</p> <p>Offeror described an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

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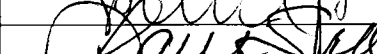
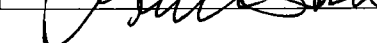
FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/16/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

OFFEROR'S NAME: Banner – University Family Care Plan

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
<p>AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]</p>	<p>4</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror discussed the AHCCCS behavioral health guiding principles for adults and children.</p> <p>Offeror’s discussion of critical components addressed recovery and members with special healthcare needs. Offeror mentioned recovery-oriented care did not address clearly resiliency or member rights/patient-centered care.</p> <p>Offeror described how it will apply guiding principles, concepts and member rights to service delivery, including through co-location of behavioral health providers in physical health settings.</p> <p>Offeror described how it supports a community level of care, including through use of Wellness on Wheels in rural areas.</p> <p>Offeror discussed service requirements for adults and children.</p> <p>Offeror did not clearly discuss state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, integration of care, application of evidence-based guidelines and screening/prevention for both behavioral and physical health conditions. Offeror did not describe clearly its housing- or employment-related activities.</p> <p>Offeror did not describe clearly an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

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Andrew Cohen		2/16/18

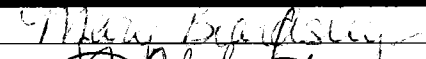


COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

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

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]	5

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not discuss clearly the AHCCCS behavioral health guiding principles for adults and children.</p> <p>Offeror's discussion of critical components mentioned recovery, patient-centered care and members with special health care needs. Offeror did not clearly address resiliency. Offeror mentioned cultural and linguistic competency but did not clearly address member rights.</p> <p>Offeror did not describe clearly how it will apply guiding principles, concepts and member rights to service delivery.</p> <p>Offeror described how it supports a community level of care, including through its Boots on the Street activities.</p> <p>Offeror did not clearly discuss service requirements for adults and children.</p> <p>Offeror did not clearly discuss state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, employment, housing, integration of care and application of evidence-based guidelines. Offeror discussed screening/prevention activities at a relatively high level.</p> <p>Offeror described an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

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Laurie Shea		2/16/18

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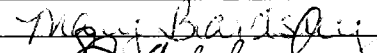
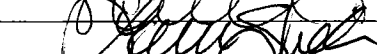
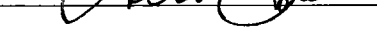
FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/16/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

OFFEROR'S NAME: Health Net Access, Inc.

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
<p>AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]</p>	<p>5</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror mentioned the AHCCCS behavioral health guiding principles for adults and children but its later referencing of principles was unrelated to those identified in the submission requirement.</p> <p>Offeror's discussion of critical components addressed member rights/patient-centered care and members with special health care needs. Offeror did not address clearly recovery or resiliency.</p> <p>Offeror listed seven keys to successful integration but did not describe clearly how it will apply guiding principles, concepts and member rights to service delivery.</p> <p>Offeror described how it supports a community level of care, including through funding of a mobile dental clinic in response to provider outreach findings.</p> <p>Offeror made reference to Autism Spectrum Disorder and children with disabilities but did not clearly discuss service requirements for adults and children, including EPSDT.</p> <p>Offeror did not clearly discuss state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, employment, housing, integration of care, application of evidence-based guidelines and screening/prevention for both behavioral and physical health conditions.</p> <p>Offeror described an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

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Mary Beardsley		3/16/18
Sam O'Neal		2/16/18
Laurie Shea		2/16/18

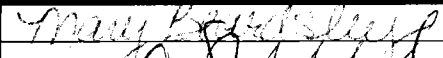
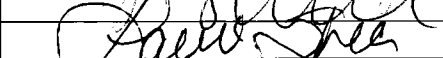

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/16/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 2

OFFEROR'S NAME: United Healthcare Community Plan

NARRATIVE SUBMISSION REQUIREMENT 2	TOTAL RANKING
AHCCCS has a comprehensive behavioral and physical health benefit package and strives for high quality services that are consistent with clinical guidelines, evidence based practices and/or consensus from the clinical and consumer communities. Describe how the Offeror will implement the critical components and principles of behavioral and physical health service delivery while maintaining a high standard of care. Describe past implementation of these concepts and other innovative strategies the Offeror will implement under this contract. [7 page limit]	5

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not discuss clearly the AHCCCS behavioral health guiding principles for adults and children.</p> <p>Offeror’s discussion of critical components addressed member rights/patient-centered care and members with special health care needs. Offeror did not address clearly recovery or resiliency.</p> <p>Offeror described how it will apply guiding principles, concepts and member rights to service delivery.</p> <p>Offeror described how it supports a community level of care, including through partnership with Circle the City and collaboration agreements with other community-based organizations.</p> <p>Offeror referenced various service delivery systems but did not discuss clearly service requirements for adults and children.</p> <p>Offeror did not discuss clearly state and federal requirements specific to members with special health care needs.</p> <p>Offeror described how it will promote the AHCCCS principles in its activities with respect to peer supports, employment, housing, integration of care, application of evidence-based guidelines and screening/prevention for both behavioral and physical health conditions.</p> <p>Offeror described an approach to bridging gaps within a changing system of care.</p> <p>Offeror described a process for measuring, monitoring and improving member outcomes.</p>

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Mary Beardsley		2/16/18
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Andrew Cohen		2/16/18