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April 28th, 2024

Meggan LaPorte, CPPO, MSW
Chief Procurement Officer
Arizona Health Care Cost Containment System (AHCCCS)
801 East Jefferson Road
Phoenix, Arizona 85034

Re: RFP NO YH24-0041
Transmittal Letter

Ms. LaPorte:

Health Choice Arizona, Inc., doing business as Blue Cross Blue Shield of Arizona Health Choice (BCBSAZ Health Choice) is pleased to respond to AHCCCS Solicitation # YH24-0041. We are confident in our ability to provide the services defined in the Request for Proposal (RFP) subject to the terms and conditions set forth in the RFP and certify that the information offered in the proposal meets all general conditions.

BCBSAZ Health Choice fully recognizes that housing is healthcare and serving the housing needs of Arizona's most vulnerable and underserved population (People Experiencing Homelessness) is a wise investment that establishes lasting health and generates significant cost savings for the Medicaid System. BCBSAZ Health Choice has worked directly with the Arizona Health Care Cost Containment System (AHCCCS), and through the Arizona Association of Health Plans, in the development of the 1115 Waiver for several years. As a result, we are extremely familiar with the H2O Program as outlined in Solicitation # YH24-0041, including focusing the program on members with an SMI determination who are experiencing homelessness (or at risk of entering into a state of homelessness), who suffer from a chronic health condition or who have a scheduled release date from a correctional facility.

In looking at how H2O can truly make a difference, BCBSAZ Health Choice understands that AHCCCS members living with SMI often face complex health and social challenges. The influence of SDOH risk factors is especially significant for members with chronic, co-occurring physical and behavioral health conditions. A comprehensive understanding of an individual member's socio-economic, housing, educational, built environment, and health care access needs is vital for the effective and timely delivery of person-centered, trauma informed, and culturally competent care. Other important considerations, such as loneliness and justice involvement, must also be part of individualized care planning. A biopsychosocial model that seeks to understand the dynamic and changing priorities in a member's life – in other words, a whole person care approach – is the most effective framework for successful interventions and optimal member health.

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We understand AHCCCS' intent to use this program to increase provider enrollment for Community Based Organizations (CBOs) addressing Health Related Social Needs, establish and verify member eligibility for H2O services, coordinate services between MCOs and H2O-providers, develop a streamlined process for H2O-providers to submit invoices and turn the invoices into Medicaid claims, monitor and track the trajectory of member access and utilization of H2O services, assist AHCCCS with maintaining compliance to implementation of H2O, and to provide Technical Assistance to H2O-Providers. We also understand the importance of data collection and analytics to support continuing this program beyond its scheduled end date. Each of these functions involve areas of expertise we excel at: community outreach, network building, accurate reporting and precise billing, data management and systems integration, compliance and monitoring, inspiring health and making it easy – for both our patients and our contractual partners.

BCBSAZ Health Choice's current status as a former Regional Behavioral Health Authority (RBHA) is actually an unexpected benefit for H2O: we lack the potential conflicts of interest that come with a RBHA managing the housing options of their H2O-eligible populations (providing an extra level of solid accountability), while simultaneously enjoying the expertise and technical knowhow of a long-standing RBHA in the AHCCCS System with a history of accurate, highly-rated and evaluated services. For over half a century, Health Choice and its legacy partner, the Northern Arizona Regional Behavioral Health Authority (NARBHA), have provided expert managed healthcare throughout the expansive ethnoscapes, Tribal Nations, service deserts, food deserts, and literal deserts, of Northern Arizona.

Our status as an NCQA accredited Health Plan provides H2O with an extra layer of both accountability and quality improvement. Key aspects of this proposal involve continuous processes of improvement and innovation. We offer an iterative design in which our proposed staffing patterns, workflows, network and system building activities all are routinely evaluated, allowing for real-time pivoting and adjustments to best meet the needs of AHCCCS, the housing clients served, and all project partners.

Please note that BCBSAZ does not request a Confidentiality/Proprietary Determination as to any aspect of the RFP response.

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Should you have any questions about this response to your RFP please reach out to Eric Marcus, Director, Social Determinants of Health, BCBSAZ Health Choice. His address is 8220 N 23rd Avenue, Phoenix, AZ 85021, his email is eric.marcus@azblue.com, and his phone number is 928-214-2354.

Thank you for your consideration.

Sincerely,

Health Choice Arizona, Inc.
Company Name

DocuSigned by:
Diana Policky
ACFE92E00507463...
Signature of Person Authorized to Sign Agreement

8220 N 23rd Avenue
Address

Diana Policky
Printed Name

Phoenix AZ 85021
City State Zip

Interim Chief Executive Officer
Title