

January 31, 2022

Douglas A. Ducey  
Office of the Governor  
1700 W. Washington  
Phoenix, AZ 85007

Dear Governor Ducey:

Pursuant to A.R.S. §36-2917.01, please find enclosed the 2021 AHCCCS Report on Clinical Oversight Review Committee Activities. Please do not hesitate to contact me if I can answer any questions or provide additional information.

Sincerely,



Jami Snyder  
Director

cc: The Honorable Karen Fann, President, Arizona State Senate  
The Honorable Russell Bowers, Speaker, Arizona House of Representatives  
The Honorable Joanne Osborne, Arizona House of Representatives  
The Honorable Nancy Barto, Arizona State Senate



**AHCCCS Clinical Oversight Committee Activities  
2021**

**February 2022**

**Jami Snyder, Director**

## BACKGROUND

Pursuant to A.R.S. §36-2917.01, annually on or before February 1<sup>st</sup>, AHCCCS shall provide a report to the Governor, the President of the Senate, the Speaker of the House of Representatives, the chairperson of the health and human services committee, or its successor, in the senate and the chairperson of the health committee, or its successor, in the House of Representatives and shall provide a copy of this report to the Secretary of State. The report shall include:

- I. A summary of topics reviewed by the clinical oversight review committee in the preceding year; and
- II. Any recommendations relating to quality performance metrics stemming from the committee's activities.

## COMMITTEE STRUCTURE

The Committee is chaired by the AHCCCS Chief Medical Officer, Dr. Sara Salek, and includes representatives from the following Divisions:

- Office of the Director (OOD)
  - Agency Leadership including the Agency Director and Assistant Director of Health Plan Operations
  - Clinical Staff including Pharmacy Director, Dental Director, and Clinical Project Manager
- Division of Healthcare Management (DHCM)
  - Clinical including Maternal Child Health, Quality Performance Improvement, and Quality Management
  - Operations including Network, Contract and Policy
  - Finance
  - Office of Data Analytics (AODA)
- Division of Community Advocacy and Intergovernmental Relations (DCAIR)
  - Office of Human Rights
  - Office of Individual and Family Affairs
  - Federal Relations and Communications
- Division of Fee-for-Service Management (DFSM)
- Division of Grants Management (DGA)

Information from the Committee was presented at the following 2021 AHCCCS external stakeholder meetings to obtain feedback from members and other stakeholders on AHCCCS clinical performance:

- AHCCCS Community Quality Forum
- Behavioral Health Task Force
- Office of Individual and Family Affairs Advisory Council

## 2021 COMMITTEE SUMMARY OF TOPICS REVIEWED AND RECOMMENDATIONS

February 2021

### I. Summary of Topics Reviewed

#### 1. COVID-19 Pandemic

- **COVID-19 Immunization Strategy** – The committee received an update on COVID-19 immunization strategy and how AHCCCS is coordinating with local county health departments and health plans. We reviewed COVID-19 vaccine strategies including on-site and home-based vaccines through mobile providers, bus and shuttle options, and non-emergent medical transportation adaptation via drive through vaccine models.
- **Telehealth Initiative and Data Review** – The committee reviewed current telehealth policy flexibility for the COVID-19 pandemic, telehealth data trends and post pandemic decision-making process. The committee also reviewed the CAHPS telehealth supplemental questions being added to the Consumer Assessment of Health Care Providers and Systems (CAHPS) surveys.
- **Crisis System** – The committee reviewed the crisis volume data between December 2019 and December 2020 with Self-Harm/Suicidal being the top reason for calls.

#### 2. Adult and Children’s Mental Health Initiatives

- **Serious Mentally Ill (SMI) Eligibility Determinations** – The committee reviewed the 2019 and 2020 SMI eligibility determinations data. It was noted that Crisis Response Network has continued to be timely with their determinations.
  - **Suicide Prevention** – The committee reviewed the statewide suicide data trending for 2018 and 2020 with no notable increase trends to date.
  - **Housing and Secured Behavioral Health Residential Facility** – The committee reviewed the proposed system changes and RFP (Request for Proposal) outcome with Arizona Behavioral Health awarded with an implementation date of 10/1/2021.
  - **Behavioral Health (BH) Audit Standardization** – The committee received an update on the current BH clinical chart audit project, focusing on measuring implementation of the Nine Guiding Principles for Adults and the Arizona Vision and Twelve Principle for Children. The targeted implementation is 10/1/2021 pending further evaluation of the status of COVID-19 pandemic.
  - **Child and Adolescent Level of Care Utilization System (CALOCUS) Implementation** – The committee reviewed the next steps for CALOCUS implementation. Deerfield Behavioral Health that licenses the CALOCUS software is working directly with providers to integrate into the provider electronic health record (EHR).
3. **Teen Pregnancy Data Review** – The committee reviewed the AHCCCS federal fiscal year (FFY) 2017 to 2019 teen pregnancy data. The committee observed a downward trend by rate per 1,000 over the three years.
  4. **DFSM Clinical Initiative** – DFSM provided an update on COVID-19 vaccination coverage within the tribal communities. Immunization rates are high in the Navajo community.

### II. Recommendations

After reviewing the crisis data, it was recommended that the crisis data be revised to a rate per 1,000 to correct for enrollment increase.

## May 2021

### I. Summary of Topics Reviewed

#### 1. Adult Mental Health Initiatives

- **Capacity Tracking Inventory** – The committee received an update on the capacity tracking inventory.
- **Crisis System** – The committee reviewed the updated crisis call and mobile team dispatch volume.
- **SMI Eligibility Determinations** – The committee reviewed three years of SMI submitted assessments and percent of approvals. The committee also reviewed submitted assessment packet quality by plan.
- **Quality Management Data Review** – The committee reviewed FFY 2020 total counts of incident, accident, and death (IAD) reports by line of business.

#### 2. Children’s Mental Health Initiatives

- **CALOCUS Implementation** – The committee received an update on the implementation of CALOCUS; the next steps include working with Health Current to research options for utilizing the health information exchange.
- **Arizona Aligning Services for Youth with Complex Needs Initiative** – The committee received an overview of the initiative focused on understanding system and network adequacy across the system. The goal for the initiative is for the workgroup to drill down to specific utilization by facility and provider specialty.
- **Autism Spectrum Disorder (ASD) Advisory Committee** – The committee received an update on the ASD Advisory Committee Report addendum; the addendum includes updates to major topics outlining accomplishments.

### II. Recommendations

After review of the crisis data, the committee recommended breaking down the category of coordination of care to more granular detail. After the Quality Management data review, the committee recommended reviewing incidents by type of allegation

## September 2021

### I. Summary of Topics Reviewed

#### 1. COVID-19 Pandemic

- **COVID-19 Vaccination Strategy and Rates** – The committee reviewed the vaccination strategy including sending member level data to providers so primary care networks can outreach to members who have not yet been vaccinated. The committee discussed leveraging mobile-based providers for vaccination of those unable to travel or in congregate care. The committee also reviewed the COVID-19 vaccination rate data, which includes AHCCCS claims and encounters as well as the Arizona State Immunization Information System (ASIIS) data.
- **Telehealth Strategy and Utilization Review** – The committee reviewed the telehealth strategy and the expanded telehealth during the pandemic. The committee received an

update on the newly formed Telehealth Advisory Committee including the first major goal for the Committee is the submission of the Audio-Only Recommendations Report due in December 2021. The committee reviewed updated telehealth utilization data.

## 2. Substance Use Disorder Initiatives

- **Opioid and Naloxone Data Review** – The AHCCCS epidemiologist shared a comprehensive data review of Opioid Use Disorder and Naloxone distribution. The strategy for naloxone distribution through the Substance Abuse Block Grant (SABG), State Opioid Response (SOR) grant, and claims and encounters for prescriptions. It was noted that medication assisted treatment (MAT) has increased as has the distribution of naloxone through all funding sources.
- **State Opioid Response (SOR) Grant Update** – SOR II year two started with \$31 million. The committee received an update on prevention, treatment, and recovery activities including the upcoming launch of the opioid treatment locator.
- **Substance Abuse Prevention and Treatment Grant (SABG) and Pregnant and Parenting (PPW) Grant Update** – The committee received an update related to SABG and PPW with the additional funding available related to Coronavirus Response and Relief Supplemental Appropriations Act and American Rescue Plan Act.

## 3. Children’s Mental Health Initiatives

- **CALOCUS Implementation** – The committee received an update on the CALOCUS implementation. The provider portal has been updated and the goal is to have the EHR integrated with the tool in the beginning of 2022.
- **Aligning Services for Youth with Complex Needs** – The committee received an update on the progress made by examining network adequacy and reviewed data.
- **Behavioral Health in Schools** – The committee received an update on the deliverables we began receiving in August 2021.
- **ASD Data Dashboard** – The committee reviewed the ASD Data Dashboard. The committee noted higher rates in CHP (Comprehensive Health Plan), but it was stated that those rates were expected for that population.

## 4. Maternal Health Initiatives

- **Performance Measure Review** – The committee received an update on the status of quality measure rates for prenatal and postpartum measures. The committee reviewed the Contract Year End (CYE) 2019 and CYE 2020 draft quality measure rates.

## I. Recommendations

For the ASD data, the committee recommended comparing ASD data with national data trends. For the performance measure review, the committee also recommends reviewing and comparing national quality measure rates as well as looking at breakdowns by race and ethnicity.

## November 2021

### I. Summary of Topics Reviewed

#### 1. COVID-19 Pandemic

- **COVID-19 Vaccination Rates** – The committee reviewed the AHCCCS vaccination rates. Vaccination rates for Arizona Long Term Care Elderly and Physically Disabled (ALTC-

EPD) program were higher than the statewide rate. The American Indian Health Program (AIHP) and Tribal ALTCS had a higher rate than AHCCCS Complete Care (ACC) plans. The committee discussed vaccine hesitancy survey results and potential future efforts.

- **Behavioral Health Provider Reimbursement Before and During COVID-19** – The committee reviewed reimbursement from CYE 2020 to CYE 2021.

## 2. **Quality Improvement Initiatives**

- **Performance Improvement Projects (PIPs)** – The committee received an overview of the Managed Care Organizations (MCOs) required AHCCCS mandated Performance Improvement Projects (PIPs) progress.
- **Back to School Early and Periodic Screening Diagnosis and Treatment (EPSDT) Efforts** – The committee received an update on the back-to-school EPSDT efforts to improve well-child and adolescent visit and immunization rates. Next steps include contacting partners including the Arizona Department of Health Services (ADHS) and the Arizona Chapter of the American Academy of Pediatrics (AzaAAP) to begin collaborative efforts.
- **Health Disparity Analysis** – The committee received an update on the health disparity analysis due in early 2022 from the MCOs. It was noted that the analysis aligns with AHCCCS Health Equity Committee efforts and current quality initiatives.

## 3. **Opioid Use Disorder (OUD) Initiatives**

- **Opioid Use Disorder Treatment Locator** – The committee received an update on the locator utilizing providers and did note that some providers are still missing. The MCOs are working with opioid use disorder providers to sign up.
- **Medication Assisted Treatment (MAT) Utilization Review** – The committee reviewed FFY 2018 to FFY 2021 Naloxone distribution, members diagnosed with opioid use disorder and those utilizing MAT as well as the type of MAT.

## 4. **Children’s Mental Health Initiatives**

- **Foster Care Data Review** – The committee reviewed the updated Foster Care Dashboard. It was noted that the data trends stayed stable from 10/1/2019 to 12/31/2020. AODA has began running data points and compared to health plan reported data. For future dashboards, when AODA reports are available, they will no longer publish the health plan data.

## II. **Recommendations**

The committee recommended reviewing rural availability for substance use disorder treatment.

The committee continues to support greater awareness of clinical activities across the Agency while providing community forums for member and stakeholder feedback. As a result of the committee, there is enhanced monitoring and oversight of MCO performance. The committee’s focus areas for FFY 2022 will continue to be the COVID-19 pandemic, opioid epidemic, mental health, and maternal health needs.