

### Submission Requirement 3

Offeror	Rank*
Magellan Complete Care of Arizona, Inc.	7
UnitedHealthcare Community Plan	1
Mercy Care	2
Banner - University Family Care Plan	2
Health Net Access, Inc.	6
Health Choice Arizona, Inc. (Steward Health Choice Arizona)	5
Care1st Health Plan Arizona, Inc.	2
0	
0	
0	

\*If Offeror omits a submission, the requirement rank for that offeror for that submission will be an "X"

Facilitator	Signature	Date
Scott W. Howard		2-15-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: UnitedHealthcare Community Plan

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
<p>The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?</p>	<p>1</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror described its approach to coordinate behavioral health services to promote and monitor continuity of care, including members with specialized behavioral health service needs.</p> <p>Offeror described its experience and approach for monitoring care of members receiving CRS services.</p> <p>Offeror described approach for identifying and monitoring care of members with special health care needs.</p> <p>Offeror identified several data sources for monitoring access to care.</p> <p>Offeror described its approach for promoting and monitoring high-quality member services.</p> <p>Offeror described process to monitor and address provider issues, including centralized management.</p> <p>Offeror described process to monitor service utilization, as well as monitoring and evaluating utilization prior to and following implementation</p> <p>Offeror described its assessment of the current network.</p>

EVALUATION TEAM MEMBER		
NAME	SIGNATURE	DATE
Kari Price	<i>Kari Price</i>	2/15/18
Michelle Holmes	<i>Michelle Holmes</i>	2/15/18
Lou Anne Allard	<i>L. Allard</i>	2/15/18

FACILITATOR		
NAME	SIGNATURE	DATE
Scott Wittman	<i>Scott Wittman</i>	2-15-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: Banner-University Family Care Plan

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
<p>The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?</p>	<p>2</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror described approach to coordinate behavioral health services to promote and monitor continuity of care.</p> <p>Offeror referenced ongoing monitoring of children and transitioning youth with CRS-eligible conditions, but did not clearly address the CRS transition on October 1, 2018.</p> <p>Offeror described approach for identifying and monitoring care of members with special health care needs.</p> <p>Offeror identified several data sources for monitoring access to care.</p> <p>Offeror did not clearly describe its approach for promoting and monitoring high-quality member services.</p> <p>Offeror described use of scorecard and Neighborhood Navigators to identify and address member issues.</p> <p>Offeror described process to monitor service utilization.</p> <p>Offeror described a pilot program to enhance access to integrated physical health/behavioral health urgent care in order to reduce use of the emergency department.</p> <p>Offeror described approach to assess its current network and network development activities to address service gaps (e.g., respite, specialized behavioral health services).</p>

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Kari Price	<i>Kari Price</i>	2/15/18
Michelle Holmes	<i>Michelle Holmes</i>	2/15/18
Lou Anne Allard	<i>Lou Anne Allard</i>	2/15/18

FACILITATOR		
NAME	SIGNATURE	DATE
Scott Wittman	<i>Scott Wittman</i>	2-15-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: Care1st Health Plan Arizona, Inc.

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
<p>The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?</p>	<p>2</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror described approach to coordinate behavioral health services to promote and monitor continuity of care.</p> <p>Offeror described approach for monitoring care for members receiving CRS services and transitioning care plans.</p> <p>Offeror described approach for identifying and monitoring care of members with special health care needs.</p> <p>Offeror identified several data sources for monitoring access to care.</p> <p>Offeror described its approach for promoting and monitoring high-quality member services</p> <p>Offeror described process to monitor and address provider issues, including use of Joint Operating Committees.</p> <p>Offeror described process to monitor service utilization.</p> <p>Offeror described use of data tools to identify service gaps to be addressed through network development.</p>

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NAME	SIGNATURE	DATE
Kari Price	<i>Kari Price</i>	2/15/18
Michelle Holmes	<i>Michelle Osterlin</i>	2/15/18
Lou Anne Allard	<i>Lou Anne Allard</i>	2/15/18

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NAME	SIGNATURE	DATE
Scott Wittman	<i>Scott Wittman</i>	2-15-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: Mercy Care

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?	2

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror described approach to coordinate behavioral health services to promote and monitor continuity of care.</p> <p>Offeror described approach for transitioning CRS members.</p> <p>Offeror described approach transitioning members with special health care needs.</p> <p>Offeror identified several data sources for monitoring access to care.</p> <p>Offeror described its approach for promoting and monitoring high-quality member services.</p> <p>Offeror described process to monitor and address provider issues, including provider relations staff outreach and 24/7 provider line during implementation.</p> <p>Offeror described process to monitor service utilization.</p> <p>Offeror described use of data tools to identify services gaps to be addressed through network development.</p>

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Kari Price	<i>Kari Price</i>	2/15/18
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Lou Anne Allard	<i>Lou Anne Allard</i>	2/15/18

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Scott Wittman	<i>Scott Wittman</i>	2-15-18



COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: Health Choice Arizona, Inc. (Steward Health Choice Arizona)

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?	5

**RATIONALE:**

Major Observations:

Offeror described approach to coordinate behavioral health services for high risk members to promote and monitor continuity of care.

Offeror did not clearly describe its approach for transitioning and monitoring care for members receiving CRS services.

Offeror described approach for transitioning members with special health care needs.

Offeror identified several data sources for monitoring access to care.

Offeror described its approach for promoting and monitoring high-quality member services.

Offeror described process to monitor and address provider issues, including on-site collaboration with vendors.

Offeror described process to monitor service utilization.

Offeror described its approach for developing its network.

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Kari Price	<i>Kari Price</i>	2/15/18
Michelle Holmes	<i>Michelle O Holmes</i>	2/15/18
Lou Anne Allard	<i>Lou Anne Allard</i>	2/15/18

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Scott Wittman	<i>Scott Wittman</i>	2-15-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: Health Net Access, Inc.

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
<p>The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?</p>	<p>6</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not clearly describe its approach to coordinate behavioral health services to promote and monitor continuity of care.</p> <p>Offeror did not clearly describe its approach for transitioning and monitoring care for members receiving CRS services.</p> <p>Offeror did not clearly describe its approach for monitoring care for members receiving CRS services.</p> <p>Offeror did not clearly describe approach for identifying and monitoring care of members with special health care needs.</p> <p>Offeror identified several data sources for monitoring access to care.</p> <p>Offeror described its approach for promoting and monitoring high-quality member services.</p> <p>Offeror described process to monitor and address provider issues, including monthly forums.</p> <p>Offeror described process to monitor service utilization.</p> <p>Offeror described use of data tools to identify services gaps to be addressed through network development.</p>

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Kari Price	<i>Kari Price</i>	2/15/18
Michelle Holmes	<i>Michelle D. Holmes</i>	2/15/18
Lou Anne Allard	<i>Lou Anne Allard</i>	2/15/18

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NAME	SIGNATURE	DATE
Scott Wittman	<i>Scott Wittman</i>	2-15-18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 3

OFFEROR'S NAME: Magellan Complete Care of Arizona, Inc.

NARRATIVE SUBMISSION REQUIREMENT 3	TOTAL RANKING
<p>The implementation of the AHCCCS Complete Care Program is a transformative and complex change to the AHCCCS Managed Care Delivery System. The transition from the current delivery system must be carefully implemented and monitored. How will the Offeror effectively self-monitor to ensure members are able to access and receive needed services post-implementation?</p>	<p>7</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not clearly describe its approach to coordinate behavioral health services to promote and monitor continuity of care.</p> <p>Offeror did not clearly describe its approach for transitioning and monitoring care for members receiving CRS services.</p> <p>Offeror did not clearly describe approach for identifying and monitoring care of members with special health care needs.</p> <p>Offeror identified several data sources for monitoring access to care.</p> <p>Offeror described its approach for promoting and monitoring high-quality member services.</p> <p>Offeror described process to monitor and address provider issues, including daily review of performance.</p> <p>Offeror described process to monitor service utilization.</p> <p>Offeror did not fully describe its approach to monitor and develop its network.</p>

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Kari Price	<i>Kari Price</i>	2/15/18
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Scott Wittman	<i>Scott Wittman</i>	2-15-18