





FINAL SCORING TOOL FOR NARRATIVE BB				
Narrative BB: Provide the Offeror's assessment of current network adequacy and ability to serve members with complex or specialized health care needs to ensure members can be timely and effectively served in the least restrictive setting. Describe how the Offeror will monitor for network gaps, any currently identified gaps and strategies to resolve. Include any existing relationships and community partnerships the Offeror has, or intends to establish, with providers and stakeholders to enhance collaboration and coordination of care and strengthen the network to meet the unique needs of individuals served under this Competitive Contract Expansion. [3-page limit]				
Submission Evaluation Considerations: Identify/escalate/resolve barriers to service delivery Community partnerships Other notable considerations				
MOLINA COMPLETE CARE	MERCY CARE (MC)	BANNER UNIVERSITY FAMILY CARE (BUFC)	HEALTH CHOICE (HC)	ARIZONA COMPLETE HEALTH (AZCH)/CARE1ST (CF)
RATIONALE AND MAJOR OBSERVATIONS				
Offeror described its approach for identifying gaps in care through data analytics and stakeholder feedback but did not describe clearly how it would monitor timeliness of services.	Offeror described its approach for identifying gaps through data analytics and stakeholder feedback, including assessments of social determinants of health, the cultural competency of the network and non-covered services. Offeror discussed monitoring timeliness of services.	Offeror generally described its approach for identifying gaps in care, including through the use of data analytics and stakeholder feedback from Neighborhood Advisory Councils. Offeror discussed monitoring timeliness of services. Offeror did not fully describe how it proactively identifies gaps.	Offeror described a proactive approach for identifying gaps in care through data analytics and stakeholder feedback. Offeror discussed monitoring timeliness of services.	Offeror described a multi-faceted, proactive approach for monitoring access to care and identifying gaps, including through data analytics, stakeholder feedback and routine assessment/oversight by cross-functional committees. Offeror discussed monitoring timeliness of services.
Offeror described its approach for addressing gaps in care and provided innovative examples, including a SWAT program for individuals with an SMI diagnosis, enhanced use of CHWs and expansion of community-based and peer support services for pregnant women with co-occurring SUD conditions. Offeror provided examples of initiatives that do not align with the target population.	Offeror described its approach for addressing gaps in care and included examples of innovative solutions, including the Alum Integrated Health Home for Women and additional health coaches for the virtual health home program for members with SMI.	Offeror discussed its approach for addressing gaps and included examples, including the development of telehealth video hubs, but did not clearly describe its strategy for developing innovative approaches to address gaps and barriers.	Offeror described its approach for addressing gaps in care and provided examples of innovative interventions, including financial supports for building capacity, partnerships for workforce development and modification of referral requirements.	Offeror described its approach for addressing gaps in care and provided examples of innovative interventions, including a mobile crisis program and a peer program for individuals discharged from hospitals, that demonstrated a decrease in the readmission rate. Offeror described its processes for escalating reported concerns and monitoring the effectiveness of interventions.
Offeror identified an array of community partnerships that will be engaged for purposes of identifying gaps and barriers, but did not describe clearly how it would engage community partners to serve the targeted population.	Offeror identified a broad array of community partnerships to address social determinants of health, but did not describe clearly how it would engage partners.	Offeror identified an array of community partnerships, including those to address social determinants of health, but did not describe clearly partnership activities.	Offeror identified an array of community partnerships and identified specific projects that would be undertaken with partners to address gaps and address social determinants of health.	Offeror identified a broad array of community partnerships, including unique and innovative partnerships. Offeror identified specific projects that would be undertaken with partners.
RANKING				
4	3	5	2	1

NARRATIVE BB RANKING AND CONSENSUS RATIONALE EVALUATION TEAM SIGNATURES	
EVALUATOR FULL NAME (FIRST AND LAST):	Alex Demyan
EVALUATOR TITLE:	Deputy Assistant Director
DATE:	Nov 4, 2021
SIGNATURE:	 Alex Demyan (Nov 4, 2021 10:26 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Dana Flannery
EVALUATOR TITLE:	Senior Policy Advisor and Assistant Director for Division of Community Advocacy and
DATE:	Nov 4, 2021
SIGNATURE:	 Dana Flannery (Nov 4, 2021 14:27 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Jay Dunkleberger
EVALUATOR TITLE:	Network Administrator
DATE:	Nov 4, 2021
SIGNATURE:	 Jay Dunkleberger (Nov 4, 2021 08:00 PDT)
FACILITATOR FULL NAME (FIRST AND LAST):	Scott Wittman
DATE:	Nov 4, 2021
SIGNATURE:	 Scott Wittman (Nov 4, 2021 09:09 CDT)