



## Clinical Oversight Committee Activities

February 2023



## AHCCCS Clinical Oversight Committee Activities

January 30, 2023

The Honorable Katie Hobbs  
Office of the Governor  
1700 W. Washington  
Phoenix, AZ 85007

Dear Governor Hobbs:

Pursuant to A.R.S. §36-2917.01, please find enclosed the 2022 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,



Carmen Heredia  
Director

cc: The Honorable Warren Petersen, President, Arizona State Senate  
The Honorable Ben Toma, Speaker, Arizona House of Representatives  
The Honorable Steve Montenegro, Arizona House of Representatives  
The Honorable TJ Shope, Arizona State Senate  
The Honorable Adrian Fontes, Arizona Secretary of State

## AHCCCS Clinical Oversight Committee Activities

### 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:

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

### COMMITTEE STRUCTURE

The Committee 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 also presented at the following 2022 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

In 2022, the Committee continued to meet quarterly as an ongoing effort started in 2016 to support greater awareness of clinical activities across the Agency.

### 2022 COMMITTEE SUMMARY OF TOPICS REVIEWED AND RECOMMENDATIONS

#### February 2022

##### COVID-19 Pandemic

- **COVID-19 Vaccination Rate** – The Committee received an update on COVID-19 vaccination rates which includes ASIIS immunization data from ADHS and AHCCCS claims and encounters. The data continued to show higher than average vaccination rates for American Indian Health Plan (AIHP), Tribal ALTCS, RBHA SMI, ALTCS-EPD, and ALTCS-DD. AHCCCS continues to reimburse an increased rate for COVID-19 vaccine administration and meets monthly with the Managed Care Organizations (MCOs) to discuss vaccination efforts.
- **Telehealth Update** – The Committee reviewed data trends, the work of the Telehealth Advisory Committee and updates to Telehealth AMPM 320-I. The Committee also reviewed the Consumer Assessment of Health Care Providers and Systems (CAHPS) telehealth supplemental questions being added to the CAHPS surveys. The committee noted that the gap between telephonic and audio-visual codes usage has closed. It was also noted that most services were delivered in-person. The Telehealth Advisory Committee launched in July 2021 and finalized the Audio Only Recommendations Report with an addendum including Medicare codes when CMS releases them. The committee also reviewed the planned updates to AMPM 310-I.

##### Quality Improvement Update

- **Back-to-School Campaign** – The Committee received an update on the Back-to-School Campaign. The campaign was planned to launch in Summer 2022. The goal was to improve AHCCCS' child and adolescent well-care visit rates. The Committee reviewed the timeline and the proposed activities.
- **Performance Measure Dashboard Highlights** – The Committee reviewed the Contract Year (CY) 2019 performance measure dashboard. The dashboard will be updated to include CY 2020 data once it has been finalized. The 2020 dashboard was anticipated to be finalized March 2022. A follow-up from the meeting includes providing next steps and efforts related to dashboard measures that are lower than the associated CMS median.

**Division of Fee for Service Management (DFSM) Quality Management (QM) Oversight and Protocol Update** – The Committee received an update from DFSM on the TRBHA QM monthly case reviews and how they created site protocols with detail documentation related to health and safety concerns or quality management.

##### Adult and Children with Specialized Healthcare Needs

- **Quality Chart Audit Update** – The Committee received an update on the current quality chart audit process. AHCCCS suspended the chart audits in May 2020 due to the public health emergency (PHE). The audit tool was evaluated against other AHCCCS audits to streamline, and refocus on outcome measures, versus strictly administrative process measures using the 'golden thread' approach. The MCO and provider staff were included in the revision efforts and had significant input into the tool development process. Audits will reinstate that quarter, with the first round of results due in April 2022.
- **Behavioral Health in Schools** – The Committee received an update on the behavioral health in

## AHCCCS Clinical Oversight Committee Activities

schools initiative. Next steps include schools being supplied with list of providers for referrals. The Committee reviewed CBHSF referrals per month and noted an increase in members served starting in August with twenty-one and increasing to two hundred and eighty-one in December.

- **CALOCUS Implementation Update** – The Committee received an update on the CALOCUS implementation. Beginning February 2022, monthly training verification rosters will go to health plan work force development administrators. They reviewed the number of account registrations and evaluations.
- **Crisis System Update** – The Committee received an update on the crisis system. They started with a review of the crisis call volume and crisis mobile team dispatch volume. It was noted that call volume declined slightly as reporting methodology was streamlined during the reporting period. There was an update to the ACC-RHBA Statewide Crisis Call Center Vendor Selection Process with the goal to award the request for information by April 2022. The committee also received an update on Arizona 988 implementation as well and AMPM 590 Behavioral Health Crisis Services and Care Coordination
- **Maternal Mental Health Advisory Committee** – The Committee received an overview of the purpose and priorities for the Maternal Mental Health Advisory Committee.
- **Opioid Services Locator** – The Committee received an update on the Opioid Use Disorder Service Locator. The locator went live on 10/1/2021 with twenty-three agencies currently registered.

### May 2022

#### COVID-19 Pandemic

- **Vaccination Rates** – The Committee started the meeting with a review of vaccination rates with the most recent data published on April 14, 2022.
- **Telehealth Updates** – The Committee reviewed the telehealth utilization data. It was noted a gradual decline in telehealth services since their peak in April 2020. The committee also received an update on the Telehealth Advisory Committee finalizing adoption of telehealth best practices guidelines and the update to the audio only codes recommended for coverage.

#### Quality Improvement Update

- **2021 CAHPS Survey Results** – The Committee reviewed the 2021 CAHPS Survey results and an overview of the purpose of the survey. AHCCCS provided the results to the Contractors on February 4, 2022 and was requesting they conduct an analysis of it plan specific finding and provide a summary of interventions.
- **2020 Statewide Performance Measure Results** – The Committee reviewed the CY 2020 statewide performance measure rates. They noted an increase in six measures and that two of the three measures demonstrating the greatest declines in performance when compared to the previous year's reporting are part of an active Performance Improvement Project (PIP), Breast Cancer Screening - ALTCS EPD and RBHA, Annual Dental Visit - ACC, DCS CHP, and DDD. AHCCCS was evaluating the introduction of an additional PIP specific to Metabolic Monitoring for Children and Adolescents on Antipsychotics for the ACC, DCS CHP, and DDD populations.
- **2023 Back to School Campaign Next Steps** – The Committee received an update on the 2023 Back to School Campaign and the delayed campaign launch from Summer 2022 to Summer 2023. They delayed the campaign to provide additional time for MCO budget and planning activities.
- **AIHP Diabetes Care Measure Contexture Project** – The Committee received an update on the comprehensive diabetes care hemoglobin A1c poor control performance measure project. They had issues obtaining accurate lab data through Contexture due to most IHS/638 facilities not

## AHCCCS Clinical Oversight Committee Activities

required to submit lab data.

### Crisis Updates

- **988 Implementation Update** – The Committee received an update that on October 1, 2022, the 988 and Arizona Crisis Line will become a single statewide crisis call vendor.
- **Crisis Data Trends** – The Committee reviewed crisis data including 2021 Lifeline Center calls vs RBHA Call Center calls, noting that the Lifeline was less than 10% of total calls.

### Children with Specialized Healthcare Needs

- **CALOCUS Implementation Update** – The Committee received an update on the implementation of CALOCUS. The team was finalizing a dashboard for tracking assessment information. The Committee reviewed volume data and provider utilization.

### Adults with Specialized Healthcare Needs

- **Maternal Mental Health Advisory Committee Updates** – The Committee received an update of the Maternal Mental Health Advisory Committee and the emerging themes coming out of committee and subcommittee meetings.

### Substance Use Prevention and Treatment

- **American Society of Addiction Medicine (ASAM) CONTINUUM Implementation Updates** – The Committee received an overall of the AHCCCS Substance Use Strategies. The Committee reviewed the ADHS data including opioid overdose data, medical history, mental health history, and naloxone doses provided. The Committee reviewed the implementation plan for CONTINUUM including implementing the Differential Adjusted Payments, and the formation of a Steering Committee.

## August 2022

**Monkeypox Updates** – The Committee received an update on the HHS declared public health emergency on August 4, 2022 and noted that Arizona case count was at 90. The Committee received an overview of the ADHS vaccine distribution plan and discussed communication plans.

**Telehealth Updates** – The Committee reviewed the major updates to AMPM 320-I, the telehealth utilization data, and the Telehealth Advisory Committee. The major updates to the policy include pay parity for telemedicine with in-person for all service types and pay parity for audio only with in-person for behavioral health services. The Committee reviewed the telehealth utilization data and noted consistent usage of telehealth services for the last year.

### Quality Improvement Updates

- **Performance Measure Dashboard** – The Committee received an update on the 2020 Performance Measure Dashboard and next steps publishing in September. The dashboard will include select hybrid measure rates including Comprehensive Diabetes Care: Hemoglobin A1c Poor Control, Childhood Immunization Status: Combination 3, Immunizations for Adolescents: Combination 1 and 2, and Prenatal and Postpartum Care: Timeliness of Prenatal Care.
- **Disparity Analysis Efforts** – The Committee received an update on the statewide and MCO disparity analyses efforts. AHCCCS intends to use our External Quality Review Organization (EQRO), who is already familiar with our data, to support initial efforts. The EQRO will also provide

## AHCCCS Clinical Oversight Committee Activities

insight/best practices so that internal work can align. The Quality Improvement team was working very closely with the Health Equity Committee Data Subgroup on these efforts and information gleaned will be shared to strengthen efforts across the Agency.

- **Back-to-School Campaign** – The Committee received an update on the Summer 2023 Back to School Campaign.

**Crisis Update** – The Committee received an update on the crisis system, including concerns from stakeholders, crisis data utilization, Crisis Bed Registry project, and the Crisis Collaborative Meeting. The Committee reviewed concerns from the Arizona Development Disabilities Planning Council and the development of easy-to-read crisis communication materials for members and families to understand, access, and navigate crisis services. The team plans to work with crisis providers, DDD and RBHAs to identify and collect meaningful data that will help better understand the unique needs and outcomes of I/DD individuals engaging in crisis services. The Committee reviewed updated crisis call volume and mobile team dispatch. The Committee reviewed the Crisis Bed Registry timeline and next steps for a go live date of March 2024. The Committee also received an update on the development of Crisis Collaborative meetings which will be to unify AHCCCS, the health plans, and providers of crisis care across the state on a quarterly basis. Agenda items will include an opportunity to discuss any updates from AHCCCS and the health plans as well as for providers to ask questions, express concerns, or identify key issues related to crisis care. The goal of the meeting was to close any gaps in communication by providing a space for stakeholders to discuss any barriers they are facing to providing crisis services to all Arizonans, as well as for AHCCCS and the health plans to gain insight into the current clinical issues impacting members.

### Children with Specialized Healthcare Needs

- **Mental Health Block Grant (MHBG) American Rescue Plan Act (ARPA) Updates** – The Committee received an update on the MHBH ARPA projects including the creation of the Arizona Perinatal Access Line which will connect Obstetricians and Primary Care Providers with Perinatal Psychiatrists for psychiatric consultation for pregnant and postpartum member and Serious Emotional Disturbance SED Determinations Project to increase determinations.
- **CALOCUS Updates** – The Committee received an update on the CALOCUS including a review of the utilization data and improvement to the provider portal.
- **AMPM Behavioral Health (BH) Practice Tools Update** – The Committee received an update on the move of the BH Practice Tools into AMPM 210, 211, 220, 230 and 250.
- **Efforts and Monitoring of Services for Individuals with Autism Spectrum Disorder (ASD)** – The Committee received an update on the continuation of efforts originally targeted under the ASD Advisory Committee.
- **Formula Shortage Concerns** – The Committee informed of the current infant formula issues and the actions taken by AHCCCS to ensure that members have access to necessary formula.
- **Adolescent Suicide Screening Coverage Update** – The Committee received an update on the revisions to AMPM 430 – Postpartum Depression Screening at the EPSDT members as well as adding a separate billable screening for year 12 to 20 years old at the EPSDT visit.

### Adults with Specialized Healthcare Needs

- **Permanent Supportive Housing Update** – The Committee received an update on AMPM 310-B and ACOM 448 to clarify coverage Permanent Supportive Housing (PSH) Support Services, Partial Hospitalization Programs, Intensive Outpatient Programs as well as AHCCCS Housing Program.

### Substance Use Prevention and Treatment

## AHCCCS Clinical Oversight Committee Activities

- **Substance Abuse Block Grant (SABG) & State Opioid Response (SOR) Grant Updates** – The Committee received an update on the SABG and SOR Grant activities as well as continuation of grant funding.
- **Opioid Use Disorder (OUD) Data Review** – The Committee reviewed OUD, Medication Assisted Treatment (MAT), and Naloxone distribution data. It was noted that increased Naloxone distribution in 2021 increased due to the use of community coalitions.

### November 2022

**Community Health Workers/Community Health Representative** – The Committee received an update on the Community Health Worker/Community Health Representative.

**1115 Waiver** – The Committee received an update the 1115 waiver renewal and associated timeline to stand up newly approved services.

#### Quality Improvement Initiatives

- **Performance Measure Data Dashboard Review** – The Committee received an update on the Performance Measure Data Dashboard. The dashboard was published to the AHCCCS website in September. It was noted that the updated dashboard includes Calendar Year 2020 rates for select measures, including the addition of hybrid measures.
- **Well Care Visit and Immunization Rates** – 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 (AzAAP) to begin collaborative efforts.
- **HIV Viral Load Suppression** – The Committee received an update on the collaborative project between AHCCCS and ADHS to report the HIV Viral Load Suppression measure rate to CMS. The team was working on an Interagency Service Agreement and anticipates initial rates will be reflective of CY 2021 data in April 2023.

#### Crisis Program Updates

- **Crisis Stabilization Facility Definition – ACOM 436 Network Standards** – The Committee received an update on the network standards and policies related to crisis. The Committee discussed that provider IC & 77 are not crisis stabilization and should not be included in the network analysis.
- **Crisis System** – The Committee received an update related to the new Arizona Crisis Hotlines and text line as well as the Crisis Bed Registry. The Committee reviewed update crisis utilization data. Starting in January, the utilization data will be able to be separated out from child and adult.

#### Individuals with Specialized Healthcare Needs

- **Children with Specialized Health Care Needs Updates** – The Committee received an update on assorted topics including out-of-state placement, CALOCUS, Early Childhood Services Intensity Instrument (ECSII), Children’s Behavioral Health Services Fund (CBHSF), and Project AWARE. The Committee reviewed CBHSF data and noted an increase in referrals in August with the start of the school year.
- **Adults with Specialized Health Care Needs Updates** – The Committee received an update on assorted topics including the upcoming changes to the Psychiatric Security Review Board, policy updates, and the CMS Behavioral Health Affinity Group.



## AHCCCS Clinical Oversight Committee Activities

- **Maternal Mental Health Advisory Committee Updates** – The Committee received an update on the Maternal Mental Health Advisory Committee and the draft Recommendations Report. Currently AHCCCS has begun implementation of the Arizona-Perinatal Access Line (A-PAL), standardized substance use screening during pregnancy and twelve-month postpartum coverage. Emerging recommendations include doula coverage, home visitor coverage, and peer support for commercial insurers.
- **Maternity Desert Report** – The Committee reviewed the recent publication from the March of Dimes, identifying La Paz and Greenlee counties as Maternity Care Deserts without an OB Hospital, birth center, OB/GYNs or certified midwives. Two other counties had low access, meaning while they had these providers, there were fewer of them, or there were more than a threshold number of services needed without insurance coverage. The rest of the state had the highest access measured. These results showed an improvement over the 2018 report as two Arizona counties increased their access, while county was downgraded. While the report measures access to OB/GYNs within the county, AHCCCS measures access based upon time and distance standards that extend outside of county lines. Both counties currently meet AHCCCS' standards.

## CONCLUSION

In 2023, the Committee will continue to meet quarterly and 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 was enhanced monitoring and oversight of MCO performance and across agency collaboration. The committee's focus areas will continue to be behavioral health system clinical oversight, including addressing the needs of individuals living with SMI, tackling the opioid epidemic, and the impact of integration on health care outcomes for our members.

For questions, please feel reach out to Dr. Sara Salek at [sara.salek@azahcccs.gov](mailto:sara.salek@azahcccs.gov).