

Sent via electronic mail

August 13, 2019

Lorry Bottrill
Chief Executive Officer
Mercy Care
4350 E Cotton Center Blvd, Bldg. D
Phoenix, AZ 85040

Re: Release from January 22, 2019 Corrective Action Plan – *Arnold v. Sarn* Requirements

Dear Ms. Bottrill,

The Arizona Health Care Cost Containment System, Division of Health Care Management (AHCCCS) is writing to Mercy Care regarding the Corrective Action Plan (CAP) issued on January 22, 2019. The CAP was issued under Regional Behavioral Health Authority (RBHA) Contract YH17-0001-03 for Mercy Care's failure to comply with critical areas of concerns related to fidelity standards contained in *Arnold v. Sarn* Maricopa County Superior Court, No. C-432355.

Mercy Care implemented a number of actions as a result of this CAP as outlined in their submissions received on February 5, 2019 and June 3, 2019. These actions include:

- A validation process of provider self-reported data regarding Individual Service Plans (ISPs) and Assessment completions. Mercy Care completed three months of validations, between February 2019 and April 2019, and will continue this process as a monthly deliverable for its providers.
- Development of training for SMI Clinic Providers, including a SMI Operational Manual, to address areas in need of growth for ISP development.
- Continued implementation of the Assertive Community Treatment (ACT) Operational Manual,
- Partnering with ACT providers to implement and enhance staff retention activities such as, recognition celebration for ACT work and fidelity scores, flexible staffing schedules, professional development and supervision opportunities.
- In addition to obtaining monthly Provider reported completion data, conducting record reviews twice a year to evaluate compliance with required assessment and treatment planning activities including an evaluation of quality and timely updates, documentation of the clinical team coordinating access to services or with a referring provider through the use of the AHCCCS' approved Comprehensive Medical Record Review Tool (CMRRT). Conducts exit meetings with clinical teams to review these results, provide technical assistance and training and requires the Provider to complete a Performance Improvement Plan (PIP) for each item not meeting the required threshold.

Lorry Bottrill
August 13, 2019
Page 2 of 2

Mercy Care reported outcomes related to its CAP actions that demonstrated improvements across all four evidence based practices: Assertive Community Treatment (ACT), Peer and Family Services, Supported Employment (SE) and Permanent Supportive housing (PSH).

Mercy Care has demonstrated continuous improvement through its interventions and strategies as reported in its monthly submissions. As a result, AHCCCS is releasing Mercy Care from reporting requirements associated with this CAP and this CAP closed.

AHCCCS expects that Mercy Care will continue to monitor and demonstrate system improvements and increased fidelity across all four Evidence Based Practices. Future non-compliance in this area may result in additional compliance action.

Should you have any questions regarding this matter, please contact Judith Walker at Judith.Walker@azahcccs.gov or 602.417.4152.

Sincerely,



Meggan LaPorte, CPPO, MSW
Chief Procurement Officer

Cc: Virginia Rountree, AHCCCS
Judith Walker, AHCCCS
Christina Quast, AHCCCS
Michelle Holmes, AHCCCS
Ena Binns, AHCCCS
Bernadette Moreno, Mercy Care
Kellie Manders, Mercy Care
James Maguire, Mercy Care