Solari
CRISIS & HUMAN SERVICES

B4: EXPERIENCE/EXPERTISE NARRATIVE

Solari and its sub-contractor Banner University Family Care (BUFC) bring a wealth of experience and expertise that will be instrumental in the success of the H2O initiative. Together, these organizations have served Arizona for more than 56 years. The following successes highlight how the experience and expertise of these organizations place them in a unique position to be the third-party administrator for the H2O program.

Experience

Solari - Serious Mental Illness/Serious Emotional Disturbance

Funder: AHCCCS | **Years of Experience:** 2014 to Present (10 Years)

Services Provided: Solari has partnered with AHCCCS as the administrator of the SMI determination program for the past decade. To date Solari has processed over 80,000 SMI applications and over 7,000 appeals. Solari has processed this high volume of applications with more than 99% timeliness and near perfect annual audit results.

H20 Relevant Experience: The processes outlined in the H2O project mirror many of the aspects of the SMI/SED program. In particular, the eligibility, appeals, and membership support processes. Solari intends to utilize the same EHR system and reporting established in the SMI/SED program. Using these systems will ensure that Solari is able to attain the same level of organization that permits it to process thousands of claims while at the same time achieving exceptional timeliness and audit results.

Solari - Crisis and 988 Contact Centers

Funders: Arizona Complete Health, Mercy Care, and Care1st, Oklahoma Department of Mental Health and Substance Abuse Services, Colorado Behavioral Health Administration.

Years of Experience: Arizona: 2007-Present (17 years), Oklahoma: 2022-Present, Colorado: Fall of 2024

Services Provided: Solari has been Arizona's crisis contact center for the past 17 years. Arizona's crisis system is one of the largest and most sophisticated in the United States. Annually, Solari handles 420,000 crisis calls and 60,000 mobile team dispatches.

In Oklahoma, Solari is the statewide 988 suicide and lifeline contact center. Annually, Solari handles 65,000 988 calls and 6,000 mobile team dispatches.

Solari has just received an intent to contract letter from Colorado Behavioral Health Administration for statewide crisis and 988 contact center services. Solari anticipates launching a contact center later this year.

H20 Relevant Experience: Due to the volume and acuity of calls Solari receives in Arizona, it has been necessary to invest in the organization's technical infrastructure. Solari will be leveraging its data warehouse and reporting systems to analyze the impact of the project at a systems level. Specifically, Solari will collect individual level data in its data warehouse and compare that information in the housing management information systems.

Solari – Homeless Management Information System (HMIS) Lead Agency

Funder: Maricopa Association of Governments (MAG), Arizona Department of Housing (ADOH)

Years of Experience: 2016 to Present

Services Provided: Solari has established itself as a leader HMIS across Arizona for the past seven years. Solari's commitment goes beyond simply managing data; they focus on empowering service providers to deliver the best possible care.

Training is a cornerstone of Solari's approach in HMIS. Solari provides comprehensive training programs for over 150+ agencies and over 1500 users across the state, ensuring everyone can effectively utilize the HMIS system. This not only simplifies data entry but also improves data quality. With ADOH, Solari has developed a comprehensive outreach and training protocols to support providers in rural counties. Solari's collaboration with MAG and ADOH extends beyond training. Solari works collaboratively to develop reports and monitor provider performance, providing valuable insights to improve service delivery across the county.

H20 Relevant Experience: The HMIS program has grown from $400k to over $1.5M annually with over 10 FTEs now dedicated to supporting the program. Solari has developed strong expertise in homeless data management, provider onboarding, provider management, user training, system performance reporting and program performance monitoring. Solari has also developed significant relationships with the homeless services providers that will have synergies with provider engagement in H2O services.

Solari - Data Warehouse Enterprise for Linkage Arizona (DWEL-AZ)

Funder: DWEL Board/Garcia Family Foundation | **Years of Experience:** 2022 to Present

Services Provided: DWEL-AZ represents a collaborative effort to establish a unified data repository for Arizona's human services sector. Envisioned as a central hub, DWEL-AZ seeks to integrate data from multiple sources, including HMIS and AHCCCS. This comprehensive approach aims to equip stakeholders

across Arizona's human services landscape with a powerful analytical tool. By fostering a centralized understanding of homelessness within the state, DWEL-AZ will empower informed decision-making and the development of more effective intervention and prevention strategies. In 2024, Solari was selected as the Administrative Operator for the DWEL project. As the administrative operator, Solari is responsible for facilitating dialogue within the collaborative, holding fiduciary responsibility for the project, maintain adequate staffing, managing consultants and implementing policies and procedures.

H20 Relevant Experience: DWEL requires significant coordination and collaboration which is incredibly relevant for the H2O Program Administrator. Additionally, a key function of DWEL is managing data related to homelessness and client demographics. Solari anticipates that, over time, DWEL will also become an essential component of the H2O program because of the overlaps between the programs in data management.

Solari - Arizona Housing Crisis Hotline

Funder: Maricopa County/Department of Economic Security | **Years of Experience:** 2022 to Present

Services Provided: The Arizona Housing Crisis Hotline was established to specifically address the needs of Arizona residents at risk of homelessness. This hotline provides assessments, referrals, and connections to housing resources and homelessness prevention services. Solari responds to more than 60,000 calls each year on the Housing Crisis Hotline. This service boasts a 60% diversion rate from shelter and coordinates services for over 400 families per month with the Family Housing Hub in Maricopa County. In the past two years, Solari has provided flexible funds to over 300 households showing a 92% success rate on clients retaining housing after receiving flexible funds assistance. Solari also provides follow-up case management support for callers to engage in ongoing troubleshooting around housing stability issues.

H20 Relevant Experience: Solari's work on the Housing Crisis Hotline demonstrates Solari's competency in housing case management coordination. Solari has in-house expertise in implementing best practices in housing services.

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Banner University Family Care (BUFC) – AHCCCS Managed Care Organization (MCO)

Funder: AHCCCS | **Years of Experience:** 1985 to Present

Services Provided: As a current AHCCCS MCO in good standing, BUFC meets all contractual and policy requirements related to claims processing, compliance, FWA, monitoring, network development and contracting. The Health Plan experience began in 1985 demonstrating 39 years of applicable experience. The Banner Claims Department consists of staff with extensive claims policy and processing experience, adjudicates approximately 3.5 million Medicaid claims annually. The Senior Director, Claims, has 38 years of AHCCCS experience and maintains a strong relationship with AHCCCS counterparts. With Operational Reviews conducted in 2022 and 2023, the Claims and Information Systems (CIS) section scored compliant with all items in 2023 and all with one exception in 2022.

The Compliance and FWA Team consists of staff members certified in professional coding with years of experience in reviewing fraud, waste and abuse referrals and allegations. In 2023, the team reported 270 member FWA referrals and 65 provider FWA referrals to AHCCCS OIG to conduct investigations. With Operational Reviews conducted in 2022 and 2023, the Compliance section scored 100% in both Operational Reviews. The Senior Director, Compliance, is also a certified professional coder and is certified in Health Care Compliance and Health Care Privacy. She has been a Compliance Officer for 17 years with Arizona Medicaid Health Plans and has a strong relationship with the current Inspector General. In addition, she has a master's degree in psychology and worked as the RBHA Compliance Officer and is therefore familiar with Behavioral Health Covered Services.

Network Development is always ongoing with adequacy monitoring to ensure a healthy and sufficient network with choice offerings. If a weak provider area or gap presents itself, BUFC strengthens the area with additional providers as quickly as possible to ensure there is no disruption to access to care. Our contracting team is very established in the industry and the contracting process is combined with credentialing and onboarding to ensure a seamless journey to bring the provider into the network as efficiently as possible.

H20 Relevant Experience: BUFC is well positioned to administer the provider management, network management, quality management, compliance, and claims management of the H2O project.

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Key Personnel

SOLARI

Justin Chase
CEO

20 years of experience
BA and MA in Social Work
MBA
President of Lifeline International
FACHE

Andrew Erwin
President

18 years of experience
Esq.
BA in American Literature
Juris Doctorate
Certified by Health Care Compliance Association

Julie Shockley
Chief Operating Officer

16 years of experience
BA in Psychology
Project Management Professional

Ty Rosensteel
Senior Director, CSN Specialty Programs

15 years of experience
BA in Philosophy
MBA

Randy Hade
Director, Homeless Initiatives

15 years of experience
BA in Sociology and Justice and Peace Studies

BANNER

Jim Stringham
VP/CEO

25 years of experience
BS in Psychology
MA in Counseling
Valley Leadership Alum

Lori Petre
Senior Director of Claims

35 years of experience
BA in Management
Arizona Leadership Academy

Ryan Thomsen
Senior Director, Government Programs

15 years of experience
BA in Political Science
Juris Doctorate

Alyssa Bellantoni
Senior Director of Network Operations

12 years of experience
BA in Marketing
MBA and MA in Healthcare Administration

Terri Dorazio
Senior Director, Compliance

20 years of experience
MA in Psychology
Certified by Health Care Compliance Association
Certified in Medical Coding

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