





NARRATIVE B12 BANKING AND CONSENSUS RATIONALE				
Narrative B12: The wellbeing of many Arizona residents has been significantly affected by the COVID-19 public health emergency for the last 18 months, contributing greatly to the need for increased behavioral health services. Describe the Offeror's role and strategies in supporting the State's recovery from the pandemic as it relates to the needs of individuals served under this Competitive Contract Expansion. (2 page limit)				
Submission Evaluation Considerations: -Innovative -Impactful -Implementable -Other notable considerations				
MOLINA COMPLETE CARE	MERCY CARE (MC)	BANNER UNIVERSITY FAMILY CARE (B UFC)	HEALTH CHOICE (HC)	ARIZONA COMPLETE HEALTH (AZCH)/CARE1ST (CF)
RATIONALE AND MAJOR OBSERVATIONS				
Offeror described strategies to support the state's recovery from the COVID-19 public health emergency, including: promotion of vaccines through multiple methods, such as mobile units; use of PIX as a social interaction tool; coordination with Peer Reach-in Program staff to schedule vaccinations during discharge planning; and use of recovery health guides as part of successful suicide prevention activities.	Offeror described strategies to support the state's recovery from the COVID-19 public health emergency, including: creation of a social isolation task force; use of PIX as a social interaction tool; expansion of support groups; vaccination education and outreach through multiple channels; expansion of mobile units; telehealth and use of tablets; enhancement of crisis services in partnership with MIND 24-7 and Spectrum Healthcare; use of community reinvestment funds; incorporation of COVID data from the HIE into its predictive modeling of needs; and targeting needs of SED children.	Offeror did not describe clearly a whole person approach to addressing the full range of social determinants of health.	Offeror did not describe clearly a whole person approach to addressing the full range of social determinants of health.	Offeror described strategies to support the state's recovery from the COVID-19 public health emergency, including: convening of a Northern Arizona Health Leaders' Coalition; use of data analytics; information sharing and surveillance to identify priority members for expanded care management; and assistance to providers in stabilizing cash flow. Offeror documented its membership's current vaccination rate and target for 2021 year-end.
Offeror discussed housing insecurity but did not describe clearly a whole person approach to addressing the full range of social determinants of health.	Offeror described a whole person approach to addressing social determinants of health, including use of mobile trailers for homeless outreach and medical clearance; leveraging community resources for housing; use of peer and family supports; and assistance with food insecurity through home delivery of meals and a mobile produce store.	Offeror did not describe clearly a whole person approach to addressing the full range of social determinants of health.	Offeror did not describe clearly a whole person approach to addressing the full range of social determinants of health.	Offeror discussed providing grants to address food and housing insecurity but did not describe clearly a whole person approach to addressing the full range of social determinants of health.
Offeror did not describe clearly COVID-specific strategies for enhancing crisis services or coordinating with tribes.	Offeror did not describe clearly its COVID-specific strategy for coordinating with tribes.	Offeror did not describe clearly COVID-specific strategies for coordinating with tribes.	Offeror did not describe clearly COVID-specific strategies for enhancing crisis services or using PIX or similar application to reduce social isolation.	Offeror did not describe clearly COVID-specific strategies for coordinating with tribes or using PIX or similar application to reduce social isolation.
BANKING				
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NARRATIVE B12 BANKING AND CONSENSUS RATIONALE EVALUATION TEAM SIGNATURES	
EVALUATOR FULL NAME (FIRST AND LAST):	Christina Quast
EVALUATOR TITLE:	Deputy Assistant Director of Managed Care Operations
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EVALUATOR FULL NAME (FIRST AND LAST):	Eric Tack
EVALUATOR TITLE:	Deputy Director Managed Care Clinical Compliance
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FACILITATOR FULL NAME (FIRST AND LAST):	Andrew Cohen
DATE:	Nov 3, 2021
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