

NARRATIVE EBS SUCCESS AND CHALLENGES NATIONAL			
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<p>Narrative EBS: If submitting proposal for South OIA, describe the Director's experience with the unique aspects of service delivery to members in the South OIA. What current or planned strategies will the Director employ to ensure the effective delivery of services? Provide a vision supporting and/or expected outcome of the approach. (2-page limit)</p> <p>Submission Evaluation Considerations:</p> <ul style="list-style-type: none"> Strategies that improve access to care Strategies that improve quality of care Other members of the OIA 			
MOBILE CARE CASE	MEMBER CARE (MC)	MEMBER UNIVERSITY CARE (MUC)	ARIZONA COMPLETE HEALTH (ACH) (CARELIFE EP)
NATIONAL AND MAJOR INITIATIVES			
	<p>Officer described 15+ years of experience operating as a Health Plan in the South OIA, including currently as an AUC, A, TCS and D-2M contractor.</p> <p>Officer described its outreach and learning activities, identified payment models, technology enabled care and/or educational support in initiatives to improve member engagement and expansion of existing peer support in initiatives to improve utilization.</p> <p>Officer described its understanding of the unique characteristics of the South OIA overall, including geographic challenges and poverty, and the current competing in the OIA.</p>	<p>Officer described its experience serving since 2010 as the incumbent BSA for the South OIA.</p> <p>Officer discussed its existing programs and outcomes achieved, including use of the Voice services and total care line initiative, digital support through the Emergency Response Benefit program, ongoing activities to reduce waste, and its stance with disability inclusion. Officer discussed its current and future plans for its priority members, and its new NEMT contract, which is intended to address the issue.</p> <p>Officer described its understanding of the unique characteristics of the South OIA overall, including its geographic challenges and large American Indian population.</p>	
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EVALUATOR FULL NAME (FIRST AND LAST):	Judith Walker
EVALUATOR TITLE:	Program Administrator System of Care
DATE:	Nov 2, 2021
SIGNATURE:	<i>Judith A Walker</i> Judith A Walker (Nov 2, 2021 10:40 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Megan Woods
EVALUATOR TITLE:	Integrated Care Administrator
DATE:	Nov 2, 2021
SIGNATURE:	<i>MW</i> Megan Woods (Nov 2, 2021 10:49 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Susan Kennard
EVALUATOR TITLE:	Bureau Chief OIFA
DATE:	Nov 2, 2021
SIGNATURE:	<i>Susan Kennard</i> Susan Kennard (Nov 2, 2021 09:39 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Andrew Cohen
DATE:	Nov 2, 2021
SIGNATURE:	<i>Andrew Cohen</i> Andrew Cohen (Nov 2, 2021 09:37 PDT)