Targeted Investments (TI 2.0) Program

Welcome

Targeted Investments 2.0 Participants,

Welcome to the Targeted Investments (TI 2.0) Program! AHCCCS is thrilled to see so many providers dedicated to the initiatives of the program. AHCCCS appreciates your partnership as we work together to implement these cutting-edge activities and improve the health of your patients over the next four years.

Addressing each individual's health related social needs is vital to their health and wellbeing. Identifying these needs and connecting members to community service providers, as well as identifying and addressing inequitable health outcomes within a patient population, requires time and resources. The TI 2.0 program aims to, 1) provide the framework to guide providers in this work, 2) support providers by identifying and implementing best practices throughout the healthcare system, 3) financially reward providers that successfully reach related milestones, and 4) prepare providers to sustain these activities after the program ends.

Whether this is your first time participating or you're a TI 1.0 graduate, AHCCCS and Arizona State University (ASU) partners are committed to providing the support you need to succeed. Collaboration and coordination is key to progress on these initiatives. AHCCCS and ASU will continue to engage participating providers, AHCCCS contracted health plans, Accountable Care Organizations, Clinically Integrated Networks, community service providers, State and local governments, criminal justice agencies, and other subject matter experts throughout the program. AHCCCS encourages participants to leverage this support and guidance to maximize impact of these activities now- before they become the norm in the future.

As a TI community, we will come together in learning collaboratives and engage in interdisciplinary stakeholder groups to spotlight population health challenges and workshop solutions that work for the regional and culturally diverse needs throughout the state. Your patients, peers, staff, payers, and boards will benefit from the many lessons we will learn throughout the program.

Thank you for your participation, and welcome to the team!

Sincerely,

Carmen Heredia, AHCCCS Chief Executive Officer
Cameron Adams, AHCCCS Targeted Investments Programs Administrator
Dr. William Riley, Professor, Arizona State University
Dr. George Runger, Professor, Arizona State University
Dr. Matthew Martin, Clinical Associate Professor, Arizona State University
The AHCCCS Targeted Investments Team
The ASU TIPQIC Team

TI 2.0 Overview

The Targeted Investments Program (TI 2.0) aligns with AHCCCS' strategic plan and Arizona's Section 1115 Waiver to support and incentivize providers to develop and enhance comprehensive whole person care systems that effectively address the social risk factors that adversely affect health. Eligible Medicaid provider organizations that meet certain benchmarks will receive financial incentives through managed care plans for developing infrastructure and protocols to optimize coordination of services designed to meet the member's acute, behavioral, and health-related social needs (HRSN) and address identified health inequities among their patient population.

All participants (primary care, behavioral health, and justice) will create and implement policies for: implementing CLAS Standards, promoting health equity, addressing HRSN, and utilizing Community Cares. There will be milestone options that differ by Areas of Concentration (AOCs). The milestones (including payment weighting) are available on the TI 2.0 web page.

TI 2.0 Milestone Topics Summary	
Core Component	**Area of Concentration (AOC)**
Culturally and Linguistically Appropriate Services Standards (CLAS)	All
Health Equity	All
Health-Related Social Needs (HRSN) Processes	All
Community Cares	All
Postpartum Depression Screening- PMH Certifications	Adult BH
Postpartum Depression Screening- Screening New Caregivers at Well Visit and Referrals	Adult PCP
Postpartum Depression Screening- Screening New Caregivers at EPSDT Visit and Referrals	Peds PCP
Onsite Dental Varnish	Peds PCP
Early Reach-In	Justice
Tobacco Cessation	Justice

Participation for the TI 2.0 program is limited to Primary Care, Behavioral Health and Justice organizations. Below are eligible provider types per Area of Concentration.

Primary Care Adult and Peds	Behavioral Health Adult and Peds	Justice Adult
Integrated Outpatient Clinics	**Integrated Outpatient Clinics**	**Integrated Settings**
Non-Integrated Primary Care Outpatient Clinics	**77-Behavioral Health Outpatient clinics**	Integrated Outpatient Clinics Federally Qualified Health Centers
Non-facility PCP Providers Working In the Clinics	**Non-facility BH Providers Working In the Clinics**	Rural Health Centers
MD-Physician	MD-Physician	
DO-Physician Osteopath	DO-Physician Osteopath	**Competitive by Population Served**
Registered Nurse Practitioner	Licensed independent Substance Abuse Counselor (LISAC)	Application demonstrates robust collaborative agreements with a justice partner (e.g., Clinics co-located with or adjacent to probation, parole facilities, court, diversion)
Physicians Assistant	Licensed Clinical Social Worker (LCSW)	
Obstetrician and gynecologist practices	Psychologist	
	86 Licensed Marriage & Family Therapist (LMFT)	
	Licensed Professional Counselor (LPC)	
	School Based Guidance Counselor	
	School Based Certified School Psychologist	
	Behavioral Health Counselor	
	Board Certified Behavioral Analyst Provider	
	MHS Social Worker	
	MHS Nurse- Psychologists	
	Registered Nurse Practitioner	

Meet the Team

AHCCCS Targeted Investments (TI 2.0)
Within the AHCCCS Division of Health Care Services, the small-but-mighty Targeted Investments team coordinates with policymakers throughout the agency. The team is led by the Program Administrator and supported by a Research & Statistical Analyst and Project Manager. The AHCCCS TI 2.0 team can be contacted by emailing targetedinvestments@azahcccs.gov.   The AHCCCS TI 2.0 team oversees: • Alignment with AHCCCS Policies,   • Administration of the TI 2.0 Programs,   • Initiating calculation and disbursement of incentive payments,   • Determining organization eligibility,   • Annual applications and attestation processes, and   • Milestones and performance measure selection.

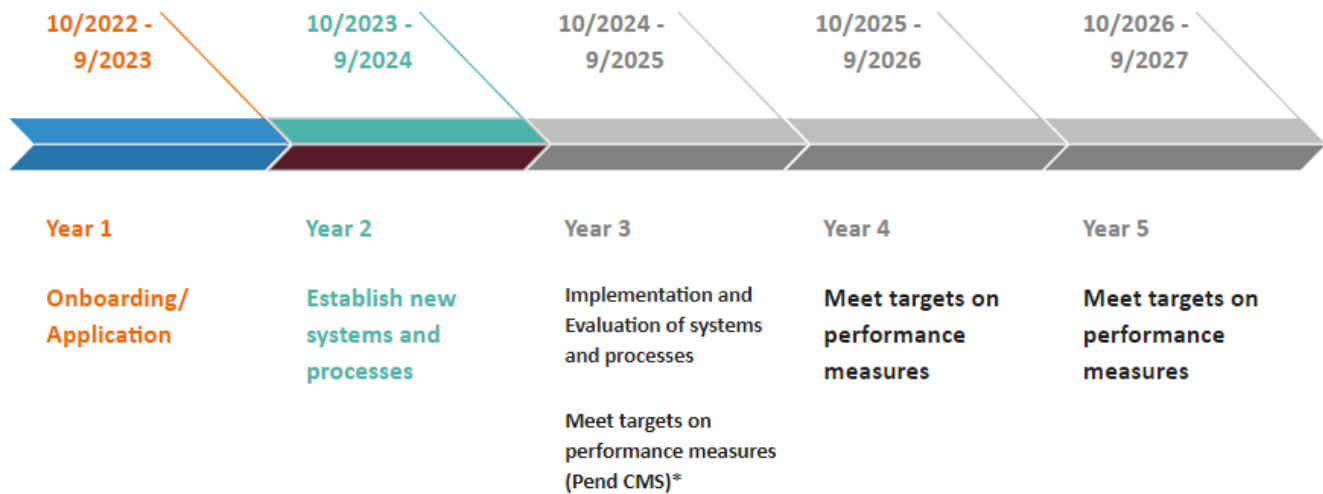| Targeted Investments Program Quality Improvement Collaborative (TIPQIC) |
|---|
| The Targeted Investments Program Quality Improvement Collaborative (TIPQIC) is a collaboration between the AHCCCS Targeted Investments (TI 2.0) team and Arizona State University (ASU) with the goal of helping TI 2.0-participating organizations manage and improve their performance on incentivized measures. The TIPQIC team can be contacted by emailing TIPQIC@asu.edu.

 The quality improvement, data science, and clinical informatics experts at ASU support TI 2.0 participants by:
 • Providing data feedback and benchmarking through personalized dashboards updated monthly,
 • Educating TI 2.0 participants on quality improvement (QI) strategies and techniques,
 • Distributing best practices and facilitating peer learning,
 • Aiding TI 2.0 participants with improving internal reporting processes and identifying areas for improvement,
 • Assisting with onboarding new staff to TI 2.0,
 • Adapting services and resources to meet TI 2.0 participants' needs,
 • Maximizing the opportunity to achieve performance measure targets, and
 • Providing Continuing Education (CE) credits for Medical, Nursing, Psychology, Social Work, and Interprofessional certifications. |

Getting Started Checklist

Review the checklist below and contact the TI 2.0 Team at targetedinvestments@azahcccs.gov for questions.

☐ Review Year 2 and Year 3 Milestones

☐ Save The Date: Block off your calendar for two Quality Improvement Collaborative (QICs) sessions hosted by the Targeted Investments Program Quality Improvement Collaborative (TIPQIC). Sign-up and registration links will be available on the TIPQIC website.

- TI 2.0 Year 2 QICs will be held virtually:

  ○ May 9, 2024 from 11:30 A.M. to 1:00 P.M.

  ○ August 8, 2024 from 11:30 A.M. to 1:00 P.M.

☐ Confirm your organization is on track to meet the Health Information Exchange (HIE) (Contexture) and Electronic Health Record (EHR) eligibility requirement.

- Review the TI 2.0 Program HIE and EHR Requirement. More information is available on the Contexture website. Contact your Contexture account manager to determine next steps for your organization (hello@contexture.org).

☐ Complete onboarding onto CommunityCares by September 30, 2024.

- All TI 2.0 Participating Organizations will need to create and implement policies for adopting the CommunityCares Year 2 and Year 3 milestone requirements. More information is available on the CommunityCares website or contact the team at communitycares@contexture.org.

☐ Complete the TI 2.0 Contact Information form

☐ Sign up for the TI newsletter

☐ Ensure the AHCCCS Provider Enrollment Portal (APEP), National Provider Identify Registry, and Arizona Department of Health Services License (participating outpatient facilities only) is up to date with your organization's correct clinic address and related information prior to September 30, 2024.

Annual Deliverables

TI 2.0 Timelines

10/2022 - 9/2023	10/2023 - 9/2024	10/2024 - 9/2025	10/2025 - 9/2026	10/2026 - 9/2027
Year 1	**Year 2**	Year 3	Year 4	Year 5
Onboarding/ Application	Establish new systems and processes	Implementation and Evaluation of systems and processes	Meet targets on performance measures	Meet targets on performance measures
		Meet targets on performance measures (Pend CMS)*		

Year 1: Onboarding/Application (10/2022 - 9/2023)

- Develop foundational policies and protocols (submitted for AHCCCS review)
- Commitment to bi-directionally connecting to the HIE 3.0 platform

Year 2: Create Policies (10/2023 - 9/2024)

- Implement foundational policies by end of year
- Develop TI 2.0 policies and protocols related to new initiatives (submit for AHCCCS review)
- Participate in Quality Improvement Collaboratives

Year 3: Implement Policies (10/2024 - 9/2025)

- Demonstrate adherence to TI 2.0 policies and protocols (random sample audit)
- Participate in Quality Improvement Collaboratives
- Meet targets on performance measures

Year 4: Performance Metrics (10/2025 - 9/2026)

- Bidirectionally share data with the HIE 3.0
- Participate in Quality Improvement Collaboratives
- Meet targets on performance measures

Year 5: Performance Metrics (10/2026 - 9/2027)

- Bidirectionally share data with the HIE 3.0
- Participate in Quality Improvement Collaboratives
- Meet targets on performance measures

Eligibility Requirement: Health Information Exchange (Contexture)

Year 1 (October 1, 2023 – September 30, 2024)	Year 2 (October 1, 2023 – September 30, 2024) Year 3 (October 1, 2024 – September 30, 2025)
• All TI 2.0 organizations completed either a *Scope of Work with Contexture* **OR** *Health Information Exchange (HIE) Commitment Letter* during the application process	• All TI 2.0 Participants committed to the following: 1. **Electronic Health Record (EHR) System Requirement:** No later than 9/30/2025, all participating clinics under the participating Tax ID will implement an EHR system capable of sending and receiving data from Contexture. 2. **Health Information Exchange (HIE) Requirement:** By 9/30/2025, or within one year of Contexture's new platform availability (whichever is later), all participating clinics under the participating Tax ID will achieve bi-directional data sharing with the new HIE platform. • Submit Year 2 and Year 3 application in the AHCCCS Online TI 2.0 Application Portal ○ Attest that your organization is meeting or is on track to meet the EHR System requirement and the HIE requirement by 9/30/2025

Incentive Payment by Project

Targeted Investments Program (TI 2.0) payment is earned on an annual basis. Eligible providers will receive financial incentives through managed care plans for their participation in milestones, performance measures, quality improvement collaborative (QIC) sessions, and related activities. The amount will vary by program year.

In order to receive a Targeted Investments payment, providers must be in good standing with AHCCCS, including, but not limited to: an active registered provider, and in good financial standing. If a provider is not in good standing with AHCCCS, no payment will be made to the provider, even if the provider previously completed an attestation. If a provider is not in good standing with AHCCCS and a payment is made, AHCCCS is required to recoup the payment.

General Payment Methodology for each year:

$$\text{Units} \times \text{per unit rate} \times \text{\% of milestones passed} = \text{payment}$$

UNITS

Primary Care Units:

1. AHCCCS is working with CMS to define a utilization proxy. AHCCCS will provide updates in the upcoming months.

Behavioral Health Units:

1. Number of qualified service units provided during the previous Program Year based on per site [identified by the participating AHCCCS provider ID#] encounters with its contracted AHCCCS Complete Care MCOs, and

2. Milestones attested to and validated, each weighted to a relative value-based level resources needed.

Justice Units:

1. Number of unique justice-involved adult members served by the clinic during the program year, and

2. Milestones attested to and validated, each weighted to a relative value based level resources needed.

PER UNIT RATE

At the end of each program year, AHCCCS computes the total number of units that will be counted for each project. The aggregate dollars for the year are divided by the total number of units to determine a per-unit rate. Because the aggregate number of units are not known until months after the program year, AHCCCS can only estimate the per-unit rate based on the aggregate funding for the year:

Targeted Investments Program: Quality Improvement Collaborative (TIPQIC)

Overview

The Targeted Investments Program Quality Improvement Collaborative (TIPQIC) is a collaboration between the AHCCCS Targeted Investments (TI 2.0) team and Arizona State University (ASU) with the goal of helping TI participating organizations manage and improve their performance on incentivized measures. For more information, please visit the TIPQIC website: tipqic.org. The TIPQIC team can be contacted by emailing TIPQIC@asu.edu.

The quality improvement, data science, and clinical informatics experts at ASU support TI 2.0 participants by:

- Providing data feedback and benchmarking through personalized dashboards updated monthly,

- Educating TI 2.0 participants on quality improvement (QI) strategies and techniques,

- Distributing best practices and facilitating peer learning,

- Aiding TI 2.0 participants with improving internal reporting processes and identifying areas for improvement,

- Assisting with onboarding new staff to TI 2.0,

- Adapting services and resources to meet TI 2.0 participants' needs,

- Maximizing the opportunity to achieve performance measure targets, and

- Providing Continuing Education (CE) credits for Medical, Nursing, Psychology, Social Work, and Interprofessional certifications.

Technical Assistance

The TIPQIC team has a wide variety of technical assistance offerings, including, but not limited to, QIC meetings, data harmonization, performance dashboards, and continued learning support. Please see below for a more detailed explanation of each of these efforts:

- QIC Meetings

    - The Quality Improvement Collaborative (QIC) Meetings are a way for all TI 2.0 stakeholders to meet and connect. These meetings provide information about and updates to TI 2.0 offerings and initiatives. It is important for TI participating organizations to attend these meetings to stay up-to-date on TI 2.0 happenings and to receive full credit for incentive payments.

- Data Harmonization

    - Interested providers can work with the TIPQIC team to examine AHCCCS members or member hospitalization events eligible for each measure and attributed to their organization through a member list comparison. Providers will receive a summary report that includes member-level details for each measure explored. Results will help to:

        - Explore and explain differences in denominators and performance to identify

reporting gaps,

- ■ Ensure consistent view of improved trends,

- ■ Identify process errors, and

- ■ Identify additional members each practice is held accountable for.

- Performance Dashboards

  - ○ The TIPQIC team has developed dashboards that display providers' performance on the TI 2.0 measures. These dashboards act as an interactive tool for providers to gain insight into their performance on certain measures. The TIPQIC Team also offers MCO dashboards that allow MCO users to view the performance of their respective network on the various measures. Please note that TI 2.0 dashboards will not be available until the TI 2.0 measures are approved.

- Continued Learning Support

  - ○ Continuing Education (CE) credits

    - ■ The TIPQIC team provides the opportunity for TI participants to receive Continuing Education (CE) credits. Please see our website for a breakdown of the available credits.

  - ○ TIP Online Projects

    - ■ For TI 2.0, we are introducing TI Online Projects, a set of projects focused on improving health equity efforts and performance on the TI 2.0 measures. TI participants will complete these activities through an online learning portal. Completion of these deliverables is highly encouraged, as it is tied to incentive payments.

- 1-on-1 Technical Assistance Consulting

  - ○ In addition to the above offerings, TIPQIC also provides 1-on-1 consulting services for general technical assistance support. Please contact the TIPQIC team at tipqic@asu.edu to schedule a 1-on-1 Technical Assistance Consulting session.

Appendix

AHCCCS Provider Enrollment Portal (APEP)

All TI 2.0 participating organizations are required to keep their provider enrollment status active and as up-to-date as possible. Go to the [APEP Website](#) to update your organization's enrollment. Email related questions to [APEPTrainingQuestions@azahcccs.gov](#).

AHCCCS registered provider, you are required to:

- Report any changes to your information using APEP. Changes may include, but are not limited to:
    - Change in service address, and
    - Changes in ownership or managing employees.
- Maintain current license and certifications, and
- Respond to any requests from AHCCCS about your enrollment information.

Attestation

Attestation is an annual process where participants log into AHCCCS Online TI 2.0 Portal and select the completed milestones and upload supporting documentation for that program year. These milestones are legally binding and correspond directly with payment. Attestation is mandatory to receive the incentive payment. In the event of the Office of Inspector General (OIG) audit, participants may be audited. Participants are required to keep all documents and attestation records on file for a minimum of 7 years.

To prepare for annual attestation TI 2.0 participating organizations must:

- Confirm that their team has access to the AHCCCS Online TI 2.0 Portal.

- Review and make changes to participating clinics in the AHCCCS Online Enrollment Portal (APEP).

    Be prepared to select participating clinics, including any new clinics. This will require ensuring that the new and old clinics are properly enrolled via the AHCCCS Online Enrollment Portal.

- Licensure

    Current Professional Certifications or Licensures – Providers must maintain current and ongoing certification or licensure when enrolling and participating in the Medicaid Program with an active status of the provider enrollment AHCCCS ID.

- National Provider Identifier (NPI)

    The federal government requires that providers who administer "medical and other health services" should obtain an NPI number – a unique 10-digit identification number for covered health care providers. For more information visit the [National Plan and Provider Enumeration System (NPPES) webpage](#) or contact the NPI Enumerator at 1-800-465-3203 or TTY 1-800-692-2326.

Contacts

TI 2.0 Participant List

The list of Targeted Investments Program participating organizations can be found on the [TI 2.0 website](#). Select one of the links below to view participants by area of concentration.

- [Adult Behavioral Health](#)
- [Adult Primary Care](#)
- [Pediatric Behavioral Health](#)
- [Pediatric Primary Care](#)
- [Justice](#)

Contexture

- Contexture: GetConnected@contexture.org

- CommunityCares: communitycares@contexture.org

TI Program

- AHCCCS Targeted Investments: targetedinvestments@azahcccs.gov

- ASU TIPQIC: TIPQIC@asu.edu

Health Plans

Targeted Investments participating organizations can contact health plans using the contact information below. Updated in March 2024.

Health Plan (ACC, ACC-RBHAs only)	1) Rep Responsible for Coordinating QIC Meeting Attendance (Primary point of contact) *Serves as AHCCCS' primary point of contact, responsible for attending and/or tapping a delegate to attend each Quality Improvement Collaborative. Per ACOM325, a representative from each Plan must attend each QIC session to earn full admin funding in the year.*	2) Rep Responsible for Assisting TI Participants with APMs/ VBS *Assists TI participants with creating or otherwise managing their Alternative Payment / Value Based Service arrangements.*	3) Rep Responsible for Assisting PCP Participants with Addressing PCP Assignment Concerns *Assists PCPs with reconciling PCP assignment panels or otherwise explaining how PCP assignment is generated and reconciled with claims and the providers currently working at the clinic.*
MCP	KuklishS@mercycareaz.org	KuklishS@mercycareaz.org	GannonE@mercycareaz.org
MCP-RBHA	KuklishS@mercycareaz.org	KuklishS@mercycareaz.org	GannonE@mercycareaz.org
AzCH	Angela Burzynski Angela.C.Burzynski@azcompletehealth.com	Jenifer Regan Jenifer.Regan@azcompletehealth.com	Email request (with TIN and Practice Name) to Karin Uhlich: kuhlich@azcompletehealth.com
AzCH-RBHA	Angela Burzynski Angela.C.Burzynski@azcompletehealth.com	Jenifer Regan Jenifer.Regan@azcompletehealth.com	Email request (with TIN and Practice Name) to Karin Uhlich: kuhlich@azcompletehealth.com
BUFC	Alison Mell Email: Alison.Mell@bannerhealth.com	Marcela Ruiz Email: marcela.ruiz@bannerhealth.com	Susan Gilkey Email: susan.gilkey@bannerhealth.com
CRF	Angela.C.Burzynski@azcompletehealth.com	MJimenez@care1staz.com	Email request (with TIN and Practice Name) to Assigned Network Management Rep or dedicated inbox: sm_az_pno@care1staz.com; CCheesman@care1staz.com
HCA	amanda.pizzolanti@azblue.com; Jordan.Wilkins@azblue.com; hch.deliverables@azblue.com	amanda.pizzolanti@azblue.com; Jordan.Wilkins@azblue.com; hch.deliverables@azblue.com	amanda.pizzolanti@azblue.com; Jordan.Wilkins@azblue.com; hch.deliverables@azblue.com
UHC	Lucy_Lonberger@uhc.com	Kris_e_moe@uhc.com	AZ_Events@uhc.com
MCC	jenny.starbuck@molinahealthcare.com	ryan.ouimette@molinahealthcare.com	kelley.pavkov@molinahealthcare.com