

## ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM



150 NORTH 18<sup>TH</sup> AVENUE  
PHOENIX, ARIZONA 85007

### MEDICARE ADVANTAGE ORGANIZATION AGREEMENT BETWEEN AHCCCS AND

Participant: Bridgeway Health Solutions of Arizona, Inc.  
AHCCCS AGREEMENT #YH26-0008-01

The continuation of this Agreement, as executed by each of the undersigned parties, AHCCCS and Participant, is subject to, and may be dependent upon, a final judicial decision in the pending litigation regarding the AHCCCS RFP YH24-0001.

AHCCCS reserves its right to take future actions with respect to this Agreement, including making future revisions, based upon a final judicial decision in the pending litigation regarding the AHCCCS RFP YH24-0001, pursuant to authorities vested in paragraphs 3.6: Changes and Amendments and 3.7: Severability of this agreement.

This AGREEMENT is entered into by the Arizona Health Care Cost Containment System (AHCCCS), the Arizona State Medicaid Agency, having its principal office at 150 North 18th Avenue, Phoenix, Arizona 85007, and hereafter referred to as “AHCCCS”, and the Participant: Bridgeway Health Solutions of Arizona, Inc. hereafter referred to as “Medicare Advantage Organization (MAO)”.

The purpose of this Agreement is to coordinate care for individuals in Arizona who are enrolled in Medicare and receive assistance under Medicaid, known as “Full Benefit Dual Eligible Members.” This Agreement outlines requirements which aim to improve care coordination and timely information sharing by both parties for Full Benefit Dual Eligible Members enrolled in an AHCCCS-certified or State-licensed MAO, consistent with the requirements of 42 CFR 422.107, the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA), and the Patient Protection and Affordable Care Act of 2010 and as amended by the Health Care and Education Reconciliation Act of 2010 (PPACA). As required in its AHCCCS contract, each AHCCCS Complete Care (ACC), ALTCS Health Plan, or ACC-Regional Behavioral Health Agreement (ACC-RBHA) Health Plan is also required to operate an MAO offering a Dual Eligible Special Needs Plan (D-SNP) product(s) in all Geographic Service Areas (GSAs) in which it holds a Medicaid contract. Per the requirements of *AHCCCS Contractor Operations Manual (ACOM)* Policy 107, AHCCCS shall execute an Agreement only when an MAO holds a companion AHCCCS program contract that covers the requested county(ies) and AHCCCS population(s).

As required by Arizona Revised Statutes (A.R.S.) §36-2906.01, each contracted ACC, ALTCS Health Plan, or ACC-RBHA Health Plan shall establish an affiliated corporation whose only authorized business is to provide services to enrolled AHCCCS eligible persons. Each contracted Medicaid MCO shall have, and

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assure AHCCCS it does have, the legal and actual authority to direct, manage, and control the operations of both the corporation established under its AHCCCS contract and its companion MAO to the extent necessary to ensure integration of Medicare and AHCCCS services for individuals enrolled for both programs. The AHCCCS-contracted MAO shall be an affiliated organization of the companion Medicaid Managed Care Organization (MCO) as defined. To meet federal integration requirements for Fully Integrated D-SNPs (FIDE SNPs), MAO and ALTCS Health Plan contracts shall be held by the same Arizona single legal entity.

### 1. DEFINITIONS

- 1.1 Affiliated Organization:** A party that, directly or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with or of an entity.
- 1.2 Arizona Long Term Care System (ALTCS) Program:** A Title XIX program administered by AHCCCS as authorized by A.R.S. Title 36, Chapter 29, Article 2. The ALTCS Program provides long term care, acute care, behavioral health care and case management services to two distinct populations: eligible individuals who are elderly and physically disabled, and eligible individuals who are developmentally disabled. In order to qualify for the ALTCS Program, applicants shall be determined to need an institutional Level of Care, as well as meet other financial and eligibility criteria.
- 1.3 Centers for Medicare & Medicaid Services (CMS):** An agency of the United States Department of Health and Human Services responsible for administering the Medicare (Title XVIII) and Medicaid (Title XIX) programs.
- 1.4 Dual Eligible Member:** A member who is eligible for both Medicare and Medicaid. CMS lists Dual Eligible Members in the following categories: a Qualified Medicare Beneficiary (QMB- (a QMB Plus or a QMB Only), and a Non-QMB (a Specified Low-Income Beneficiary [SLMB Only or SLMB Plus]), or an Other Full Benefit Dual Eligible (Freedom to Work) Member. For the purposes of this Agreement, only those dual eligible members as further defined at paragraphs 1.6: Full Benefit Dual Eligibles and 1.10 Other Full Benefit Dual Eligibles following are eligible to enroll in Participant's MAO as also further detailed in Section 4 and Attachment 7 of this Agreement.
- 1.5 Dual Eligible Special Needs Plan (D-SNP):** A type of Medicare Advantage plan offered by a CMS-contracted MAO that limits its enrollment to those beneficiaries who are entitled to both Medicare (Title XVIII) program covered health benefits and full Medicaid (Title XIX) program covered health benefits.
- 1.6 Full Benefit Dual Eligible Member:** A member who is enrolled with an AHCCCS Contractor for full Medicaid services (AHCCCS benefits) and who is also receiving both Medicare Part A and Part B services. These individuals are considered to be Full Benefit Dual Eligible Members, and include Qualified Medicare Beneficiary Plus (QMB Plus), and Other Full Benefit Dual Eligible (Other FBDE-AHCCCS Freedom to Work) populations. A Full Benefit Dual Eligible Member does not include those individuals enrolled with AHCCCS in the following population categories only through a Medicare Savings Program population (and receive from AHCCCS

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only Medicare cost sharing assistance): Qualified Medicare Beneficiary Only (QMB Only), Specified Low-Income Medicare Beneficiary Only (SLMB Only) or Qualified Individual-1 (QI-1).

- 1.7 Medicare Advantage (MA):** The Medicare managed care program (Part C) as administered by CMS.
- 1.8 Medicare Advantage Organization (MAO):** An entity contracted with CMS to provide integrated Medicare Part A, Part B, and Part D benefits to Medicare beneficiaries.
- 1.9 Qualified Medicare Beneficiary with AHCCCS Benefits (QMB Plus):** An individual who is a Full Benefit Dual Eligible Member entitled to Medicare, meets the Federal income standard of equal to or less than 100 percent of the Federal Poverty Level (FPL), and is determined eligible for full AHCCCS benefits. For a QMB Plus Full Benefit Dual Eligible Member, AHCCCS shall provide payment of the applicable Medicare Part A premium, the applicable Medicare Part B premium, Medicare coinsurance amounts, and Medicare deductibles for Medicare covered services.
- 1.10 Other Full Benefit Dual Eligible Member:** An individual who is entitled to Medicare, does not meet either QMB Plus or SMB Plus categorical income criteria, but is determined eligible for full AHCCCS benefits (Freedom to Work Member). For an Other Full Benefit Dual Eligible Member, AHCCCS does not provide payment for either Medicare Part A or Part B premiums.

## **2. PROGRAM REQUIREMENTS**

### **2.1. MAO RESPONSIBILITIES TO COORDINATE MEDICAID BENEFITS**

MAO is responsible for the coordination of both Medicare and Medicaid integrated health care benefits, regardless of whether a Full Benefit Dual Eligible Member is enrolled with MAO's companion ACC, ALTCS E-PD Health Plan, ALTCS DD Health Plan, or ACC-RBHA health plan for Medicaid benefits.

- 2.1.1 If a Full Benefit Dual Eligible Member is enrolled with MAO for both Medicare and Medicaid benefits, MAO is responsible for integrating and coordinating all benefits covered by both Medicare and AHCCCS.
- 2.1.2 If a Full Benefit Dual Eligible Member is enrolled with MAO for both Medicare and Medicaid benefits, MAO is responsible for and shall utilize Medicare Parts A, B and D data, in conjunction with applicable Medicaid health care and other data received from AHCCCS, to coordinate all aspects of the enrolled Full Benefit Dual Eligible Member's integrated health care benefits, including, but not limited to discharge planning, disease management, and care management.
- 2.1.3 If a Full Benefit Dual Eligible Member is not enrolled with MAO's companion Medicaid MCO for Medicaid benefits, MAO shall coordinate such integrated AHCCCS-only benefits with the Full Benefit Dual Eligible Member's assigned ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, or the AHCCCS fee-for-service program, each as applicable. Coordination of integrated Medicaid benefits is not the Full Benefit Dual Eligible Member's responsibility.

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- 2.1.4 MAO shall coordinate behavioral health benefits with the Full Benefit Dual Eligible Member's applicable ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, when necessary and appropriate.
- 2.1.5 MAO shall submit to AHCCCS its Medicare Health Risk Assessment (HRA) tool annually as specified in Attachment 1: Chart of Deliverables. The HRA tool shall include standardized health-related social need (HRSN) survey questions from screening instruments specified in CMS guidance, as per the CY2023 Medicare Advantage Final Rule criteria effective CY2024 published in the *Federal Register* of May 9, 2022 (see also 42 CFR Section 101). shall align HRSN HRA questions with those utilized by its integrated companion Medicaid MCO for similar purposes by no later than January 1, 2027.
- 2.1.6 MAO shall access a Full Benefit Dual Eligible Member's enrollment data through daily enrollment files AHCCCS provides to MAO's companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, each as applicable. This enrollment data is also available through the AHCCCS Online web portal. See further description at paragraph 2.5 of this Agreement.
- 2.1.7 MAO shall establish a designated Care Coordination Contact Person at each AHCCCS ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan who will be responsible at a minimum to timely share, communicate and coordinate inpatient hospital, emergency department, and chronic illness information to assist an enrolled Full Benefit Dual Eligible Member's assigned ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan (whether a companion affiliated or non-companion organization) to coordinate care – including when benefits change either to or from Medicare or Medicaid coverage – in accordance with, but not limited to, the applicable terms and requirements of *AHCCCS Medical Policy Manual (AMPM)* Chapter 500: Care Coordination Requirements. Within ten (10) calendar days of a change in MAO's designated Care Coordination Contact Person(s), MAO shall notify each ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan of such change.
- 2.1.8 MAO shall provide AHCCCS with the name of its designated Care Coordination Contact Person who is responsible for coordinating the care of enrolled Full Benefit Dual Eligible Members as per paragraph 2.1.7. The name and contact information of this person shall be listed in paragraph 3.16.3. AHCCCS shall be notified within ten (10) calendar days of a change in MAO's designated Care Coordination Contact Person.
- 2.1.9 MAO shall participate in any AHCCCS meetings (by telephone, Internet or in person) relating to integrated care for Full Benefit Dual Eligible Members.  
  
MAO shall timely provide any necessary information and data as requested by AHCCCS or CMS to further Medicare-Medicaid integrated care coordination activities.

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- 2.1.10 MAO shall provide AHCCCS with necessary and timely information in response to requested quality of care inquiries. Responses to quality of care cases referred by AHCCCS shall address the appropriate investigative and resolution processes for benefits and care coordinated through both the Medicare and Medicaid programs.
- 2.1.11 *Default Enrollment Process* – On behalf of currently enrolled AHCCCS full benefit eligible members who receive full medical assistance benefits, and who become newly Medicare eligible either by age or disability, and that such Medicare eligibility results in Full Benefit Dual Eligible Member status for such members, MAO shall perform the default enrollment process as provided by 42 CFR 422.66 and 422.68.

Through this Agreement, in conformance with 42 CFR 422.66(c)(2)(i)(B) and 42 CFR 422.107, AHCCCS approves MAO's implementation of the default enrollment process subject to CMS' prior approval as per the requirements of 42 CFR 422.66(c)(2)(i)(E), (F), and (G) inclusive; 422.66(c)(2)(ii); and other CMS-published regulatory guidance as applicable.

MAO shall be responsible for timely obtaining initial default enrollment process approval from CMS no later than 60 calendar days prior to the Effective Date of this Agreement as specified in paragraph 3.1: Term of Agreement. MAO shall coordinate with AHCCCS regarding those activities necessary to obtain such CMS prior approval. MAO shall forward to AHCCCS a copy of CMS' default enrollment process prior approval notification or correspondence to MAO within ten (10) calendar days of receipt from CMS, in accordance with the requirements of Attachment 1: Chart of Deliverables.

MAO shall also be responsible for coordinating those activities necessary to renew any existing default enrollment process approval(s) with CMS, as per the requirements of 42 CFR 422.66(c)(2)(ii), so that any such subsequent CMS approval(s)/renewal(s) of an existing approved default enrollment process shall be effective no later than 60 calendar days prior to the expiration of the existing CMS approval requested to be renewed. MAO shall coordinate with AHCCCS regarding those activities necessary to obtain such CMS renewal approval(s) of an existing default enrollment process. MAO shall forward to AHCCCS copies of its default enrollment process renewal notification and materials to CMS, and CMS' renewal approval(s) notification or correspondence to MAO, within ten (10) calendar days of receipt from CMS, in accordance with the requirements of Attachment 1: Chart of Deliverables.

MAO shall maintain a minimum 3.0 overall plan Star rating as assigned by CMS to implement the default enrollment process. MAO implementation of the default enrollment process shall be revoked by CMS if a minimum 3.0 overall plan Star rating is not maintained, and default enrollment cannot be re-applied for with CMS until MAO has subsequently achieved this minimum Star rating. See paragraph 2.11: Medicare Star Ratings for additional Star rating requirements.

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Through implementation of the default enrollment process, AHCCCS shall provide MAO with information necessary to prospectively identify those AHCCCS categorically eligible members who are or will be in their Medicare Initial Coverage Election Period.

On an informational basis only, MAO shall report quarterly, by month, to AHCCCS of its default enrollment process activities and results, as specified in Attachment 1: Chart of Deliverables and Attachment 5: Default Enrollment Process Reporting Requirements.

- 2.1.12 *Passive Enrollment Process* – When determined in the best interest of Full Benefit Dual Eligible Members to maintain continuity of integrated care through aligned enrollment between their companion Medicaid MCO and selected MAO, each as offered by the same parent/affiliated organization, it is AHCCCS' sole option to request the opportunity of and consult with CMS for implementing the applicable passive enrollment requirements of 42 CFR 422.60(g) to address the circumstances described at 42 CFR 422.60(g)(1)(iii).

MAO shall implement passive enrollment requirements and procedures only as directed or instructed by CMS or AHCCCS, in accordance with, but not limited to, such terms, conditions, or requirements as provided by 42 CFR 422.60(g)(3), 422.60(g)(4)(ii), 422.60(g)(5), and applicable regulatory guidance.

MAO shall provide CMS or AHCCCS with any data or information within the timeframes or specifications requested, as determined necessary, to facilitate passive enrollment activities.

- 2.1.13 *Alignment Efforts* – AHCCCS will continue to work with stakeholders to establish practices which improve alignment for Full Benefit Dual Eligible Members, including Exclusively Aligned Enrollment (EAE) practices for FIDE SNP members. A beneficiary's choice of MAO shall be fully respected where possible and in conjunction with EAE practices for FIDE SNP enrolled members. Misalignment may occur on behalf of HIDE SNP enrolled members. MAO shall maximize integrated care coordination activities for enrolled ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan Full Benefit Dual Eligible Members (see ACOM Policy 107).

## **2.2. MEDICAID BENEFITS COVERED BY MAO**

For all enrolled Full Benefit Dual Eligible Members, MAO shall coordinate or otherwise arrange to provide all of the medically necessary comprehensive, preventive, and diagnostic and therapeutic physical health, behavioral health and long-term services and supports (LTSS) services as applicable, that includes all services they are entitled to receive under the respective AHCCCS managed care program in which they are enrolled, as specified in respective AHCCCS managed care program contracts:

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- AHCCCS Complete Care (ACC) contract YH19-0001, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 9: Scope of Services;
  - Section D, Paragraph 11: Behavioral Health Services Delivery;
- ALTCS Elderly and Physically Disabled (E-PD [MLTSS]) contract YH24-0001, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/closed.html>
  - Section D, Paragraph 11: Scope of Services (including Long-Term Services and Supports);
  - Section D, Paragraph 13: Behavioral Health Services Delivery;
- ALTCS DD contract YH6-0014, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 9: Scope of Services;
  - Section D, Paragraph 10: Behavioral Health Services Delivery;
  - DD contract, as amended  
[https://app.az.gov/page.aspx/en/ctr/contract\\_manage\\_public/](https://app.az.gov/page.aspx/en/ctr/contract_manage_public/);
- ACC-Regional Behavioral Health Agreement (ACC-RBHA) contract YH19-0001R, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 9: Scope of Services;
  - Section D, Paragraph 11: Behavioral Health Services Delivery.

MAO coordination or arrangement of Medicaid covered services on behalf of enrolled Full Benefit Dual Eligible Members shall be equal in amount, duration, and scope as established by AHCCCS, including applicable AHCCCS medical necessity requirements, and shall be provided with current knowledge and familiarity of terms and requirements as set forth in:

- Title XIX of the Social Security Act;
- 42 CFR Parts 440, 434, 438 and 441;
- Arizona State Plan for Medical Assistance (aka Medicaid State Plan);
- Arizona Revised Statutes (ARS) §36-2901 et seq.;
- Arizona Administrative Code (AAC) Title 9, Chapters 22 and 28 (AHCCCS rules);
- *AHCCCS Medical Policy Manual (AMPM)*;
- Other applicable AHCCCS policies and procedures;
- AHCCCS Complete Care (ACC), ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan contracts, each as applicable;

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- AHCCCS website resources; and
- Other relevant sources and materials.

MAO shall timely coordinate ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan managed care benefits for its enrolled Full Benefit Dual Eligible Members as per Attachments 2, 3 and 4 of this Agreement. Paragraphs 2.1 et seq. of this Agreement detail MAO's specific Medicare-Medicaid integrated care coordination requirements.

All covered benefits, as incorporated herein, and services mandated by state or federal law on behalf of enrolled Full Benefit Dual Eligible Members, are subject to determination of medical necessity by MAO.

Except as otherwise provided under this Agreement, or otherwise mandated by state or federal law, all health care services prescribed or recommended by a network physician, dentist, care manager, or other practitioner, or approved by MAO, are limited to services covered under Medicare or AHCCCS.

**2.3. MEDICAID COST-SHARING PROTECTIONS COVERED UNDER MAO**

MAO and its contracted providers are prohibited from imposing cost-sharing requirements on enrolled Full Benefit Dual Eligible Members that would exceed the amounts permitted under the Arizona State Plan for Medical Assistance, per section 1852(a)(7) of the Act and 42 CFR§422.504(g)(1)(iii).

Section 1902(n)(3)(B) of the Social Security Act prohibits a Medicare provider from balance billing a QMB Plus Full Benefit Dual Eligible Member for Medicare cost sharing amounts, including deductibles, coinsurance, and copayments. A QMB Plus Full Benefit Dual Eligible Member has no legal obligation to make further payment to a provider or to MAO for Medicare Part A or Part B cost sharing amounts. MAO provider agreements shall specify that contracted Medicare providers agree to accept MAO Medicare reimbursement as payments in full for services rendered to Full Benefit Dual Eligible Members, or to bill the appropriate ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan as applicable, for any additional Medicare payments that may be reimbursed by Medicaid. Full Benefit Dual Eligible Members shall be responsible only for any applicable Medicaid covered service copayments.

For further information about AHCCCS' cost sharing policy, see ACOM Policy 201. Cost sharing rules on behalf of Full Benefit Dual Eligible Members as administered by MAO's integrated companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, or AHCCCS fee-for-service program, are included at A. A. C. paragraphs R9-29-101 to R9-29-601, inclusive.



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**2.4. IDENTIFYING AND SHARING OF INFORMATION ON MEDICAID NETWORK PROVIDERS**

MAO shall develop a network of providers which includes an overlap of providers in its network that are also contracted with its integrated companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan.

On a daily basis, MAO shall have access to the electronic data file or other similar electronic means, in a mutually-agreed upon format, which contains the participating Medicaid network providers of its integrated companion ACC, ALTCS E-PD, ALTCS DD or ACC-RBHA health plan.

On its website, MAO shall maintain a web link to its applicable integrated companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan's provider search capabilities and web-published Provider Directory to assist Full Benefit Dual Eligible Members in determining a provider's participation in MAO's provider network.

AHCCCS Complete Care (ACC), ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan provider networks can also be accessed online through respective health plan websites at <https://ao.azahcccs.gov/HealthPlanLinksNet/HPLinks.aspx>.

**2.5. VERIFYING ELIGIBILITY FOR MEDICAID**

MAO shall accurately verify both potential and enrolled Full Benefit Dual Eligible Members' Medicaid program eligibility status.

MAO shall have access to real-time and daily Medicaid eligibility data for Full Benefit Dual Eligible Members enrolled in its integrated companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan. AHCCCS shall make this eligibility data available through its established daily 834 eligibility file process, or the AHCCCS Online real-time web portal to determine enrollment or disenrollment in AHCCCS health coverage programs. MAO shall only enroll identified eligible Full Benefit Dual Eligible Members as per the requirements of Section 4 and Attachment 7 of this Agreement.

For a Full Benefit Dual Eligible Member not enrolled in MAO's integrated companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, MAO shall verify such member's AHCCCS program eligibility through the AHCCCS Online real-time web portal at: <https://ao.azahcccs.gov/Account/Login.aspx?ReturnUrl=%2f>

**2.6. ENCOUNTER DATA SUBMISSION**

MAO shall submit Medicare encounter data to AHCCCS in accordance with the requirements of Attachment 1: Chart of Deliverables. AHCCCS has a data use Agreement with CMS to receive Medicare data for care coordination. This data will provide AHCCCS with information on services paid for by Medicare.

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**2.7. FINANCIAL STANDARDS AND REPORTING**

MAO shall meet the following financial standards and reporting requirements.

**2.7.1 MAO Certified by AHCCCS**

If MAO is certified by AHCCCS as authorized to bear financial risk, then the following requirements apply.

- 2.7.1.1 Financial Standards – MAO shall meet AHCCCS' minimum Equity Per Member and Performance Bond financial solvency standards for MAOs, as detailed in ACOM Policy 305: Performance Bond and Equity Per Member Requirements. This policy is available on the AHCCCS website.
- 2.7.1.2 Financial Reporting – MAO shall submit to AHCCCS all required quarterly financial reports in accordance with the applicable financial data requests and formats of the *AHCCCS Financial Reporting Guide*, and the requirements of Attachment 1: Chart of Deliverables.
- 2.7.1.3 Transactions Requiring AHCCCS Prior Approval – Certain transactions, such as distributions of MAO equity to a parent or other affiliated organization(s), that may impact Equity Per Member, Performance Bond, and other financial solvency standards, require AHCCCS prior approval. Requests for AHCCCS' prior approval of such transactions shall be made in accordance with the requirements of ACOM Policy 305: Performance Bond and Equity Per Member Requirements, ACOM Policy 418: Provider and Affiliate Advance and Loan Request, and the *AHCCCS Financial Reporting Guide* as applicable. Such requests shall be directed to the AHCCCS Division of Health Care Services' (DHCS') Operations Compliance Officer for Medicare.

**2.7.2 MAO Licensed by Arizona Department of Insurance and Financial Institutions (DIFI)**

If MAO is licensed by the DIFI as authorized to bear financial risk, then the following requirements apply.

- 2.7.2.1 Financial Standards – MAO shall meet the DIFI's applicable minimum financial solvency standards for state-licensed Health Care Service Organizations (HCSOs).
- 2.7.2.2 Financial Reporting – MAO shall submit required quarterly and annual National Association of Insurance Commissioners (NAIC) format financial reports to the DIFI. MAO shall also provide, for informational purposes only, in the same format(s) for the same time periods, unconsolidated, separate financial reports representing solely the financial results of MAO's D-SNP offered only to Arizona Full Benefit Dual Eligible Members as detailed in Section 4 of this Agreement. Copies of these unconsolidated, AHCCCS-only MAO D-SNP financial reports in

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DIFI format(s) are to be provided to AHCCCS Division of Finance (DBF) in accordance with the requirements of Attachment 1: Chart of Deliverables.

- 2.7.2.3 Financial Notifications – Within ten (10) calendar days of the date of such correspondence with the DIFI, MAO shall also provide AHCCCS DBF with informational copies of requests to and approvals received from the DIFI for distributions of equity or other similar financial transactions that affect MAO's financial solvency.

### **2.8. MARKETING AND ADVERTISING OF AGREEMENT**

To increase Full Benefit Dual Eligible Members' enrollment in aligned MAOs and integrated companion Medicaid MCOs, AHCCCS encourages MAO to directly market its Medicare Advantage product(s) only to those Full Benefit Dual Eligible Members currently enrolled in MAO's integrated companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan as applicable. MAO shall only enroll an eligible Full Benefit Dual Eligible Member in accordance with the terms, service area counties and plan benefit packages listed for each of the respective AHCCCS companion Medicaid MCO contracts, programs and populations as specified in Section 4 of this Agreement.

MAO shall not advertise or publish information regarding this Agreement for commercial benefit without the express written prior approval of the AHCCCS Chief Procurement Officer, in accordance with the requirements of Attachment 1: Chart of Deliverables.

### **2.9. GRIEVANCES AND APPEALS**

MAO shall implement the applicable requirements of 42 CFR 422.562(a)(5), and any subsequent regulatory guidance relating to assistance with Medicaid covered service grievances and appeals as detailed in paragraph 2.14 of this Agreement.

For FIDE SNP enrolled full benefit dual eligible members, unified appeals and grievances process and requirements are further described at paragraph 2.13.8 of this Agreement.

MAO shall submit Grievances and Appeals reports quarterly in accordance with the requirements of Attachment 1: Chart of Deliverables using the format provided by AHCCCS. AHCCCS shall use these reports for informational purposes only.

MAO shall provide AHCCCS with the following information:

- A quarterly summary by month of Part C and Part D pre-service member appeals received and the outcomes of those appeals;
- A quarterly summary by month of Medicare Independent Review Entity (IRE) decisions received; and
- Service level detail by month on those appeals upheld and overturned (including a description of the action that was appealed).

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### **2.10. MEMBER TRANSITION**

MAO is required to participate in all activities as directed by the State which relate to member transition as a result of termination of this Agreement. This applies to terminations directed from AHCCCS, CMS or MAO.

MAO is required to notify AHCCCS in the case of significant changes to the terms of its Medicare Advantage contract with CMS to protect beneficiary and state interests including, but not limited to: MAO D-SNP non-renewals, service area changes, plan benefit package (PBP) changes, terminations, notices of non-compliance, notices of intent to deny, and novation agreements. MAO must submit any received CMS warning letters or corrective action plans within ten (10) calendar days of receipt to the AHCCCS Operations Compliance Officer for Medicare.

### **2.11. MEDICARE STAR RATINGS**

MAO shall notify AHCCCS within ten (10) calendar days of receiving notification from CMS of an annual Part C or Part D overall Medicare Star quality rating of less than 3.0 for the coming Contract Year.

MAO shall submit to AHCCCS an outline of the steps it proposes or has implemented for the coming Contract Year to improve the low Star quality rating score received.

These notifications shall be submitted to AHCCCS in accordance with the requirements of Attachment 1: Chart of Deliverables.

### **2.12. HIGHLY INTEGRATED DUAL ELIGIBLE SPECIAL NEEDS PLAN ("HIDE SNP") STATUS**

This paragraph is applicable only to an MAO contracted under this Agreement that shall offer a Medicare Advantage D-SNP Plan Benefit Package (PBP) of integrated Medicare and Medicaid health coverage, consistent with State policy, to eligible Full Benefit Dual Eligible Members in conjunction with the requirements of its AHCCCS Complete Care (ACC), ALTCS DD, or ACC-RBHA health plan in accordance with the eligibility terms, restrictions and requirements for each such health plan as described in of Section 4 of this Agreement.

MAO serving Full Benefit Dual Eligible Members through an integrated companion ACC, ALTCS DD, or ACC-RBHA health plan contract with AHCCCS shall be designated annually by CMS as a "HIDE SNP" according to the following CMS requirements:

#### **2.12.1. *Legal Entity for HIDE SNP Status***

For HIDE SNP status, MAO offered D-SNP PBP(s) covered under this Agreement (H5590-008) shall meet one of the following criteria:

☐ The legal entity holding a contract with CMS for the D-SNP(s) also contracted with the State under this Agreement is under the ownership and control of the same parent organization, as its integrated companion ACC, ALTCS DD, or ACC-

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RBHA health plan, and is authorized to operate only in the same counties delineated in Section 4 of this Agreement. MAO's integrated companion ACC, ALTCS DD, or ACC-RBHA health plan is responsible for covering the Medicaid benefits described in Attachment 2: AHCCCS Covered Physical Health Services, and for covering integrated Medicaid behavioral health benefits as described in Attachment 3: AHCCCS Covered Behavioral Health Services of this Agreement, and each of the following, as applicable:

- AHCCCS Complete Care (ACC) contract YH19-0001, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 11: Behavioral Health Services Delivery;
- ALTCS DD contract YH6-0014, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 10: Behavioral Health Services Delivery;
  - DD contract, as amended  
[https://app.az.gov/page.aspx/en/ctr/contract\\_manage\\_public/](https://app.az.gov/page.aspx/en/ctr/contract_manage_public/);
- ACC-Regional Behavioral Health Agreement (ACC-RBHA) contract YH19-0001R, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 11: Behavioral Health Services Delivery.

☒ The legal entity holding a contract with CMS for the D-SNP(s) covered under this Agreement also receives direct capitation from AHCCCS to provide integrated coverage of the Medicaid benefits as described in Attachment 2: AHCCCS Covered Physical Health Services and for covering integrated Medicaid behavioral health benefits as described in Attachment 3: AHCCCS Covered Behavioral Health Services of this Agreement, and each of the following, as applicable:

- AHCCCS Complete Care (ACC) contract YH19-0001, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 11: Behavioral Health Services Delivery;
- ALTCS DD contract YH6-0014, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 10: Behavioral Health Services Delivery;
  - DD contract, as amended  
[https://app.az.gov/page.aspx/en/ctr/contract\\_manage\\_public/](https://app.az.gov/page.aspx/en/ctr/contract_manage_public/);

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- ACC-Regional Behavioral Health Agreement (ACC-RBHA) contract YH19-0001R, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
  - Section D, Paragraph 11: Behavioral Health Services Delivery.

**2.12.2. AHCCCS Health Plans Required to Operate Integrated Companion D-SNP(s)**

As required by its ACC, ALTCS DD, or ACC-RBHA health plan contract, each State-contracted Medicaid health plan is required to also operate an MAO offering a D-SNP product(s) in all Service Areas in which it holds an ACC, ALTCS DD, or ACC-RBHA health plan contract. AHCCCS shall execute this Agreement only when MAO holds a CMS D-SNP contract, beginning on the Effective Date of this Agreement, which covers the same service area(s) as its ACC, ALTCS DD, or ACC-RBHA health plan.

Each contracted ACC, ALTCS DD, or ACC-RBHA health plan shall have, and assure AHCCCS that it does have, the legal and actual authority to direct, manage, and control the operations of both the corporation operating its ACC, ALTCS DD, or ACC-RBHA health plan contract and its contracted companion MAO to the extent necessary to ensure integration of Medicare and Medicaid services for individuals enrolled for both programs.

**2.12.3. Payment of Direct Capitation for Coverage of Integrated Medicaid Benefits (HIDE):**

AHCCCS reimburses MAO's companion ACC, ALTCS DD, or ACC-RBHA health plan as structured per subparagraph 2.12.1 through monthly capitated rates (incorporating reinsurance provisions) per each enrolled Full Benefit Dual Eligible Member enrolled with MAO for integrated goods and services provided hereunder, including integrated behavioral health services, under this Agreement as per the terms and requirements of, each as applicable by program:

- Contract Year Ending 2025 AHCCCS Complete Care (ACC) Program Capitation Rates  
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIIPrograms;>
- Contract Year Ending 2025 DD Program Capitation Rates  
DD contract  
[https://app.az.gov/page.aspx/en/ctr/contract\\_manage\\_public/47021;](https://app.az.gov/page.aspx/en/ctr/contract_manage_public/47021;)
- Contract Year Ending 2025 ACC-RBHA Health Plan Capitation Rates  
[https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIIPrograms.](https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIIPrograms;)

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Note: These above referenced capitation rates by AHCCCS health coverage program are subject to change as circumstances warrant. Any capitation rate updates by AHCCCS health coverage program are available at <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIPrograms>.

- AHCCCS Capitation Risk Pool to Eligibility Category to Rate Code Matrix  
<https://www.azahcccs.gov/PlansProviders/Downloads/CapitationRates/RiskPooltoEligibilityCategorytoRateCode.pdf>;
- Contract Year Ending 2025 AHCCCS Complete Care (ACC) Program Capitation Rate Certification  
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIPrograms>;
- Contract Year Ending 2025 ALTCS DD Program Capitation Rate Certification  
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIPrograms>;
- Contract Year Ending 2025 ACC-RBHA Program Capitation Rate Certification  
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIPrograms>.

2.12.4 MAO shall notify AHCCCS annually of CMS approved or non-approved “HIDE SNP” status, as applicable, in accordance with the requirements of Attachment 1: Chart of Deliverables.

### **2.13. FULLY INTEGRATED DUAL ELIGIBLE SPECIAL NEEDS PLAN (“FIDE SNP”) STATUS**

This paragraph is applicable only to an MAO contracted under this Agreement that shall offer a Medicare Advantage D-SNP Plan Benefit Package (PBP) of integrated Medicare and Medicaid health coverage, consistent with State policy, to eligible Full Benefit Dual Eligible Members in conjunction with the requirements of its integrated companion ALTCS E-PD Health Plan in accordance with the eligibility terms, restrictions and requirements of Section 4 of this Agreement.

MAO serving ALTCS E-PD program Full Benefit Dual Eligible Members through an ALTCS E-PD Health Plan contract with AHCCCS shall be designated annually by CMS as a “FIDE SNP” according to the following CMS requirements:

#### **2.13.1. Legal Entity for FIDE SNP Status**

For FIDE SNP status, MAO offered D-SNP PBP(s) covered under this Agreement (H5590-010) shall meet the following criterion:

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☒ The legal entity holding a contract with CMS for the D-SNP(s) covered under this Agreement also receives direct capitation from AHCCCS to provide integrated coverage of the Medicaid benefits as described in Attachment 2: AHCCCS Covered Physical Health Services, Attachment 3: AHCCCS Covered Behavioral Health Services, Attachment 4: AHCCCS Covered Managed Long-Term Support Services of this Agreement when determined medically necessary, and the following:

- ALTCS Elderly and Physically Disabled (E-PD [MLTSS]) contract YH24-0001, as amended  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/closed.html>
  - Section D, Paragraph 11: Scope of Services (including Long-Term Services and Supports)
  - Section D, Paragraph 13: Behavioral Health Services Delivery.

2.13.2. *ALTCS E-PD Health Plans Required to Operate Integrated Companion D-SNP(s):*  
Each AHCCCS-contracted ALTCS E-PD Health Plan is required to also operate an MAO offering a D-SNP product(s) in all Service Areas in which it holds a Medicaid contract. AHCCCS shall execute a MIPPA Agreement only when MAO holds a CMS-companion D-SNP contract that covers the same service area(s) as the ALTCS E-PD Health Plan.

Each AHCCCS-contracted ALTCS E-PD Health Plan shall have, and assure AHCCCS that it does have, the legal and actual authority to direct, manage, and control the operations of both the corporation operating its ALTCS E-PD Health Plan contract and its contracted MAO to the extent necessary to ensure integration of Medicare and Medicaid services for individuals enrolled for both programs.

2.13.3. *MAO Coverage of Integrated Medicaid Managed Long-Term Services and Supports (MLTSS) Benefits:*

The integrated companion ALTCS E-PD Health Plan is at financial risk for nursing facility services for at least six months (180 days) of the plan year.

2.13.4. *Payment of Direct Capitation for Coverage of Integrated Medicaid Benefits (FIDE):*

AHCCCS agrees to pay MAO (as per and to this Agreement's "Participant" representing the sole Arizona corporate legal entity [corporation] under common direction and control) monthly capitated rates per each enrolled ALTCS E-PD Full Benefit Dual Eligible Member, and calculated as full compensation (incorporating reinsurance provisions) for ALTCS E-PD Health Plan integrated goods and services provided hereunder, including integrated Medicaid managed long-term supports and services (MLTSS), in that month under this Agreement as per:



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- Contract Year Ending 2025 ALTCS E-PD Program Capitation Rates  
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIIPrograms>;
- AHCCCS Capitation Risk Pool to Eligibility Category to Rate Code Matrix  
<https://www.azahcccs.gov/PlansProviders/Downloads/CapitationRates/RiskPooltoEligibilityCategorytoRateCode.pdf>;
- Contract Year Ending 2025 ALTCS E-PD Program Capitation Rate Certification  
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitationrates.html#CAIIPrograms>.

Note: This annual ALTCS E-PD Capitation Rate Certification includes all specific and usual and customary Medicaid covered service reimbursement requirements and adjustments by specific rate cell and capitation rate. Such components include, but are not limited to: institutional and MLTSS eligibility, institutional and MLTSS covered services, demographic characteristics, etc. Specific rate cell categories are assigned prospectively based on eligibility for the next available month.

For FIDE SNP status purposes under this Agreement, there are no carved out AHCCCS covered services.

### 2.13.5. *FIDE SNP Care Coordination Requirements:*

Through the FIDE SNP-designated PBP in Section 4 of this Agreement, MAO to only enroll eligible ALTCS E-PD Health Plan Full Benefit Dual Eligible Members, and agrees to cover all costs incurred for benefits by its enrolled ALTCS E-PD program Full Benefit Dual Eligible Members, as listed in this Agreement. MAO agrees to coordinate and arrange the delivery of covered Medicare and Medicaid health and long-term care services, using aligned care management and specialty care network methods for high-risk beneficiaries, components shall include, but are not limited to:

- Enroll special needs individuals entitled to medical assistance under a Medicaid State Plan, as defined in Section 1859(b)(6)(B)(ii) of the Act and 42 CFR Section 422.2, and as described at Section 40.5.3 of Chapter 16b of the *Medicare Managed Care Manual*;
- Provide access to Medicare and Medicaid benefits under a single managed care entity;
- Have a CMS-approved, MIPPA compliant contract with a State Medicaid Agency that includes coverage of specified primary, acute, and long-term care benefits and services, consistent with State policy, under risk-based financing;

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- Coordinate the delivery of covered Medicare and Medicaid health and long-term care services, using aligned care management and specialty care network methods for high-risk beneficiaries; and
- Provide a long-term care case manager who manages care transitions and assists ALTCS E-PD program enrolled Full Benefit Dual Eligible Members to access the full range of their medically necessary Medicare and Medicaid benefits, as per ALTCS Health Plan contract paragraph D.17: Case Management.

2.13.6 MAO agrees to employ policies and procedures to coordinate or integrate member materials, including enrollment communications, grievance and appeals, and quality assurance, including but not limited to:

- Facilitating Medicaid eligibility redeterminations for enrolled ALTCS E-PD Full Benefit Dual Eligible Members, including assisting with applications for medical assistance and conducting member education regarding Medicaid eligibility;
- Performing integrated Medicare and Medicaid Health Risk Assessments upon enrollment and annually thereafter (see also paragraph 2.1.5), and as required per Attachment 1: Chart of Deliverables); and
- *FIDE SNP Integrated Member Materials:*  
For FIDE SNP-enrolled beneficiaries, MAO shall provide the following integrated member materials:
  - Combined Medicare-Medicaid member ID card, and
  - Clearly identifiable and easily accessible weblinks
    - On the D-SNP's webpage to the companion ALTCS E-PD Health Plan's webpage, and
    - On the ALTCS E-PD Health Plan's webpage to the companion D-SNP
    - Note: Each such webpage shall contain applicable and appropriate information on how enrollees can access the unified appeals and grievance process regarding both Medicare-covered and Medicaid-covered services.

2.13.7 *FIDE SNP Exclusively Aligned Enrollment Requirements:*

MAO is required to operate with Exclusively Aligned Enrollment (EAE) as a condition for FIDE SNP status.

Further information regarding EAE requirements for FIDE SNPs is available in the CY2023 Medicare Advantage final rule as published in the May 9, 2022 edition of the Federal Register, available at <https://www.govinfo.gov/content/pkg/FR-2022-05-09/pdf/2022-09375.pdf> (pages 27742-27746 and 27894, not inclusive).

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**2.13.8 FIDE SNP Unified Appeals and Grievance (UAG) Procedures:**

Consistent with state policy, AHCCCS-contracted FIDE SNPs shall implement a grievance and appeal system and process grievances and appeals in compliance with the terms of 42 CFR §§422.629 – 422.634, 438.210, 438.400, and 438.402.

This includes:

- Grievances and appeals systems that meet the standards described in §422.629;
- An integrated grievance process that complies with §422.630;
- A process for making integrated organization determinations consistent with §422.631;
- Continuation of benefits while an integrated reconsideration is pending consistent with §422.632;
- A process for making integrated reconsiderations consistent with §422.633; and
- A process for effectuation of decisions consistent with §422.634.

Further information regarding these UAG requirements are available from CMS at <https://www.cms.gov/medicaid-chip/medicare-coordination/qualified-beneficiary-program/d-snps-integration-unified-appeals-grievance-requirements> (refer to the unified grievance and appeals section) and from the Integrated Care Resource Center (ICRC) at [https://www.integratedcareresourcecenter.com/sites/default/files/Grievances\\_and\\_Appeals\\_Flowcharts.pdf](https://www.integratedcareresourcecenter.com/sites/default/files/Grievances_and_Appeals_Flowcharts.pdf).

**2.13.9 FIDE SNP Supplemental Benefits:**

For FIDE SNP enrolled ALTCS E-PD FBDEs, MAO shall offer the following Medicare Advantage (MA) supplemental benefits in the extent and amount of each of the following as approved by CMS:

- Dental services,
- Fitness benefits,
- Hearing services,
- Over-the-Counter (OTC) health products catalog, with disclosed monthly or quarterly benefit maximum amount(s),
- Telehealth services (as per Medicare and Medicare Advantage requirements), and
- Vision services.

**2.13.10 MAO shall notify AHCCCS annually of CMS approved or non-approved “FIDE SNP” status, as applicable, in accordance with the requirements of Attachment 1: Chart of Deliverables.**

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**2.14. MAO ASSISTANCE WITH MEDICAID COVERAGE, APPEALS AND GRIEVANCES**

MAO shall implement the requirements of 42 CFR 422.562(a)(5) to assist an enrolled Full Benefit Dual Eligible Member with obtaining Medicaid covered services, and with Medicaid grievance and appeals procedures, regardless of whether or not such Full Benefit Dual Eligible Member is enrolled in MAO's companion ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, or an AHCCCS fee-for-service health coverage program.

MAO shall make available and offer such assistance when it becomes aware of a Full Benefit Dual Eligible Member's need to utilize these Medicaid procedures, and not only when directly requested by the Full Benefit Dual Eligible Member. This assistance may include but not be limited to:

- Explaining how to make a request for a Medicaid covered service prior authorization;
- Appealing a Medicaid adverse benefit determination;
- Identifying and providing specific instructions for contacting their enrolled ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, or AHCCCS fee-for-service point(s) of contact;
- Coordinating in making such contacts;
- Assisting in obtaining documentation to support a Medicaid covered service prior authorization request, grievance or appeal;
- Assisting in filing either a Medicaid covered service grievance or appeal. Attachment 6 of this Agreement includes contact information for each ACC, ALTCS E-PD, ALTCS DD, or ACC-RBHA health plan, or an AHCCCS fee-for-service health coverage program applicable to a Full Benefit Dual Eligible Member's assigned AHCCCS health plan. The Care Coordination Contact Person listed in paragraph 3.17.3, or designee, shall reference Attachment 6 when assisting a Full Benefit Dual Eligible Member with applicable Medicaid coverage, grievance, or appeals processes.

When an enrolled Full Benefit Dual Eligible Member accepts such assistance with these proposed Medicaid procedures, MAO shall provide it through multiple methods, including but not limited to:

- Self-advocate coaching services, education and/or outreach;
- Completion of necessary forms for and explanation of the Medicaid grievance and appeals process.

MAO's obligation to provide assistance with these procedures does not require representation on behalf of an enrolled Full Benefit Dual Eligible Member at a Medicaid appeal.

Upon request from CMS or AHCCCS, MAO shall provide documentation of its compliance with the requirements of 42 CFR 422.562(a)(5).

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On behalf of FIDE SNP enrolled ALTCS E-PD Health Plan members, these activities shall be incorporated with the Unified Appeals and Grievances requirements and procedures described at paragraph 2.13.8 above.

### **2.15. ENROLLEE ADVISORY COMMITTEE**

MAO shall include enrolled Full Benefit Dual Eligible Member(s) as participants in an Enrollee Advisory Committee in accordance with the requirements of 42 CFR Section 422.107(f) and as further described per the CY2023 Medicare Advantage Final Rule published in the *Federal Register* of May 9, 2022, and as updated or amended. Such members may be invited to participate in the MAO's integrated companion Medicaid MCO similar Member Advisory Council.

AHCCCS encourages MAO to establish and conduct on a periodic basis a separate Enrollee Advisory Committee having participants comprised only of enrolled Full Benefit Dual Eligible Members to meet this requirement. If MAO elects a separate Enrollee Advisory Committee for Full Benefit Dual Eligible Members, it shall be conducted with the purposes outlined in AHCCCS ACC contract YH19-0001 (as amended) paragraph D.5: Peer and Family Involvement and Participation, section "Committees," which is available on AHCCCS' website.

MAO shall submit Enrollee Advisory Committee meeting agendas and meeting minutes in accordance with the requirements of Appendix 1: Chart of Deliverables of this Agreement.

### **2.16. HEALTH EQUITY**

Beginning in 2021, CMS has begun multiple and ongoing health equity initiatives to improve access to care and health outcomes of underserved and low-income populations.

Through this Agreement, MAO acknowledges and agrees to participate with AHCCCS and CMS regarding any future potential health equity initiative requirements that may be developed and/or implemented.

Such health equity initiatives or requirements for and on behalf of enrolled Full Benefit Dual Eligible members may include, but not be limited to:

- Health-related social needs (HRSNs);
- Community, member and provider coordination, education and outreach activities;
- Medicare Advantage Star quality ratings system adjustments or enhancements;
- Offered supplemental benefits.

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As health equity concepts and initiatives evolve in the future, MAO shall participate as requested with AHCCCS to implement such requirements through this MIPPA Agreement as required or permitted by CMS.

### **2.17. PENDING ISSUES**

MAO shall collaborate and coordinate with AHCCCS and CMS in ongoing development and implementation of integrated care strategies designed to address:

- 2.17.1 *Supplemental Benefits* – Regarding discretionary health-related supplemental benefits to be offered to HIDE SNP and FIDE SNP enrollees through Special Supplemental Benefits for the Chronically Ill (SSBCI) as provided by CMS in the Medicare Advantage CY2020 Final Call Letter issued April 1, 2019, and as updated or amended. Such coordination shall include proposed prospective SSBCIs that have a reasonable expectation of improving or maintaining the health or overall function of such an AHCCCS Full Benefit Dual Eligible Member as tailored to the individual’s needs, for those such who are enrolled with MAO. AHCCCS seeks to improve Medicare-Medicaid program coordination of such SSBCIs so as to reduce service delivery fragmentation and promote improved health outcomes. Examples of such coordinated SSCBIs include, but are not limited to: home delivered foods/meals, home environmental modifications, transportation for non-medical needs, and other identified health-related social needs (HRSNs) on a per identified and defined chronically ill Full Benefit Dual Eligible Member basis as documented in their care management/care treatment plan.
- 2.17.2 *Interoperability for Payers* – Applicable interoperability requirements included in CMS’ and the Office of the National Coordinator for Health Information Technology’s (ONC’s) final rules, technical requirements and timelines encompassing the interoperability of electronic health record and patient access to protected health information, as published in the *Federal Register* of May 1, 2020, and as updated or amended.
- 2.17.3 *D-SNP Only Contracting* – Effective January 1, 2027, AHCCCS may implement CMS’ “D-SNP Only” contracting optional requirements available to States, and as may be adopted by AHCCCS, shall be incorporated under the terms of this Agreement in coordination with CMS and MAO. Further information regarding CMS D-SNP Only contracting is described in the CMS Medicare-Medicaid Coordination Office’s (MMCO’s) memorandum dated August 25, 2022 available at <https://www.cms.gov/files/document/stateopsintegratedcareprogs.pdf>.
- 2.17.4 *HIDE SNP Exclusively Aligned Enrollment (EAE) for Newly Enrolled Members* – Effective January 1, 2027, newly enrolled members to MAO’s offered HIDE SNP under this Agreement shall be enrolled through Exclusively Aligned Enrollment (EAE) requirements detailed in the CY2025 Medicare Advantage final rule published in the Federal Register on April 23, 2024, and available at

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<https://www.federalregister.gov/documents/2024/04/23/2024-07105/medicare-program-changes-to-the-medicare-advantage-and-the-medicare-prescription-drug-benefit>.

2.17.5 *HIDE SNP Exclusively Aligned Enrollment (EAE) for All Enrolled Members* – Effective January 1, 2030, all enrolled members to MAO's offered HIDE SNP under this Agreement shall be enrolled through Exclusively Aligned Enrollment (EAE) requirements detailed in the CY2025 Medicare Advantage final rule published in the Federal Register on April 23, 2024, and available at <https://www.federalregister.gov/documents/2024/04/23/2024-07105/medicare-program-changes-to-the-medicare-advantage-and-the-medicare-prescription-drug-benefit>.

**2.18 ZERO DOLLAR MEDICARE COST SHARING**

For all populations eligible to enroll in an AHCCCS-contracted D-SNP, as disclosed in Section 4 and Attachment 7 of this Agreement, MAO shall offer Plan Benefit Packages (PBPs) that reflect zero dollar Medicare cost sharing to MAO enrolled members as covered by its companion AHCCCS Medicaid health plan. As approved by CMS, such MAO-offered D-SNP PBPs shall be designated by CMS in various Medicare materials, including the Medicare Plan Finder webpages, as "zero Medicare cost sharing" plans.

For an Other Full Benefit Dual Eligible Member, AHCCCS payments of Medicare coinsurance amounts and Medicare deductibles for Medicare covered services are limited; AHCCCS-contracted D-SNPs are required to cover such Medicare cost sharing expenses for this population as per this paragraph.

**3. TERMS AND CONDITIONS**

**3.1. TERM OF AGREEMENT**

The term of this Agreement is for the period January 1, 2026 ("Effective Date") through December 31, 2026, inclusive.

**3.2. AUTHORITY**

This Agreement, and any subsequent Amendments issued thereto in accordance with paragraphs 3.5 and 3.6, is issued under the authority of the undersigned AHCCCS Chief Procurement Officer.

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**3.3. RELATIONSHIP OF PARTIES**

Under this Agreement, Participant MAO is an independent contractor. Neither party to this Agreement shall be deemed to be an employee or agent of the other party.

**3.4. CONFLICT OF INTEREST**

MAO shall not undertake any work that represents a potential conflict of interest, or which is not in the best interest of AHCCCS or the State without prior written approval by AHCCCS. MAO shall fully and completely disclose any situation that may present a conflict of interest. If MAO is now performing or elects to perform during the term of this Agreement any services for any non-companion AHCCCS Complete Care (ACC), ALTCS E-PD, ALTCS DD, and/or ACC-RBHA Health Plan, provider, subcontractor, and/or other entity owning or controlling same, MAO shall disclose to AHCCCS such relationship prior to accepting any assignment or performing work from or involving such party.

**3.5. INTERPRETATION OF AND AMENDMENT TO THIS AGREEMENT**

- 3.5.1. *No Parole Evidence*** - This Agreement is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any term used in this Agreement. No other understanding, either oral or in writing, shall be binding.
- 3.5.2. *No Waiver*** - Either party's failure to insist on strict performance of any term or condition of this Agreement shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the non-conforming performance knows of the nature of the performance and fails to object to it.
- 3.5.3. *Written Amendments*** - This Agreement shall be modified only through written amendment within the scope of the Agreement, as issued and signed by the AHCCCS Chief Procurement Officer and counter-signed by a duly authorized representative of MAO.

**3.6. CHANGES AND AMENDMENTS TO THIS AGREEMENT**

AHCCCS may at any time, by written notice to-MAO, make changes within the general scope of this Agreement.

Changes to this Agreement, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by an unauthorized state employee or made unilaterally by MAO are violations of this Agreement and of applicable law. Such changes, including unauthorized written amendments to this Agreement, shall be void and without effect, and MAO shall not be entitled to any claim under this Agreement based on those changes.



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When AHCCCS issues an amendment to change this Agreement, the provisions of such amendment will be deemed to have been accepted thirty (30) calendar days after the date of notification to MAO by AHCCCS through U.S. Postal Service postmark date or date of electronic mail (e-mail) transmission, even if such amendment has not been signed by MAO, unless within that time MAO notifies AHCCCS in writing that it refuses to sign such an amendment. If MAO provides such notification, then AHCCCS will initiate applicable termination proceedings of paragraph 3.14 of this Agreement.

**3.7. SEVERABILITY**

The provisions of this Agreement are severable. Any term or condition deemed illegal or invalid shall not affect any other term or condition of this Agreement.

**3.8. COMPLIANCE WITH APPLICABLE LAWS, RULES AND REGULATIONS**

MAO shall comply with all applicable Federal and State laws and regulations including but not limited to Title VI of the Civil Rights Act of 1964; Title IX of the Education Amendments of 1972 (regarding education programs and activities); the Age Discrimination Act of 1975; the Rehabilitation Act of 1973 (regarding education programs and activities), and the Americans with Disabilities Act; EEO provisions; Copeland Anti-Kickback Act; Davis-Bacon Act; Contract Work Hours and Safety Standards; Rights to Inventions Made Under a Contract or Agreement; Clean Air Act and Federal Water Pollution Control Act; Byrd Anti-Lobbying Amendment. MAO shall maintain all applicable federal, state and local licenses and permits.

**3.8.1. IMPLIED AGREEMENT TERMS**

Each provision of law and any terms required by law to be in this Agreement are a part of this Agreement as if fully stated in it.

**3.8.2. NON-DISCRIMINATION**

MAO shall comply with State Executive Order No. 2009-09 and all other applicable Federal and State laws, rules and regulations, including the Americans with Disabilities Act.

**3.8.3. FEDERAL IMMIGRATION AND NATIONALITY ACT**

MAO shall comply with all federal, state and local immigration laws and regulations relating to the immigration status of their employees during the term of this Agreement. Further, MAO shall require and may delegate to subcontractors utilized during the term of the Agreement to implement this requirement. The State shall retain the right to perform random audits of MAO and subcontractor records or to inspect papers of any employee thereof to ensure compliance. Should the State determine that MAO and/or any utilized subcontractor be found noncompliant, the State may pursue all remedies allowed by law, including, but not limited to:

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suspension of work, termination of this Agreement for default, and suspension and/or debarment of MAO.

**3.8.4. E-VERIFY REQUIREMENTS**

In accordance with A.R.S. § 41-4401, MAO warrants compliance with all Federal immigration laws and regulations relating to employees and warrants its compliance with Section A.R.S. § 23-214, Subsection A.

**3.9. CONFIDENTIALITY AND DISCLOSURE OF CONFIDENTIAL INFORMATION**

MAO shall safeguard confidential information in accordance with Federal and State laws and regulations, including but not limited to: 42 CFR 431 Subpart F; A.R.S. §§36-107, 36-2903 (for the AHCCCS Complete Care program); 36-2932 (for the ALTCS program); 41-1959; and 46-135; the Health Insurance Portability and Accountability Act (Public Law 107-191 Statutes 1936); 45 CFR Parts 160 and 164; and AHCCCS rules and policies.

MAO shall establish and maintain procedures and controls that are acceptable to AHCCCS for the purpose of assuring that no information contained in its records or obtained from AHCCCS or others carrying out its functions under this Agreement shall be used or disclosed by its agents, officers or employees, except as required to efficiently perform duties under this Agreement. Except as required or permitted by law, MAO also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of MAO as needed for the performance of duties under this Agreement, unless otherwise agreed to, in writing, by AHCCCS.

MAO shall not, without prior written approval from AHCCCS, either during or after the performance of the services required by this Agreement, use, other than for such performance, or disclose to any person other than AHCCCS personnel with a need to know, any information, data, material, or exhibits created, developed, produced, or otherwise obtained during the course of the work required by this Agreement. This nondisclosure requirement shall also pertain to any information contained in reports, documents, or other records furnished to MAO by AHCCCS.

**3.10. PROPERTY OF THE STATE**

Except as otherwise provided in this Agreement, any materials, including reports, computer programs and other deliverables, created under this Agreement are the sole property of AHCCCS. MAO is not entitled to maintain any rights on such materials and may not transfer any rights to any other individual, entity or party. MAO shall not use or release these materials without the prior written consent of AHCCCS, except as permitted by law.

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**3.11. RIGHT TO INSPECT PLANT OR PLACE OF BUSINESS**

AHCCCS may, at reasonable times, inspect the part of the plant or place of business of MAO or its subcontractors as related to the performance of this Agreement, in accordance with A.R.S. §41-2547.

**3.12. OFFSHORE PERFORMANCE OF WORK PROHIBITED**

Any services that are described in Section 2: Program Requirements of this Agreement that directly serve the State of Arizona or its clients, and involve access to secure or sensitive data or personal client data, shall be performed within the defined territories of the United States. Unless specifically stated otherwise in the specifications, this paragraph does not apply to indirect or 'overhead' services, redundant back-up services or services that are incidental to the performance of this Agreement. This provision applies to work performed by subcontractors at all tiers.

**3.13. DISPUTE RESOLUTION**

**3.13.1. General Agreement of the Parties**

The parties to this Agreement mutually agree that the interests of fairness, efficiency, and good business practices are best served when the parties employ all reasonable and informal means to resolve any dispute under this Agreement. The parties express their mutual commitment to using all reasonable and informal means of resolving disputes prior to invoking a remedy provided elsewhere in this section.

**3.13.2. Duty to Negotiate in Good Faith**

Any dispute that in the judgment of either party to this Agreement may materially or substantially affect the performance of this Agreement will be reduced to writing and delivered to the other party. The parties must then negotiate in good faith and use every reasonable effort to resolve such dispute and the parties shall not resort to any formal proceedings unless they have reasonably determined that a negotiated resolution is not possible. The resolution of any dispute disposed of through any agreement between the parties shall be reduced to writing and delivered to all parties within thirty (30) calendar days.

**3.13.3. Arbitration**

The parties to this Agreement agree to resolve all disputes arising out of or directly relating to this Agreement through arbitration, after exhausting the applicable administrative review process, to the extent provided and required by A.R.S. § 12-1518, except as may be required by other applicable statutes (Title 41).

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**3.13.4. Non-Exclusive Remedies**

The rights and the remedies of AHCCCS under this Agreement are not exclusive. Such rights and remedies for non-compliance with the terms and conditions of this Agreement include, but are not limited to, those included in MAO's AHCCCS companion health coverage program contract(s), each of which is applicable at AHCCCS' sole discretion:

- AHCCCS Complete Care (ACC) paragraph D.68: Administrative Actions;
- ALTCS E-PD Health Plan paragraph D.74: Administrative Actions; and
- ACC-RBHA Health Plan paragraph D.68: Administrative Actions.

**3.13.5. Choice of Forum**

The parties agree that jurisdiction over any action arising out of or directly relating to this Agreement shall be brought or filed in a court of competent jurisdiction located in the State of Arizona.

**3.14. TERMINATION OF AGREEMENT**

This Agreement may be terminated under the following conditions:

**3.14.1.** The State may terminate this Agreement in whole or in part and at any time when, in its sole discretion, it determines that such termination is in the best interests of the State of Arizona. Such termination will be effective on the date specified in the State's notice of termination. The State will provide MAO written notice of such termination of this Agreement at least thirty (30) calendar days prior to the effective date of the termination, unless the State determines that circumstances warrant a shorter notice period.

**3.14.2.** In addition to the reasons set forth above, the State reserves the right to terminate this Agreement, in whole or in part, upon the following conditions:

3.14.2.1. The State may terminate this Agreement at any time if a court of competent jurisdiction finds that MAO failed to adhere to any laws, ordinances, rules, regulations or orders of any public authority having jurisdiction and such violation prevents or substantially impairs performance of MAO's duties under this Agreement.

3.14.2.2. The State may terminate this Agreement at any time if MAO: files for bankruptcy; becomes or is declared insolvent, or is the subject of any proceedings related to its liquidation, insolvency, or the appointment of a receiver or similar officer; makes an assignment for the benefit of all or substantially all of its creditors; or enters into an agreement for the composition, extension, or readjustment of substantially all of its obligations.

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3.14.2.3. The State may terminate this Agreement at any time and in whole or in part if it determines, at its sole discretion, that MAO has materially breached performance of the terms and requirements of this Agreement.

**3.14.3.** MAO may terminate this Agreement by providing the State written notice of at least thirty (30) calendar days prior to such termination. Such termination will be effective on the date specified in the MAO's notice of termination to AHCCCS.

**3.15. CONTINUATION OF PERFORMANCE THROUGH TERMINATION**

MAO shall continue to perform, in accordance with the terms and requirements of this Agreement, up to and including the date of termination, and as directed in the termination notice.

**3.16 MERGER AND ACQUISITION ACTIVITIES**

If, after the Effective Date of this Agreement, MAO or its Affiliated Organization(s) are subject to merger and acquisition activities that may affect either its contracts with CMS or AHCCCS, then AHCCCS reserves its sole right in the best interest of the State to amend or implement other provisions of this Agreement as AHCCCS deems necessary. This requirement is accretive to, and in conjunction with, requirements identified as necessary under the terms of paragraph 3.6: Changes and Amendments to this Agreement.

**3.17 NOTICES**

All notices and other communications regarding this Agreement shall be delivered to the following contact persons. The parties may change the contact information set forth by giving written notice to the other party.

**3.17.1 For AHCCCS:**

Name	Meggan LaPorte
Title	AHCCCS Chief Procurement Officer
Address	150 North 18th Avenue (2 <sup>nd</sup> Floor) Phoenix, Arizona 85007
Telephone	(602) 417-4538
Email	<a href="mailto:Meggan.LaPorte@azahcccs.gov">Meggan.LaPorte@azahcccs.gov</a>

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**3.17.2 For MAO:**

Name	James V. Stover
Title	President and CEO
MAO	Bridgeway Health Solutions of Arizona, Inc.
Address	1850 West Rio Salado Parkway, Suite 211 Tempe, Arizona 85281
Telephone	(520) 343-8004
Email	<a href="mailto:james.v.stover@azcompletehealth.com">james.v.stover@azcompletehealth.com</a>

**3.17.3 For MAO Care Coordination Contact Person:**

Name	Dee Reny
Title	Director of Case Management
MAO	Bridgeway Health Solutions of Arizona, Inc.
Address	1850 West Rio Salado Parkway, Suite 211 Tempe, Arizona 85281
Telephone	(480) 435-6620
Email	<a href="mailto:dee.a.reny2@azcompletehealth.com">dee.a.reny2@azcompletehealth.com</a>

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## **4. PARTICIPANT SPECIFIC SECTION**

MAO shall enroll an eligible Full Benefit Dual Eligible Member only in accordance with the eligibility, terms, service area counties and plan benefit packages (PBPs) listed for each of the respective AHCCCS integrated companion managed care program contract, and populations as designated by specific contracts, contract terms, or as otherwise further specified in paragraphs 4.1 through 4.4, inclusive, of this Section. See Attachment 7 for a listing of the AHCCCS Full Benefit Dual Eligible Member monthly capitation reimbursement rate codes that are permitted to be enrolled in MAO's offered D-SNP Plan Benefit Packages (PBPs) under this Agreement.

MAO is a Dual Eligible Subset which is authorized to enroll Full Benefit Dual Eligible Members with eligibility only for and enrolled in the following AHCCCS managed care programs (check all program eligibility criteria that apply to each of the following):

- 4.1 AHCCCS Complete Care (ACC) (companion AHCCCS contract YH19-0001, as amended) (for HIDE SNP status)**
- 4.2 ACC-RBHA Health Plan (companion AHCCCS contract YH19-0001R, as amended) (for HIDE SNP status)**
- 4.3 ALTCS Elderly and Physically Disabled (companion AHCCCS contract YH24-0001, as amended) (for FIDE SNP status)**
- 4.4 ALTCS Developmentally Disabled (DD) (companion AHCCCS contract YH6-0014, as amended) (for HIDE SNP status)**

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### **4.1. ☒ AHCCCS Complete Care (ACC) (integrated companion AHCCCS contract YH19-0001, as amended) (for HIDE SNP status)**

#### **4.1.1. Member Eligibility:**

- ☒ Only full-benefit dually eligible beneficiaries and as per applicable monthly capitation reimbursement rate codes at Attachment 7)
- ☒ QMB Plus
- ☒ Other Full Benefit Dual Eligible Beneficiaries (non-QMB) (Freedom to Work)

#### **4.1.2. Service Areas (in conformance with HIDE SNP requirements at 42 CFR 422.2):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Apache County   | <input checked="" type="checkbox"/> Mohave County     |
| <input checked="" type="checkbox"/> Cochise County  | <input checked="" type="checkbox"/> Navajo County     |
| <input checked="" type="checkbox"/> Coconino County | <input checked="" type="checkbox"/> Pima County       |
| <input checked="" type="checkbox"/> Gila County     | <input checked="" type="checkbox"/> Pinal County      |
| <input checked="" type="checkbox"/> Graham County   | <input checked="" type="checkbox"/> Santa Cruz County |
| <input checked="" type="checkbox"/> Greenlee County | <input checked="" type="checkbox"/> Yavapai County    |
| <input checked="" type="checkbox"/> La Paz County   | <input checked="" type="checkbox"/> Yuma County       |
| <input checked="" type="checkbox"/> Maricopa County |   |

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**4.2. ☒ ACC-RBHA Health Plan (integrated companion AHCCCS contract YH19-0001R, as amended) (for HIDE SNP status)**

**4.2.1. Member Eligibility:**

- ☒ Only full-benefit dually eligible beneficiaries (and as per applicable monthly capitation reimbursement rate codes at Attachment 7)
- ☒ QMB Plus
- ☒ Other Full Benefit Dual Eligible Beneficiaries (non-QMB) (Freedom to Work)

**4.2.2. Service Areas (in conformance with HIDE SNP requirements at 42 CFR 422.2):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Apache County   | <input checked="" type="checkbox"/> Mohave County     |
| <input checked="" type="checkbox"/> Cochise County  | <input checked="" type="checkbox"/> Navajo County     |
| <input checked="" type="checkbox"/> Coconino County | <input checked="" type="checkbox"/> Pima County       |
| <input type="checkbox"/> Gila County                | <input type="checkbox"/> Pinal County                 |
| <input checked="" type="checkbox"/> Graham County   | <input checked="" type="checkbox"/> Santa Cruz County |
| <input checked="" type="checkbox"/> Greenlee County | <input checked="" type="checkbox"/> Yavapai County    |
| <input checked="" type="checkbox"/> La Paz County   | <input checked="" type="checkbox"/> Yuma County       |
| <input type="checkbox"/> Maricopa County            |   |

**4.3. ☒ ALTCS Elderly and Physically Disabled (integrated companion AHCCCS contract YH24-0001, as amended) (for FIDE SNP status)**

**4.3.1. Member Eligibility:**

- ☒ Only full-benefit dually eligible beneficiaries (and only as per applicable monthly capitation reimbursement rate codes at Attachment 7)
- ☒ QMB Plus
- ☒ Other Full Benefit Dual Eligible Beneficiaries (non-QMB) (Freedom to Work)

**4.3.2. Service Areas (in conformance with FIDE SNP requirements at 42 CFR 422.2):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Apache County   | <input checked="" type="checkbox"/> Mohave County     |
| <input checked="" type="checkbox"/> Cochise County  | <input checked="" type="checkbox"/> Navajo County     |
| <input checked="" type="checkbox"/> Coconino County | <input checked="" type="checkbox"/> Pima County       |
| <input checked="" type="checkbox"/> Gila County     | <input checked="" type="checkbox"/> Pinal County      |
| <input checked="" type="checkbox"/> Graham County   | <input checked="" type="checkbox"/> Santa Cruz County |
| <input checked="" type="checkbox"/> Greenlee County | <input checked="" type="checkbox"/> Yavapai County    |
| <input checked="" type="checkbox"/> La Paz County   | <input checked="" type="checkbox"/> Yuma County       |
| <input checked="" type="checkbox"/> Maricopa County |   |

Enrollment in the ALTCS FIDE SNP is subject to, and may be dependent upon, a final judicial decision in the pending litigation regarding the AHCCCS RFP YH24-0001.



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**4.4. ☐ ALTCS Developmentally Disabled (DD) (integrated companion AHCCCS contract YH6-0014, as amended) (for HIDE SNP status)**

**4.4.1. Member Eligibility:**

- ☐ Only full-benefit dually eligible beneficiaries (and as per applicable monthly capitation reimbursement rate codes at Attachment 7)
- ☐ QMB Plus
- ☐ Other Full Benefit Dual Eligible Beneficiaries (non-QMB) (Freedom to Work)

**4.4.2. Service Areas (in conformance with HIDE SNP requirements at 42 CFR 422.2):**

- |  |  |
|--|--|
| <input type="checkbox"/> Apache County   | <input type="checkbox"/> Mohave County     |
| <input type="checkbox"/> Cochise County  | <input type="checkbox"/> Navajo County     |
| <input type="checkbox"/> Coconino County | <input type="checkbox"/> Pima County       |
| <input type="checkbox"/> Gila County     | <input type="checkbox"/> Pinal County      |
| <input type="checkbox"/> Graham County   | <input type="checkbox"/> Santa Cruz County |
| <input type="checkbox"/> Greenlee County | <input type="checkbox"/> Yavapai County    |
| <input type="checkbox"/> La Paz County   | <input type="checkbox"/> Yuma County       |
| <input type="checkbox"/> Maricopa County |  |

**4.5. CMS-APPROVED SERVICE AREAS.** The CMS approved Service area(s) for MAO's offered CMS-approved Plan Benefit Package(s) (PBPs) shall align with the applicable companion AHCCCS contract service area county(ies) in paragraphs 4.1 through 4.4 inclusive above as applicable, is/are as follows:

**4.5.1 H5590-008 Service Areas (aligning with paragraph 4.1.2 HIDE SNP status Service Areas *only*) (in conformance with HIDE SNP requirements at 42 CFR 422.2):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Apache County   | <input checked="" type="checkbox"/> Mohave County     |
| <input checked="" type="checkbox"/> Cochise County  | <input checked="" type="checkbox"/> Navajo County     |
| <input checked="" type="checkbox"/> Coconino County | <input checked="" type="checkbox"/> Pima County       |
| <input checked="" type="checkbox"/> Gila County     | <input checked="" type="checkbox"/> Pinal County      |
| <input checked="" type="checkbox"/> Graham County   | <input checked="" type="checkbox"/> Santa Cruz County |
| <input checked="" type="checkbox"/> Greenlee County | <input checked="" type="checkbox"/> Yavapai County    |
| <input checked="" type="checkbox"/> La Paz County   | <input checked="" type="checkbox"/> Yuma County       |
| <input checked="" type="checkbox"/> Maricopa County |   |

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**4.5.2 H5590-008 Service Areas (aligning with paragraph 4.2.2 HIDE SNP status Service Areas *only*) (in conformance with FIDE SNP requirements at 42 CFR 422.2):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Apache County   | <input checked="" type="checkbox"/> Mohave County     |
| <input checked="" type="checkbox"/> Cochise County  | <input checked="" type="checkbox"/> Navajo County     |
| <input checked="" type="checkbox"/> Coconino County | <input checked="" type="checkbox"/> Pima County       |
| <input type="checkbox"/> Gila County                | <input type="checkbox"/> Pinal County                 |
| <input checked="" type="checkbox"/> Graham County   | <input checked="" type="checkbox"/> Santa Cruz County |
| <input checked="" type="checkbox"/> Greenlee County | <input checked="" type="checkbox"/> Yavapai County    |
| <input checked="" type="checkbox"/> La Paz County   | <input checked="" type="checkbox"/> Yuma County       |
| <input type="checkbox"/> Maricopa County            |   |

**4.5.3 H5590-010 Service Areas (aligning with paragraph 4.3.2 FIDE SNP status Service Areas *only*) (in conformance with HIDE SNP requirements at 42 CFR 422.2):**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Apache County   | <input checked="" type="checkbox"/> Mohave County     |
| <input checked="" type="checkbox"/> Cochise County  | <input checked="" type="checkbox"/> Navajo County     |
| <input checked="" type="checkbox"/> Coconino County | <input checked="" type="checkbox"/> Pima County       |
| <input checked="" type="checkbox"/> Gila County     | <input checked="" type="checkbox"/> Pinal County      |
| <input checked="" type="checkbox"/> Graham County   | <input checked="" type="checkbox"/> Santa Cruz County |
| <input checked="" type="checkbox"/> Greenlee County | <input checked="" type="checkbox"/> Yavapai County    |
| <input checked="" type="checkbox"/> La Paz County   | <input checked="" type="checkbox"/> Yuma County       |
| <input checked="" type="checkbox"/> Maricopa County |   |

## **4.6. SPECIFIC PLAN OFFERINGS**

MAO shall operate two (2) Dual Eligible Special Needs Plans under CMS contract number H5590. MAO shall enroll individuals into offered Plan Benefit Packages (PBPs) in accordance with federal and state guidelines, and the terms of this Agreement.

A Full Benefit Dual Eligible Member's eligibility for each particular plan benefit package (PBP) is described below:

**4.6.1. H5590-008 (HIDE SNP status) is a Dual Eligible Subset plan open to only those individuals eligible to enroll pursuant to the following eligibility requirements:**

- 4.6.1.1. The individual must be currently enrolled in the AHCCCS Complete Care (ACC) companion program in accordance with paragraph 4.1.1 and Attachment 7;

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- 4.6.1.2. The individual must live within the appropriate county that corresponds with the specific service area of their AHCCCS Complete Care (ACC) companion program enrollment in accordance with paragraph 4.1.2;
- 4.6.1.3. The individual must be entitled to participate in Medicare; and
- 4.6.1.4. The individual must reside within the CMS-approved service area county for this PBP in accordance with paragraph 4.5.1.

**4.6.2.** H5590-008 (HIDE SNP status) is a Dual Eligible Subset plan open to only those individuals eligible to enroll pursuant to the following eligibility requirements:

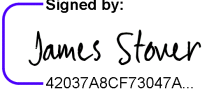

- 4.6.2.1. The individual must be currently enrolled in the AHCCCS Complete Care (ACC) companion program in accordance with paragraph 4.2.1 and Attachment 7;
- 4.6.2.2. The individual must live within the appropriate county that corresponds with the specific service area of their AHCCCS Complete Care (ACC) companion program enrollment in accordance with paragraph 4.2.2;
- 4.6.2.3. The individual must be entitled to participate in Medicare; and
- 4.6.2.4. The individual must reside within the CMS-approved service area county for this PBP in accordance with paragraph 4.5.2.

**4.6.3.** H5590-010 (FIDE SNP status) is a Dual Eligible Subset plan open to only those individuals eligible to enroll pursuant to the following eligibility requirements:

- 4.6.3.1. The individual must be currently enrolled in the ALTCS Elderly and Physically Disabled (E-PD) companion program in accordance with paragraph 4.3.1 and Attachment 7;
- 4.6.3.2. The individual must live within the appropriate county that corresponds with the specific service area of their ALTCS Elderly and Physically Disabled (E-PD) companion program enrollment in accordance with paragraph 4.3.2;
- 4.6.3.3. The individual must be entitled to participate in Medicare; and
- 4.6.3.4. The individual must reside within the CMS-approved service area county for this PBP in accordance with paragraph 4.5.3.

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IN WITNESS WHEREOF THE PARTIES HERETO SIGN THEIR NAMES IN AGREEMENT:	
5. NAME OF MAO: BRIDGEWAY HEALTH SOLUTIONS OF ARIZONA, INC.	6. ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
SIGNATURE OF AUTHORIZED INDIVIDUAL: <div><div>Signed by:</div><div></div><div>42037A8CF73047A...</div></div>	SIGNATURE: <div><div>DocuSigned by:</div><div></div><div>CDC8B901F7F8473...</div></div>
TYPED NAME: James V. Stover	TYPED NAME: Tiffanie Blanco signing on behalf of Meggan LaPorte (CPO)
TITLE: President and CEO	TITLE: Acting Chief Procurement Officer
DATE: 07/07/2025	DATE: 07/07/2025

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**ATTACHMENT 1: CHART OF DELIVERABLES**

Area	Timeframe	Report	When Due	Agreement Section	Agreement Paragraph	Reference/ Policy	Send To	Submitted Via
DIVISION OF MANAGED CARE	Upon execution of initial Agreement	Default Enrollment Process – Initial Approval	Within 10 calendar days of receipt of approval from CMS	Section 2: Program Requirements	2.1.11	42 CFR 422.66(g)	DMC Compliance Officer for Medicare	Email notification
DMC	Minimum every 5 years after most recent approval	Default Enrollment Process – Renewal Approval	Within 10 calendar days of receipt of approval from CMS	Section 2: Program Requirements	2.1.11	42 CFR 422.66(g)	DMC Compliance Officer for Medicare	Email notification
DMC CLINICAL QUALITY MANAGEMENT	Annually	Medicare Health Risk Assessment Tool	January 1 <sup>st</sup>	Section 2: Program Requirements	2.1.5	N/A	DMC Compliance Officer for Medicare	Email notification
DMC	Quarterly (by month)	Default Enrollment	30 calendar days after quarter end	Section 2: Program Requirements	2.1.12	N/A	DMC Compliance Officer for Medicare	Email notification
DIVISION OF BUSINESS AND FINANCE (DBF)	Quarterly	Financial Reporting	60 days after the end of the quarter	Section 2: Program Requirements	2.7.1.2	AHCCCS Financial Reporting Guide(s)	DBF Program Compliance Auditor	AHCCCS SharePoint site with email notification

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Area	Timeframe	Report	When Due	Agreement Section	Agreement Paragraph	Reference/ Policy	Send To	Submitted Via
DBF	Annually	Financial Reporting	90 days after the end of the plan fiscal year	Section 2: Program Requirements	2.7.1.2 2.7.2.2	AHCCCS Financial Reporting Guide(s)	DBF Program Compliance Auditor	AHCCCS SharePoint site with email notification
DMC	Quarterly (by month)	Member Appeals Summary and Outcomes	30 calendar days after end of the applicable reporting quarter	Section 2: Program Requirements	2.9	AHCCCS-provided reporting format	DMC Compliance Officer for Medicare	Secure email notification
DMC	Annually	CMS Notification of MAO HIDE SNP Status	10 calendar days of receipt from CMS	Section 2: Program Requirements	2.12.4	N/A	DMC Compliance Officer for Medicare	Secure email notification
DMC	Annually	CMS Notification of MAO FIDE SNP Status (as applicable)	10 calendar days of receipt from CMS	Section 2: Program Requirements	2.13.7	N/A	DMC Compliance Officer for Medicare	Secure email notification

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Area	Timeframe	Report	When Due	Agreement Section	Agreement Paragraph	Reference/ Policy	Send To	Submitted Via
DMC	Annually	CMS Notification of MAO Star Ratings	10 calendar days of receipt from CMS	Section 2: Program Requirements	2.11	N/A	DMC Compliance Officer for Medicare	Secure email notification
DMC	Per Occurrence	Enrollee Advisory Committee – Meeting Agendas	No less than 30 calendar days prior to meeting date	Section 2: Program Requirements	2.15	ACC Contract YH19-0001, paragraph D.5	DMC Compliance Officer for Medicare	Secure email notification
DMC	Per Occurrence	Enrollee Advisory Committee – Meeting Minutes	30 calendar days after the meeting date	Section 2: Program Requirements	2.15	ACC Contract YH19-0001, paragraph D.5	DMC Compliance Officer for Medicare	Secure email notification
DMC	Per Occurrence	Change of Designated Care Coordinator	10 calendar days of change	Section 2: Program Requirements	2.1.8	N/A	DMC Operations Medical Management Unit and DMC Compliance Officer for Medicare	FTP server with email notification



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Area	Timeframe	Report	When Due	Agreement Section	Agreement Paragraph	Reference/ Policy	Send To	Submitted Via
DMC CLINICAL QUALITY MANAGEMENT	Per Occurrence	Quality of Care Inquiry Responses	When requested	Section 2: Program Requirements	2.1.10	N/A	DMC Clinical Quality Management Unit	FTP server with secure email notification to CQM@azahcccs.gov with notification to CQM Administrator
DBF CONTRACTS AND PURCHASING	Per Occurrence	Advertising, Property of the State	Advance written approvals	Section 3: Terms and Conditions	2.8 3.10	N/A	Contracting Officer	Email notification
DMC	Per Occurrence	MAO Contract Changes with and Notifications from CMS	10 calendar days of notice or change	Section 2: Program Requirements	2.10	N/A	DMC Compliance Officer for Medicare	Secure email notification
DMC	Per Occurrence	Notification of Potential Conflict(s) of Interest	Advance written approval	Section 3: Terms and Conditions	3.8	N/A	DMC Compliance Officer for Medicare	Secure email notification
DBF CONTRACTS AND PURCHASING	Per Occurrence	Notices to AHCCCS	Per Occurrence	Section 3: Terms and Conditions	3.16.2	N/A	Contracting Officer	Email notification
ISD DATA ANALYSIS AND RESEARCH UNIT (DAR)	Per Schedule	Medicare Encounter Data	Per schedule	Section 2: Program Requirements	2.6	N/A	ISD DAR designated Sr. Business Analyst	Established PMMIS transmission protocols with email notification

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**ATTACHMENT 2 – AHCCCS COVERED SERVICES – PHYSICAL HEALTH SERVICES (pages 41-43)**

Details of medically necessary AHCCCS-covered physical health services under the terms of this Agreement are further described in paragraph 2.2 of this Agreement and the AHCCCS Complete Care (ACC) contract YH19-0001, as amended:

- Section D, Paragraph 9: Scope of Services.  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>

PHYSICAL HEALTH SERVICES (IN ACCORDANCE WITH APPLICABLE CONTRACT AND POLICY TERMS, CONDITIONS AND LIMITATIONS)	TITLE XIX	
	<21	≥21
Audiology	X	X
Behavioral Health	SEE ATTACHMENT 3	
Breast Reconstruction After Mastectomy	X	X
Chiropractic Services	X	
Cochlear Implants	X	
Diagnostic Testing	X	X
Emergency Dental Services	X	ALTCS only
Preventive & Therapeutic Dental Services	X	
Limited Medical and Surgical Services by a Dentist (for Members Age 21 and older)		X
Dialysis	X	X
Emergency Services	X	X
Emergency Eye Exam	X	X
Vision Exam/Prescriptive Lenses	X	
Lens Post Cataract Surgery	X	X
Treatment for Medical Conditions of the Eye	X	X
Health Risk Assessment & Screening Tests (for Members Age 21 and Older)		X
Preventive Examinations in the Absence of any Known Disease or Symptom	X	X

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<b>PHYSICAL HEALTH SERVICES</b> <b>(IN ACCORDANCE WITH APPLICABLE CONTRACT AND POLICY TERMS, CONDITIONS AND LIMITATIONS)</b>	<b>TITLE XIX</b>	
	<b>&lt;21</b>	<b>≥21</b>
HIV/AIDS Antiretroviral Therapy	X	X
High Frequency Chest Wall Oscillation Therapy	X	X
Home Health Services	X	X
Hospice	X	X
Hospital Inpatient	X	X
Hospital Observation	X	X
Hospital Outpatient	X	X
Hysterectomy (Medically Necessary)	X	X
Immunizations	X	X
Laboratory	X	X
Maternity Services	X	X
Family Planning	X	X
Early and Periodic Screening, Diagnosis and Treatment (Medical Services)	X	
Medical Foods	X	X
Medical Equipment and Appliances	X	X
Medical Supplies	X	X
Prosthetic	X	X
Orthotic Devices	X	X
Negative Pressure Wound Therapy	X	X
Nursing Facilities (up to 90 days)	X	X
Non-Physician First Surgical Assistant	X	X
Physician Services	X	X
Foot and Ankle Services	X	X
Prescription Drugs	X	X
Primary Care Provider Services	X	X
Private Duty Nursing	X	X
Radiology and Medical Imaging	X	X

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<b>PHYSICAL HEALTH SERVICES</b> <b>(IN ACCORDANCE WITH APPLICABLE CONTRACT AND POLICY TERMS, CONDITIONS AND LIMITATIONS)</b>	<b>TITLE XIX</b>	
	<b>&lt;21</b>	<b>≥21</b>
Occupational Therapy – Inpatient	X	X
Occupational Therapy – Outpatient	X	X
Physical Therapy – Inpatient	X	X
Physical Therapy – Outpatient	X	X
Sleep Studies (Polysomnography)	X	X
Speech Therapy – Inpatient	X	X
Speech Therapy – Outpatient	X	ALTCS only
Respiratory Therapy	X	X
Total Outpatient Parental Nutrition	X	X
Non-Experimental transplants approved for Title XIX reimbursement (See Policy Regarding Specific Transplant Coverage)	X	X
Transplant Related immunosuppressant drugs	X	X
Transportation – Emergency	X	X
Transportation - Non-emergency	X	X
Triage	X	X
Zero Dollar Medicare Cost Sharing (as per paragraph 2.18)	X	X

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**ATTACHMENT 3 – AHCCCS COVERED SERVICES - BEHAVIORAL HEALTH SERVICES (pages 44-46)**

Details of medically necessary AHCCCS-covered behavioral health services under the terms of this Agreement are further described in paragraph 2.2 of this Agreement and:

- AHCCCS Complete Care (ACC) contract YH19-0001, as amended:
  - Section D, Paragraph 9: Scope of Services
  - Section D, Paragraph 11: Behavioral Health Services Delivery  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/contracts.html>
- ALTCS Elderly and Physically Disabled (E-PD) contract YH24-0001, as amended:
  - Section D, Paragraph 11: Scope of Services
  - Section D, Paragraph 13: Behavioral Health Services Delivery  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/closed.html>

<b>BEHAVIORAL HEALTH SERVICES</b>  (IN ACCORDANCE WITH APPLICABLE CONTRACT AND POLICY TERMS, CONDITIONS AND LIMITATIONS, INCLUDING THOSE SERVICES LISTED IN THE AHCCCS BEHAVIORAL HEALTH SERVICES MATRIX ON THE AHCCCS WEBSITE)	<b>ACC</b>		<b>ALTCS</b>	
	<b>TITLE XIX</b>		<b>TITLE XIX</b>	
	<b>&lt;21</b>	<b>≥21</b>	<b>&lt;21</b>	<b>≥21</b>
Behavioral Health Counseling and Therapy – Individual	X	X	X	X
Behavioral Health Counseling and Therapy – Group and Family	X	X	X	X
Behavioral Health Screening Services	X	X	X	X
Behavioral Health Assessment Services	X	X	X	X
Behavioral Health Testing Services	X	X	X	X
Behavioral Health Evaluation Services	X	X	X	X
Other Professional Services – Alcohol and/or Drug Services	X	X	X	X
Other Professional Services – Multisystemic Therapy for Juveniles	X		X	
Other Professional Services – Mental Health Services (fka Traditional Healing)	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available

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<b>BEHAVIORAL HEALTH SERVICES</b> <small>(IN ACCORDANCE WITH APPLICABLE CONTRACT AND POLICY TERMS, CONDITIONS AND LIMITATIONS, INCLUDING THOSE SERVICES LISTED IN THE AHCCCS BEHAVIORAL HEALTH SERVICES MATRIX ON THE AHCCCS WEBSITE)</small>	<b>ACC</b>		<b>ALTCS</b>	
	<b>TITLE XIX</b>		<b>TITLE XIX</b>	
	<b>&lt;21</b>	<b>≥21</b>	<b>&lt;21</b>	<b>≥21</b>
Other Professional Services – Auricular Acupuncture	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available
Skills, Training and Development, and Psychosocial Rehabilitation (Living Skills Training)	X	X	X	X
Cognitive Rehabilitation	X	X	X	X
Health Promotion Services (Behavioral Health Prevention/Promotion Education, Medication Training, and Support Services)	X	X	X	X
Psycho Educational Services and Ongoing Support to Maintain Employment	X	X	X	X
Medical Services	X	X	X	X
Laboratory, Radiology and Medical Imaging	X	X	X	X
Medical Management	X	X	X	X
Electro-Convulsive Therapy	X	X	X	X
Case Management	X	X	X	X
Personal Care Services	X	X	X	X
Home Care Training – Family	X	X	X	X
Home Care Training – to Home Care Client	X	X	X	X
Self-Help/Peer Services	X	X	X	X
Unskilled Respite Care	X	X	X	X
Supported Housing	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available
Sign Language or Oral Interpretation Services	X	X	X	X
Transportation – Emergency	X	X	X	X
Transportation – Non-Emergency	X	X	X	X

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<b>BEHAVIORAL HEALTH SERVICES</b> <small>(IN ACCORDANCE WITH APPLICABLE CONTRACT AND POLICY TERMS, CONDITIONS AND LIMITATIONS, INCLUDING THOSE SERVICES LISTED IN THE AHCCCS BEHAVIORAL HEALTH SERVICES MATRIX ON THE AHCCCS WEBSITE)</small>	<b>ACC</b>		<b>ALTCS</b>	
	<b>TITLE XIX</b>		<b>TITLE XIX</b>	
	<b>&lt;21</b>	<b>≥21</b>	<b>&lt;21</b>	<b>≥21</b>
Crisis Intervention Services – Mobile	X	X	X	X
Crisis Intervention Services – Facility-Based	X	X	X	X
Hospital Services	X	X	X	X
Sub-Acute Facility	X	X	X	X
Residential Treatment Center	X	X	X	X
Behavioral Health Residential Facility (without Room and Board)	X	X	X	X
Mental Health Services NOS (Room and Board)	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available	Non-TXIX funds if available
Supervised Behavioral Health Treatment and Day Programs	X	X	X	X
Therapeutic Behavioral Health Services and Day Programs	X	X	X	X
Community Psychiatric Supportive Treatment and Medical Day Programs	X	X	X	X
Community Psychiatric Supportive Treatment and Medical Day Programs – by telephone	X	X	X	X
Zero Dollar Medicare Cost Sharing (as per paragraph 2.18)	X	X	X	X

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**ATTACHMENT 4 – ALTCS ELDERLY and PHYSICALLY DISABLED COVERED MLTSS  
(pages 47-49)**

Details of medically necessary AHCCCS-covered Medicaid managed long-term support services (MLTSS) under the terms of this Agreement are further described in paragraph 2.2 of this Agreement and the ALTCS Elderly and Physically Disabled (E-PD) contract YH24-0001, as amended:

- Section D, Paragraph 11: Scope of Services (including long-term support services)
- Section D, Paragraph 13: Behavioral Health Services Delivery  
<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/closed.html>

<b>INSTITUTIONAL SERVICES</b>
Intermediate Care Facility (DD Dual Eligible Members only)
Nursing Facility – Level I
Nursing Facility – Level II
Nursing Facility – Level III
Nursing Facility – Level IV
Nursing Facility – Respite
Bed Hold – Therapeutic Leave
Bed Hold – Hospital Admission
<b>ALTERNATIVE RESIDENTIAL SETTINGS</b>
Assisted Living Home
Assisted Living Center
Adult Foster Care
Habilitation – Residential (DD Group Homes only)
Level II Behavioral Health Residential  (May be appropriate for stays of any length)



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<b>ALTERNATIVE RESIDENTIAL SETTINGS - continued</b>
Behavioral Health Therapeutic Home <ul style="list-style-type: none"> <li>• Home Care Training to Home Care Client (Child)</li> <li>• Home Care Training to Home Care Client (Adult)</li> <li>• Home Care Training to Home Care Client (Adult Geriatric)</li> </ul>
<b>HOSPICE SERVICES</b>
Routine Home Care
Continuous Home Care
Inpatient Respite Care
General Inpatient Care
<b>HOME AND COMMUNITY BASED SERVICES</b>
Adult Day Health Care
Attendant Care
Companion Care
Community Transition Service
Emergency Alert System
Habilitation <ul style="list-style-type: none"> <li>• Day Treatment &amp; Training</li> <li>• Supported Employment</li> </ul>
Home Delivered Meals
Home Health Services/Nursing
Home Health Services/Home Health Aide
Homemaker
Home Modification
Personal Care

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<b>HOME AND COMMUNITY BASED SERVICES - continued</b>
Respite <ul style="list-style-type: none"><li>• Short Term In-Home</li><li>• Continuous In-Home</li><li>• Group Respite</li></ul>
<b>OTHER COVERED SERVICES</b>
Zero Dollar Medicare Cost Sharing (as per paragraph 2.18)

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**ATTACHMENT 5 – DEFAULT ENROLLMENT PROCESS REPORTING REQUIREMENTS**

MAO shall report quarterly (by month) each of the following five (5) default enrollment process data elements to AHCCCS, as per the requirements of Attachment 1: Chart of Deliverables.

a. Number of beneficiaries (potential Full Benefit Dual Eligible Members), separated by eligibility based on age or disability, that were identified and noticed by MAO at least sixty (60) calendar days prior to the effective date of default enrollment.
b. Number of beneficiaries (potential Full Benefit Dual Eligible Members) who opt out of (decline) default enrollment prior to their effective date. Differentiate between those who opt out by telephone or in writing, as well as eligibility based on age or disability.
c. At the end of the first month of enrollment, specify the number of rapid disenrollments (the number of Full Benefit Dual Eligible Members who disenroll within their first month of default enrollment). Continue to track for rapid disenrollments within the first three (3) months of a Full Benefit Dual Eligible Member's default enrollment effective date.
d. Provide information regarding any complaints received internally, including grievances relating to default enrollment. For complaints with a Medicare Advantage Complaint Tracking Module (CTM) identification number, please also list the CTM number with the complaint. Provide this information in an Excel spreadsheet.
e. Indicate if MAO has identified any individuals (potential Full Benefit Dual Eligible Members) for which it was unable to identify for default enrolment in the required timeframe (minimum 60 calendar days prior) for notification of default enrollment, and an explanation of why they were excluded from the default enrollment process.

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### ATTACHMENT 6 – AHCCCS HEALTH PLAN REFERENCE TABLE FOR MAO ASSISTANCE WITH MEDICAID COVERAGE, APPEALS AND GRIEVANCES

	WEBSITE	TELEPHONE	PLAN CONTACT INFORMATION
<b>Arizona Complete Care (ACC) Health Plans</b>			
AZ Complete Health	<a href="http://www.azcompletehealth.com">www.azcompletehealth.com</a>	1-888-788-4408 TTY 711	<a href="http://www.azcompletehealth.com/contact-us.html">www.azcompletehealth.com/contact-us.html</a>
Banner-University Family Care	<a href="https://www.bannerhealth.com/medicaid/acc/about-us">https://www.bannerhealth.com/medicaid/acc/about-us</a>	1-800-582-8686 TTY 711	<a href="https://www.bannerufc.com/acc/about-us/contact-us">https://www.bannerufc.com/acc/about-us/contact-us</a>
Health Choice Arizona	<a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>	1-800-322-8670 TTY 711	<a href="mailto:HCHComments@azblue.com">HCHComments@azblue.com</a>
Mercy Care (1)	<a href="https://www.mercycareaz.org/index.html">https://www.mercycareaz.org/index.html</a>	1-800-624-3879 TTY 711	<a href="https://www.mercycareaz.org/contact-us.html">https://www.mercycareaz.org/contact-us.html</a>
Molina Complete Care	<a href="https://www.molinahealthcare.com/members/az/en-us/mem/medicaid/medicaid.aspx">https://www.molinahealthcare.com/members/az/en-us/mem/medicaid/medicaid.aspx</a>	(800) 424-5891 TTY 711	<a href="https://www.molinahealthcare.com/members/az/en-us/mem/medicaid/contact.aspx">https://www.molinahealthcare.com/members/az/en-us/mem/medicaid/contact.aspx</a>
UnitedHealthcare Community Plan (1)	<a href="http://www.uhccommunityplan.com/az/medicaid/ahcccs.html">www.uhccommunityplan.com/az/medicaid/ahcccs.html</a>	1-800-348-4058 TTY 711	<a href="https://www.uhccommunityplan.com/contact-us/medicaid">https://www.uhccommunityplan.com/contact-us/medicaid</a>
<b>ALTCS E-PD Health Plans</b>			
Banner-University Family Care LTC	<a href="https://www.bannerhealth.com/medicaid/altcs/about-us">https://www.bannerhealth.com/medicaid/altcs/about-us</a>	1 (833) 318-4146 TTY 711	<a href="https://www.bannerhealth.com/medicaid/altcs/contact-us">https://www.bannerhealth.com/medicaid/altcs/contact-us</a>
Mercy Care LTC	<a href="https://www.mercycareaz.org/index.html">https://www.mercycareaz.org/index.html</a>	1-800-624-3879 TTY 711	<a href="https://www.mercycareaz.org/contact-us.html">https://www.mercycareaz.org/contact-us.html</a>
UnitedHealthcare Community Plan LTC	<a href="http://www.uhccommunityplan.com/az/medicaid/long-term-care.html">www.uhccommunityplan.com/az/medicaid/long-term-care.html</a>	1-800-293-3740 TTY 711	Contact Us Form at: <a href="https://www.uhccommunityplan.com/contact-us">https://www.uhccommunityplan.com/contact-us</a>
<b>ACC-RBHA Health Plans</b>			
AZ Complete Health	<a href="http://www.azcompletehealth.com/">www.azcompletehealth.com/</a>	1-888-788-4088 TTY 711	<a href="http://www.azcompletehealth.com/contact-us.html">www.azcompletehealth.com/contact-us.html</a>
Mercy Care	<a href="https://www.mercycareaz.org/acc-rbha-overview.html">https://www.mercycareaz.org/acc-rbha-overview.html</a>	1-800-564-5465 TTY 711	<a href="https://www.mercycareaz.org/contact-us.html">https://www.mercycareaz.org/contact-us.html</a>
<b>Other Contact Information</b>			
AHCCCS Fee-for Service Programs	<a href="http://www.azahcccs.gov/shared/AHCCCScontacts.html">www.azahcccs.gov/shared/AHCCCScontacts.html</a>	1-855-432-7587	<a href="https://www.healthearizonaplus.gov/Login/Default">https://www.healthearizonaplus.gov/Login/Default</a>
State Health Insurance Assistance Program (SHIP)	<a href="https://des.az.gov/services/older-adults/medicare-assistance">https://des.az.gov/services/older-adults/medicare-assistance</a>	1-800-432-4040	<a href="https://des.az.gov/medicare-assistance">https://des.az.gov/medicare-assistance</a>

(1) Available also to Full Benefit Eligible Members enrolled in respective ALTCS DD Health Plan.

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## **ATTACHMENT 7 – FULL BENEFIT DUAL ELIGIBLE MEMBERS**

### **REFERENCE TABLE OF AHCCCS MONTHLY CAPITATION REIMBURSEMENT ASSIGNED FULL BENEFIT DUAL ELIGIBLE MEMBER RATE CODES ELIGIBLE TO BE ENROLLED IN MAO**

Sources:

<https://www.azahcccs.gov/PlansProviders/Downloads/CapitationRates/RiskPooltoEligibilityCategorytoRateCode.pdf>

AHCCCS Capitation Risk Pool to Eligibility Category to Rate Code Matrix

<https://www.azahcccs.gov/PlansProviders/Downloads/CodesValues.pdf>

AHCCCS Codes & Values 2025

- Section RF401 Capitation Rate Codes

Note: Rate Codes listed here are applicable to any AHCCCS managed care program.

- AHCCCS Complete Care (ACC);
- ACC-RBHA Health Plan;
- ALTCS Elderly and Physically Disabled (E-PD) Health Plan;
- ALTCS Developmentally Disabled (DD) Health Plan.

1001	1101	2100	4301	5003	8600 (1)
1002	1102	2120	4302	5005	8620 (1)
1003	1103	2200	4303	5007	8700 (1)
1004	1104	2220	4304	5008	8720 (1)
1005	1105	2300	4305	5023	
1006	1106	2320	4321	5025	
1007	1107	2400	4322	5027	
1008	1108	2420	4323	5028	
1009	1109	2500	4324		
1021	1121	2520	4325		
1022	1122	2600	4401		
1023	1123	2620	4402		
1024	1124		4403		
1025	1125		4404		
1026	1126		4405		
1027	1127		4421		
1028	1128		4422		
1029	1129		4423		
			4424		
			4425		

(1) “Other Full Benefit Dual Eligible” (Freedom to Work population).