Solari

Housing & Health Opportunities (H2O) Administrator

Presentation to AHCCCS

Welcome & Introductions

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Solari's Background

- **2007** – Crisis Line
- **2014** – SMI Determination Administrator
- **2016** – 211 and HMIS
- **2021** – Arizona Statewide Crisis Line Services
- **2022** – Oklahoma Statewide Crisis/988 Services
- **2024** – Data Warehouse Enterprise Linkage (DWEL)
- **2024** – Colorado Statewide Crisis/988 Services

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Agenda

- Subcontractor Collaboration
- Key Personnel & Outcomes
- Provider Network
- Care Coordination
- Program Integrity
- Billing & Claims

01

Subcontractor Collaboration

"Please present on the collaboration with your proposed subcontractor including responsibilities, oversight and reporting structure."

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Partnership

- Front-end: Member Management
- Subject Matter Expert (SME):
  - HMIS Maricopa County
  - HMIS Balance of State
  - SMI Administrator
  - Health Plan Data Exchange

- Back-end: Provider Support
- Subject Matter Expert (SME):
  - Network Development
  - Billing and Claims
  - Fraud, Waste & Abuse
  - Contracting

Designated Responsibilities

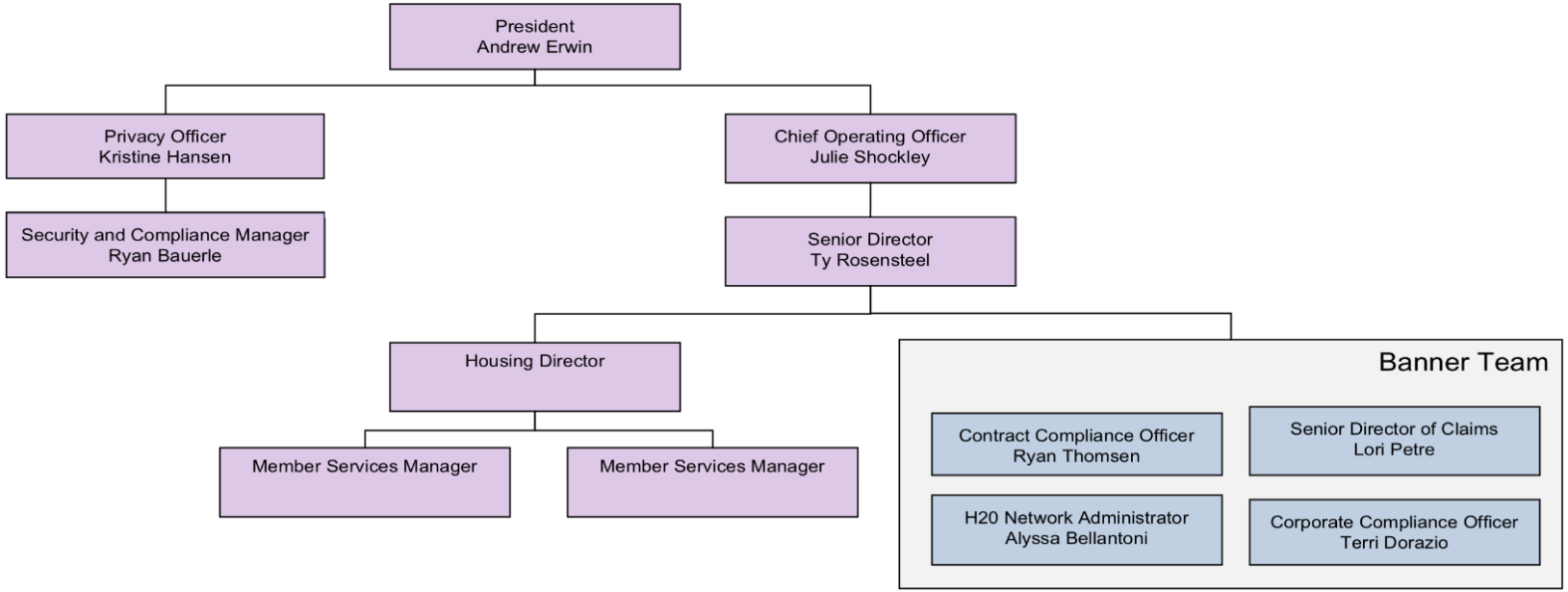
Solari (Lead Agency)
Member Services, Eligibility Operations & Analytics

Data and Reporting	Call Center Operations	Systems Build	Member Management
Data Exchange: Providers & AHCCCS	Phone line build	Provider Data System (UniteUs)	Create/update client records in data systems
Operation Reports (caseloads, control reporting etc.)	Customer Service: Member, Providers Treatment Teams	Electronic Health Record (CoCentrix)	Member eligibility determination
Utilization Dashboards	Monitor KPIs	Data Warehouse	Coordination with Health Plans
Performance Reports	System Technical Support	Housing Data Repository (DWEL)	Processing eligibility appeals

Banner University Family Care (Administrative Support)
Provider Network Management & Billing

Provider Management	Network Management	QM and Compliance	Billing Management
Billing Training	Ensure sufficient network (Solari Data)	Monitoring Fraud, Waste and Abuse	Payments to Providers
Billing Tech Support	Identify providers (Solari Data)	Encounter Validation	Reconciliation of errors, denials
Overseeing Utilization	Network Utilization (Solari Data)	Performance Improvement Plans	Confirmation of Eligibility
Overseeing performance (Solari data)	Contracting	Auditing	Adherence to Medicaid requirements

Reporting Structure



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Program Oversight

Data

- Live Dashboards
- Trends and Analytics Reporting
- Live Monitoring of the System
- Deliverable Monitoring

Operational Oversight

- Monthly Meetings
- Workgroups
- Leadership Collaboration
- Provider Network Check-ins
- Issue Logs
- Continuous Quality Improvement

02

Key Personnel & Outcomes

"For both Solari and its subcontractor, please explain your proposed process to review key staff's allocation for this contract, and any other work assigned, to ensure that resource allocations are adequate to maintain contractual compliance and achieve outcomes in all functional areas of this contract. Please explain any ongoing review of staff allocation, and the plan for revision of time allocation should the need arise."

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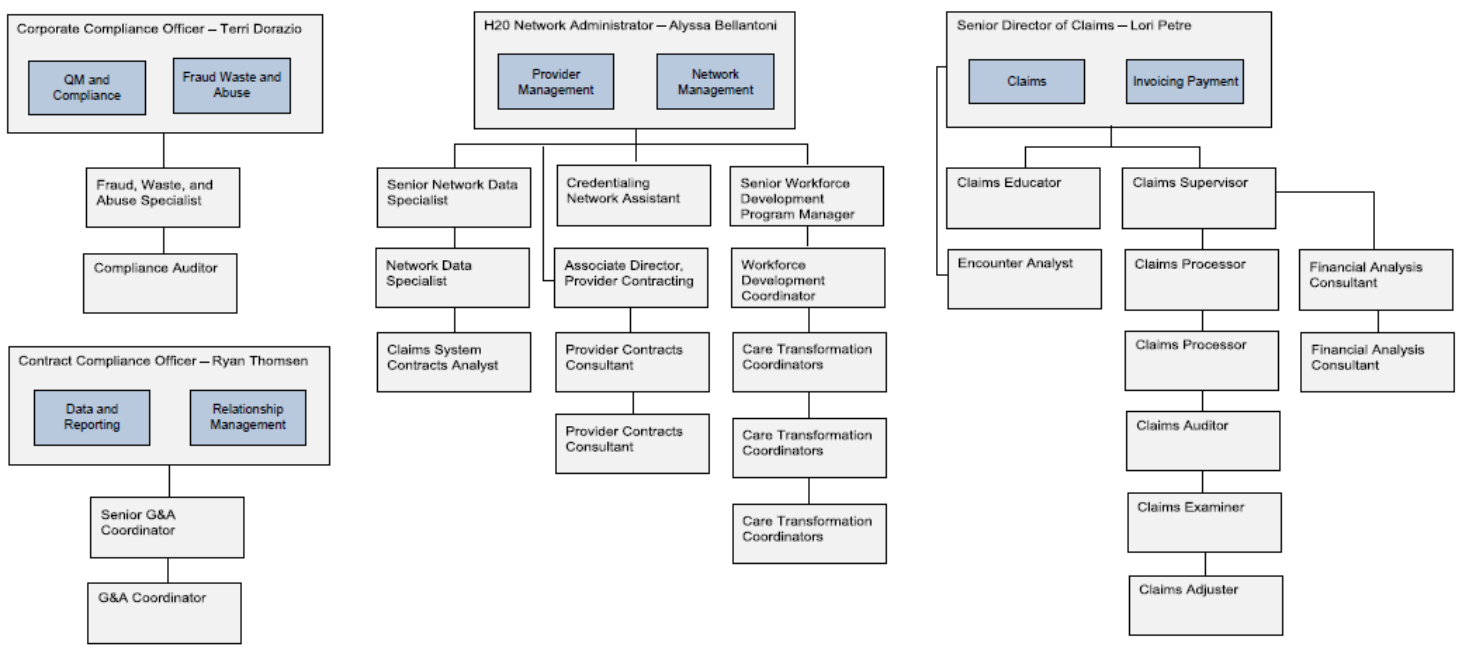
Banner


Corporate Compliance Officer – Terri Dorazio
QM and Compliance
Fraud Waste and Abuse
Fraud, Waste, and Abuse Specialist
Compliance Auditor
Contract Compliance Officer – Ryan Thomsen
Data and Reporting
Relationship Management
Senior G&A Coordinator
G&A Coordinator
H20 Network Administrator – Alyssa Bellantoni
Provider Management
Network Management
Senior Network Data Specialist
Credentialing Network Assistant
Senior Workforce Development Program Manager
Network Data Specialist
Associate Director, Provider Contracting
Workforce Development Coordinator
Claims System Contracts Analyst
Provider Contracts Consultant
Care Transformation Coordinators
Provider Contracts Consultant
Care Transformation Coordinators
Care Transformation Coordinators
Senior Director of Claims – Lori Petre
Claims
Invoicing Payment
Claims Educator
Claims Supervisor
Encounter Analyst
Claims Processor
Financial Analysis Consultant
Claims Processor
Financial Analysis Consultant
Claims Auditor
Claims Examiner
Claims Adjuster

Key Staff Allocation

Implementation

- Detailed staffing plan to ensure contract compliance
- Weekly huddles focused on hiring and training of staff

Monthly

- Joint Monthly Operational Reviews
- Monitoring staffing allocations in conjunction with labor models

Quarterly

- Joint Operating Committee
- Review and adjust staffing allocations in conjunction with labor models

Annual

- Joint annual staffing plans to ensure contract compliance

Key Staff Allocations: Solari

- Experienced Subject Matter Experts in leadership positions bringing a breadth of knowledge to program design and implementation
- Dedicated Housing Director to run day-to-day operations
- Full time, senior-level leadership to execute work

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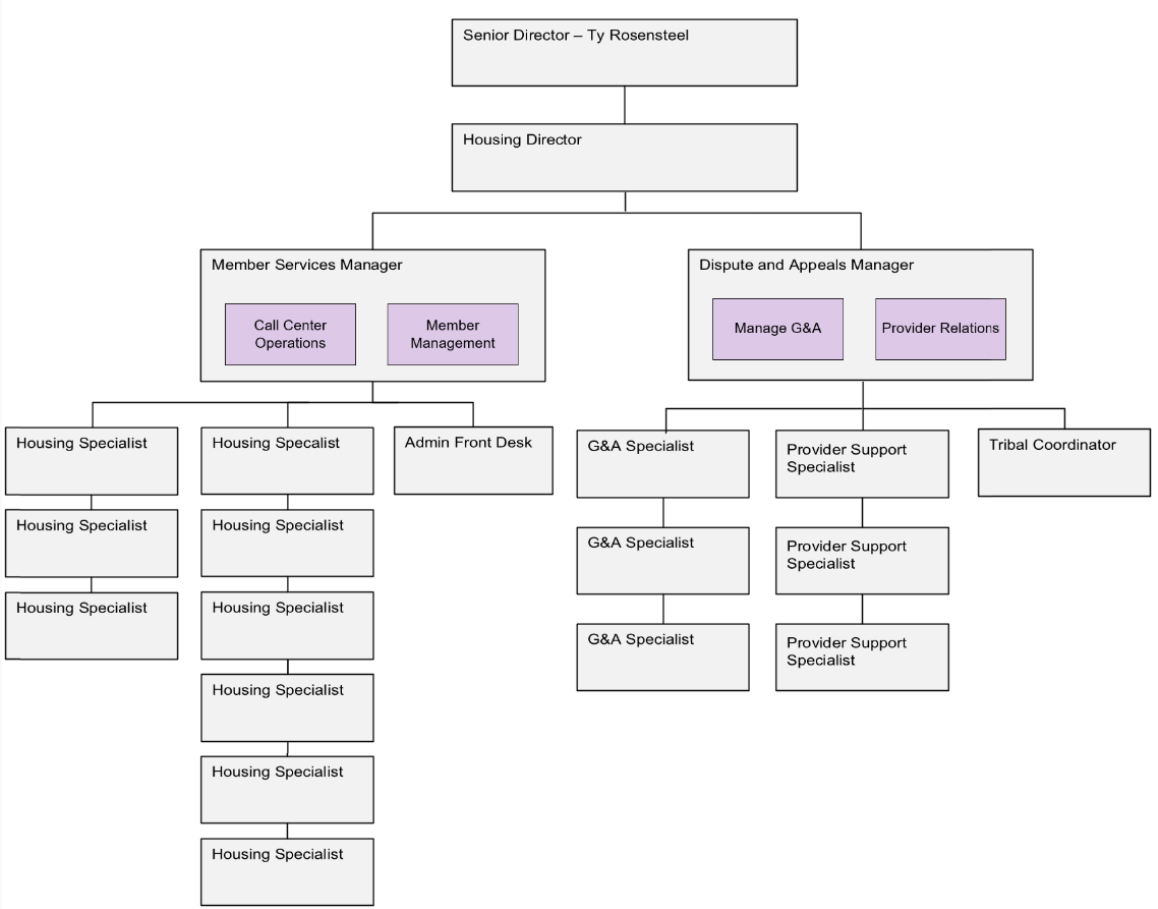
Senior Director – Ty Rosensteel
Housing Director
Member Services Manager
Call Center Operations
Member Management
Dispute and Appeals Manager
Manage G&A
Provider Relations
Housing Specialist
Housing Specialist
Housing Specialist
Housing Specalist
Housing Specialist
Housing Specialist
Housing Specialist
Housing Specialist
Housing Specialist
Admin Front Desk
G&A Specialist
G&A Specialist
G&A Specialist
Provider Support Specialist
Provider Support Specialist
Provider Support Specialist
Tribal Coordinator

03

Provider Network

"Please present your proposed process for the development of your provider network."

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Network Management

Onboarding & Orientation

Tiered approach to onboarding

- Medicaid contracted
- Established homeless providers
- Fill gaps for coverage

Provider Technical Assistance

- Medicaid University
- Provider forums
- Ongoing development activities

Provider Relations

Assigned provider relations representatives

- Assigned rep will be primary point of contact
- Regular visits to provide technical support

Provider Onboarding Responsibilities

Solari *Provider Support Specialist Team*	Banner *Care Transformation Coordinator Team*
• Overall Process Management • Single Point of Contact for Provider • Network Adequacy Assessment • Provider Identification • Onboarding Planning • Service Delivery Training • Ongoing Communication • Program Technical Assistance	• Workforce Development Expertise • Contracting (end-to-end) • Medicaid Training • Claims and Reimbursement Training • Contract Management

Network Development

- Ongoing development of the network
- Tailored network to ensure members have options
- Providers may request to join the network and will be reviewed monthly (can be expedited if necessary)
- Providers may be identified and recruited to join the network
- Credentialing and contracting done in parallel to shorten timeframes

04

Care Coordination

"Please present your proposed plans for ensuring sufficient care coordination occurs for members with SMI beyond automated reporting."

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Member Eligibility to H2O Service Start

- Housing Specialists will maintain a caseload
- Caseload will be monitored via CLRS via Unite Us/CommunityCares
- Housing Specialists will work with Outreach Provider, SMI Case Manager
- Reasonable and complete attempts to assist in member enrollment

During Service Provision

- Service Coordination is a Requirement of H2O Providers
- Requirements will be outlined in H2O Provider Manual. Provider will document:
  - Housing Care Plan in local EHR/HMIS
  - Coordination in notes in local EHR/HMIS
  - Coordination/assessment needs in CLRS for tracking
- Regular coordination meetings to review member outliers and KPIs
- Solari will manage caseload of members with ongoing care coordination needs and respond to critical issues
- Banner will monitor providers and adjudicate provider disputes

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05

Program Integrity

"Please provide an overview/presentation of the various program integrity requirements for this program that include but are not limited to; referrals of suspected FWA, compliance to the OIG self-disclosure program, and clarification around contractor roles for subcontractor requirements."

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Referrals of Suspected FWA

- The Compliance Department will report suspected FWA to AHCCCS OIG within 10 calendar days.
- During New Employee Orientations and mandatory annual trainings, employees are trained on FWA and how to report H2O FWA concerns to Banner Compliance Department.
- The Banner Compliance Program and FWA Plan provides contact information for reporting directly to AHCCCS OIG.
- H2O providers will receive FWA awareness training and will be educated on how to report FWA upon onboarding.

Referrals of Suspected FWA

- Dedicated staff will oversee H2O providers and provider billing.
- Reviews will include, but will not be limited to:
  - On-site audits to ensure all mandatory documentation is available
  - Verification of licensure requirements
  - Verification of paid services
  - Review of invoice/claim outliers
- Technical assistance and/or training will be provided when appropriate
- FWA referrals can also be received via Solari or Banner's hotline. All referrals will be sent to Banner's Compliance Department. As with all cases, any suspected FWA will be reported to AHCCCS OIG within 10 calendar days.

OIG Self-Disclosure Program

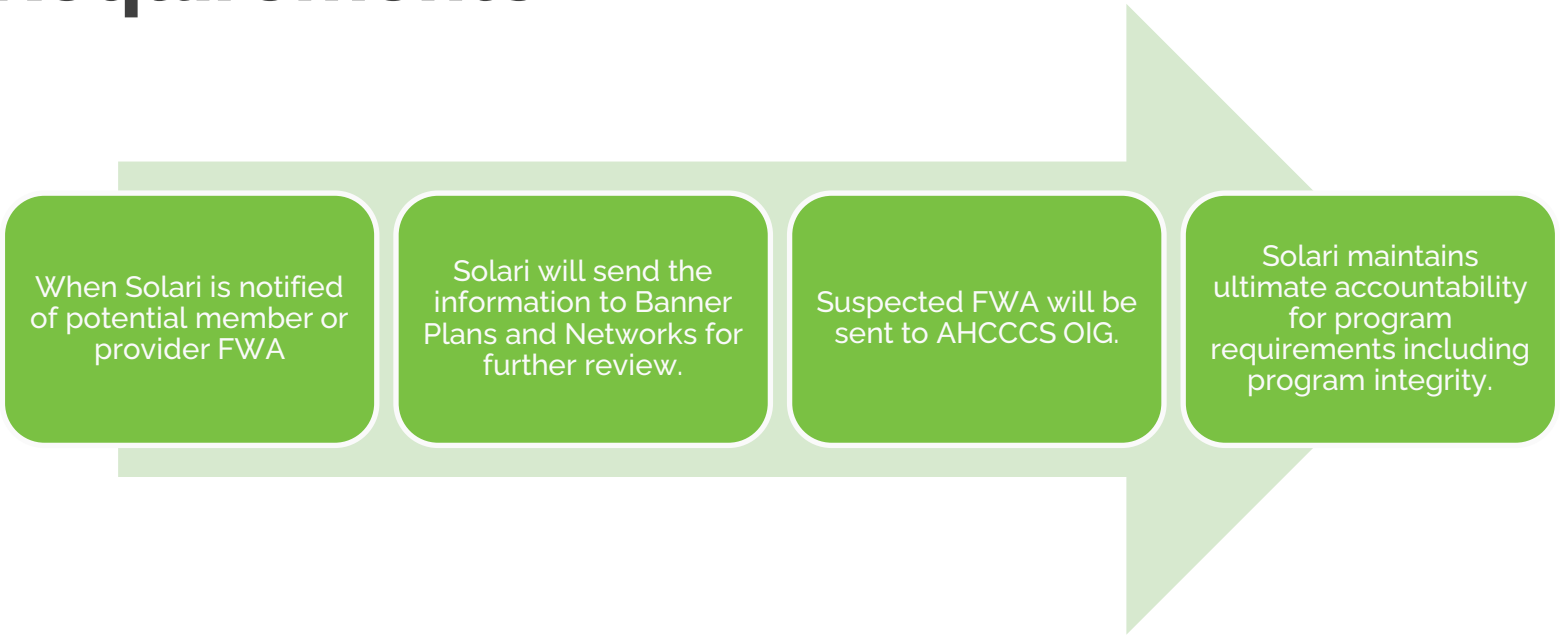
Reporting FWA

- Employees are informed in multiple ways including mandatory trainings, the Banner Compliance Program, and the FWA Plan.
- FWA can be reported to the Compliance Department via multiple avenues including confidential hotline, email, fax and mail.

Self-Report

- Provider onboarding training will include information on how providers can self-report to either Banner Plans and Networks or directly to AHCCCS OIG.

Contractor Roles for Subcontractor Requirements



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06

Billing & Claims

"Please present an overview of your proposed billing and claims processes specific to this H20 Program. Please include information relating to your comment in RTM (CLM-0002/Billing Claims) referring to adjudication of claims."

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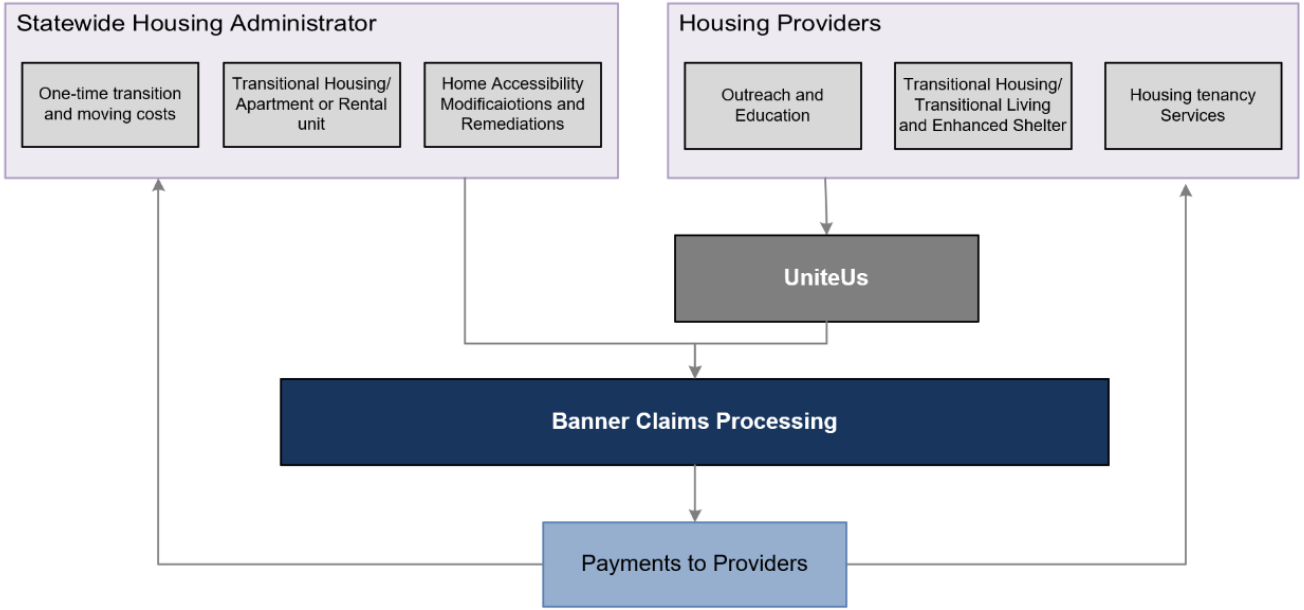
Claims Process



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Front End Claims Process – Unite Us

Invoice #22H25SBWEM

$285.72

Last updated: Oct 24, 2022 Needs Attention

Invoice Details

Invoice ID#:	22H25SBWEM
Client Name:	Dennis Demo
Zipcode (County):	27889 (Beaufort County)
Social Care Coverage:	Healthy Opportunities HBNC
Health Plan:	Healthy Blue North Carolina
Client ID#:	989898989B
Date Created:	Oct 24, 2022
Submitted By:	Julie Nau

Service Details

Service Provided:	Healthy Food Box (for Pick-Up) (Large) - Passthrough
Service Code:	FSPLP
Date(s) of Service:	Oct 6, 2022
Payment Approach:	Fee For Service
Unit Type:	food box
Amount:	2
Cost per Unit:	$142.86
Fee Schedule Name:	Healthy Opportunities Passthrough

HCPCs codes stored on backend

Payment type used to calculate invoice total

Health plan and funded benefit confirmation

FFS rate stored on backend

Provider Information

Name:	Wake Relief
Address:	123 West Main Street Durham, NC 27701

Provider payment information stored on backend (NPI/API/Tax ID)

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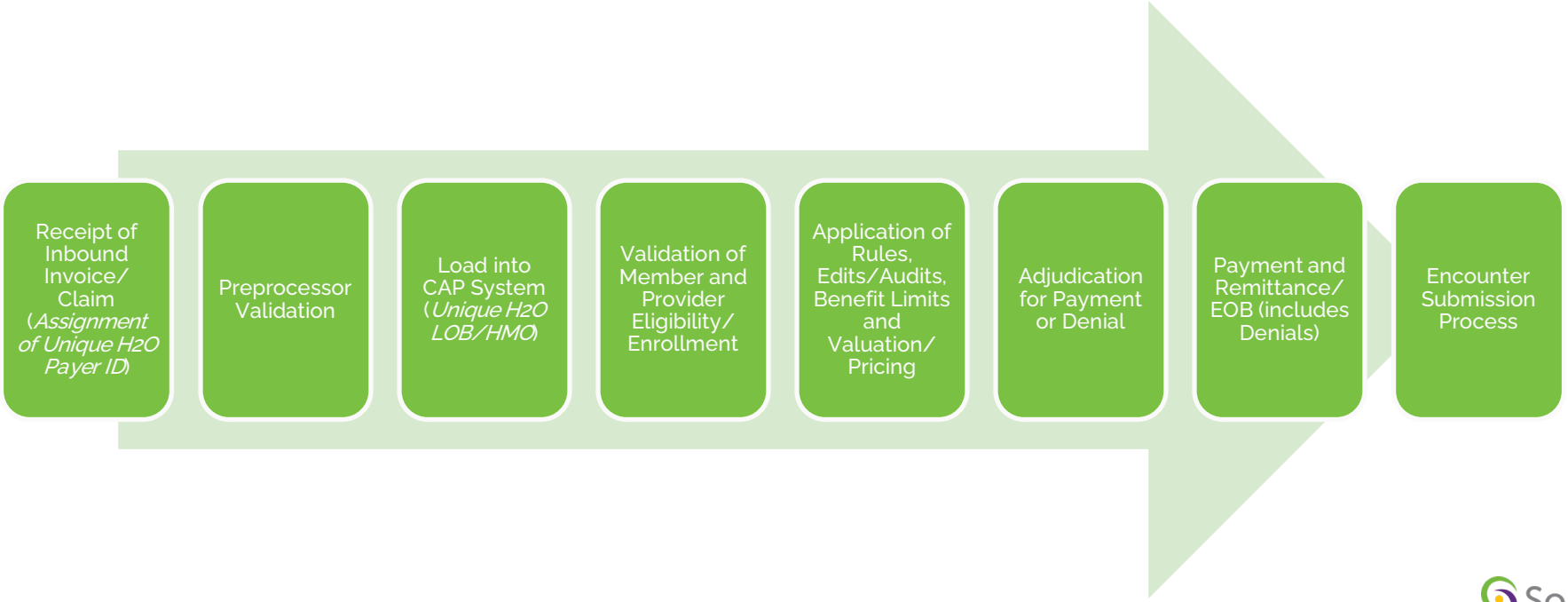
Banner Billing & Claims Responsibilities

- Management of claims billing process definition and flows
- Claims processing
- Payment and denial processing and remittance advice/EOB generation
- Encounter submissions
- Claims billing training
- Provider billing assistance/claims support

Banner High Level Claims Flow



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Banner Claims Processing Key Components

Controlled by the assigned H2O Line of Business (LOB)/HMO Type

- Construction of and adherence to H2O billing rules/claims policies as defined by AHCCCS
- Validation of claims for eligible H2O members
- Validation of claims for AHCCCS enrolled/H2O eligible (contracted) providers
- Validation of claims adherence to AHCCCS defined code sets for H2O and wrap around services as well as related billing unit structures/limitations
- Validation of claims adherence to submission of H2O required data elements

Banner Claims Processing Key Components

Application of H2O payment rules and applicable rates

Application and tracking of H2O benefit limitations by member, by service, across services and across providers as applicable

Validation of claims compliance with H2O documentation requirements

Payment and H2O contract compliant remittance/EOB processing; including the ability to cancel, reissue, modify or recoup as needed

Preparation and submission of encounter data

Make available and track the status of all H2O claims throughout the claims lifecycle and post adjudication

Final Thoughts

- Trusted AHCCCS Partners
- Subject Matter Experts
- Provider/Health Plan Partnership
- Stable and Secure Organizations
- Flexible and Collaborative

Question & Answer

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Thank You!