

January 21, 2021

Douglas A. Ducey  
Office of the Governor  
1700 W. Washington  
Phoenix, AZ 85007

Dear Governor Ducey:

Pursuant to A.R.S. §36-2917.01, please find enclosed the 2020 AHCCCS Report on Clinical Oversight Review Committee Activities. Please do not hesitate to contact me if I can answer any questions or provide additional information.

Sincerely,



Jami Snyder  
Director

cc: The Honorable Karen Fann, President, Arizona State Senate  
The Honorable Russell Bowers, Speaker, Arizona House of Representatives  
The Honorable Joanne Osborne, Arizona House of Representatives  
The Honorable Nancy Barto, Arizona State Senate



**AHCCCS Clinical Oversight Committee Activities  
2020**

**February 2021  
Jami Snyder, Director**

## BACKGROUND

Pursuant to A.R.S. §36-2917.01, annually on or before February 1<sup>st</sup>, AHCCCS shall provide a report to the Governor, the President of the Senate, the Speaker of the House of Representatives, the chairperson of the health and human services committee, or its successor, in the senate and the chairperson of the health committee, or its successor, in the House of Representatives and shall provide a copy of this report to the Secretary of State. The report shall include:

- I. A summary of topics reviewed by the clinical oversight review committee in the preceding year; and
- II. Any recommendations relating to quality performance metrics stemming from the committee's activities.

## COMMITTEE STRUCTURE

The Committee is chaired by the AHCCCS Chief Medical Officer and includes representatives from the following Divisions:

- Office of the Director
  - Agency Leadership including the Agency Director and Assistant Director of Health Plan Operations
  - Clinical Staff - Medical Director, Chief Clinical Officer, Pharmacy Director, Dental Director, and Clinical Project Manager
- Division of Healthcare Management
  - Clinical - Quality, Maternal Child Health, Performance Improvement
  - Operations including Network
  - Finance
  - Office of Data Analytics
- Division of Community Advocacy and Intergovernmental Relations
  - Office of Human Rights
  - Office of Individual and Family Affairs
  - Federal Relations and Communications
- Division of Fee-for-Service Management
- Division of Grants Management

Information from the Committee was presented at the following 2020 AHCCCS external stakeholder meetings to obtain feedback from members and other stakeholders on AHCCCS clinical performance:

- AHCCCS Community Quality Forum
- Office of Individual and Family Affairs Advisory Council
- Arizona Long Term Care System Advisory Council

## 2020 COMMITTEE SUMMARY OF TOPICS REVIEWED AND RECOMMENDATIONS

### March 2020 Committee

#### I. Summary of Topics Reviewed

1. **Social Determinants of Health (SDOH) Update** - Reviewed the vision for SDOH in the AHCCCS agency mission and it is being incorporated into the 1115 waiver renewal.
2. **Quality Strategy Update**- Evaluated the Milliman review of Arizona scorecard data, the 2018 Statewide performance measure results, the status of the Managed Care Organization (MCO) 2018 performance measure calculations, and the development of an AHCCCS integrated scorecard.
3. **AHCCCS Substance Use Strategic Plan** - Discussed the cross-divisional efforts underway, including updates to the AHCCCS strategic plan in conjunction with the Arizona Department of Health Services (ADHS). Reviewed the additional efforts to address other substances of concern, including the rise of stimulant-based conditions. The AHCCCS strategic plan will continue to focus on prevention, treatment/recovery, and subpopulations including pregnant women and justice-involved members.
4. **The American Society of Addiction Medicine (ASAM) Continuum Implementation Update** - Reviewed the phased-in approach for the MCO ASAM Continuum contract requirement implementation including costs associated with electronic health record (EHR) integration of the Continuum.
5. **Arizona Behavioral Health Crisis System and the Substance Abuse Mental Health Services Administration (SAMHSA) National Guidelines for Behavioral Health Crisis Care** - Discussed how Arizona is held nationally as a best practice state for behavioral health crisis care and exceeds core requirements and essential crisis care principles and practices detailed by these SAMHSA National Guidelines. In an effort of continued system improvement and consolidation, in 2022 AHCCCS will be requiring a single statewide crisis call vendor and single easy-to-use statewide 24/7 crisis phone number.
6. **Behavioral Health Services in Schools** - The group reviewed the Behavioral Health in Schools Analysis which included utilization by health plan, provider type, paid amount, and procedure code.
7. **Telehealth Utilization Analysis** - Reviewed expenditures and total distinct members utilizing telehealth.
8. **MCO Clinical Flash Report** - Reviewed the components of the MCO Clinical Flash Report which includes claims payment timelines, grievance and appeals, timeliness of prior authorization, and timeliness of credentialing by health plan.

#### II. Recommendations Relating to Quality Performance Metrics

Will issue a public survey for all stakeholders, including the Community Quality Forum, to determine which performance measures will populate the AHCCCS Integrated Dashboard.

*On March 11, 2020, Governor Doug Ducey issued a Declaration of Emergency and an Executive Order regarding the COVID-19 outbreak in Arizona. AHCCCS began focusing efforts to respond to the Public Health Emergency (PHE).*

## June 2020 Committee Meeting

### I. Summary of Topics Reviewed

#### 1. COVID-19 Updates

- i. **Health Information Exchange (HIE) MCO Alerts** - Discussed the roll-out of COVID-19 test result alerts to the MCOs.
- ii. **Telehealth** - Reviewed the addition of COVID-19 telehealth frequently asked questions (FAQs), including the addition of over 140 codes to the telehealth code set, and the creation of the temporary telephonic code set for reimbursement to support physical distancing efforts.
- iii. **Federal Emergency Medical Agency (FEMA) and SAMHSA Crisis Counseling Program (CCP) Individual Services Program (ISP) and Regular Service Program (RSP) Grant** - Reviewed recent emergency grant award to AHCCCS to provide crisis counseling services to all Arizonans in need during the COVID-19 pandemic.

#### 2. Quality Updates

- i. **2018 Performance Measure Results Overview** - Reviewed the finalized Contract Year Ending (CYE) 2018 performance measure rates. Discussed the major transition of performance measure calculation from AHCCCS to the MCOs with validation by the External Quality Review Organization (EQRO) beginning with Calendar Year 2020, consistent with how other managed care states conduct performance measurement calculation.
- ii. **Vaccines for Children (VFC) Program Update** - Reviewed the Arizona Chapter of the American Academy of Pediatrics Campaign for Back to the Office during the COVID-19 PHE to address concerns of under-utilization of preventive services during the pandemic.
- iii. **NCQA Accreditation for CY2021** - Reviewed draft MCO CY21 language on NCQA Accreditation requirements.
- iv. **Dashboard Survey Outcome** - Reviewed the 56 responses received from stakeholders on the preferred performance measures for the clinical dashboard. The responses were broken down into physical health and behavioral health performance measures.

#### 3. Substance Use Disorder (SUD) Strategy Updates

- i. **Substance Use Strategic Plan** - Discussed the SUD strategy goals and the major proposed changes, including the revision the Opioid Strategy to be a comprehensive SUD strategy.
- ii. **Substance Abuse Block Grant (SABG) and State Opioid Response (SOR) Grant Updates** - Reviewed the SABG Grant activities including the Opioid Treatment Program Central Registry and Arizona Prevention Strategic Plan. Discussed the Primary Prevention Logic Model Technical Assistance, Evaluation Technical Assistance, Focus Groups, and Funding Structure Changes. Reviewed the SOR new programming and how it sustains the current programs and expands to targeted prevention efforts for stimulant use disorder and increased recovery support services.
- iii. **ASAM Continuum Update** - Discussed the ASAM continuum demonstration from May 2020 to the Arizona Council of Human Services Providers. The team is continuing to evaluate the cost of EHR integration and possible funding source for the integration.

#### 4. Comprehensive Medical & Dental Program (CMDP) Updates

- i. **Integrated Contractor Effective 4/1/2021** - Reviewed the status of CMDP's Integrated

Contract RFP for integrated physical health and behavioral health. The effective date is now April 1, 2021 and readiness meetings between AHCCCS and CMDP will begin in October 2020 to prepare for the transition.

## II. Recommendations Relating to Quality Performance Metrics

Finalize the development of Integrated Dashboard populated with performance measures selected based on stakeholder survey.

### October 2020 Committee Meeting

#### I. Summary of Topics Reviewed

##### 1. Telehealth Updates

- i. **Telehealth Policy** - Reviewed the telehealth policy changes prior to the COVID-19 PHE and changes in response to the PHE.
- ii. **Telehealth Utilization Analysis** - Discussed the telehealth analysis for October 2019 to June 2020 comparing in-person services to telehealth, by plan, by county, and by procedure code.
- iii. **Impact of Implementation of the Temporary Telephonic Code Set** - Reviewed the analysis comparison of telephonic to audio-visual utilization.
- iv. **Analysis of 4G Cellular and Broadband Access and Telehealth Utilization** - Discussed telehealth services by urbanization and by county and issues related to broadband access.
- v. **Claims Level Complexity Pre/Post Pandemic** - Reviewed the complexity code analysis by audio visual and in-person.
- vi. **AHCCCS Telehealth Policy Planning Post Pandemic** - Reviewed the National Taskforce Policy recommendations and the remaining AHCCCS policy decisions.

##### 2. Behavioral Health Service Delivery Updates

- i. **Behavioral Health Provider HIE Participation Analysis** - Reviewed the analysis provider participation in the HIE which demonstrated high penetration of the most highly utilized behavioral health providers in the HIE.
- ii. **SABG and SOR Grants Update** - Discussed the recently awarded RFP for the real-time capacity repository, which will provide real-time access for opioid use disorder assessment and treatment availability through an online portal available publically. Reviewed the re-branding of the real-time capacity repository as opioid use disorder Central Locator moving forward.
- iii. **Crisis Counseling Program (CCP) Grant** - Reviewed updates on the CCP ISP and RSP Grant awards, which will run through June 2021 to address the immediate behavioral health needs of Arizonans impacted by COVID-19 pandemic, including access to ongoing behavioral health services as indicated.
- iv. **Suicide Prevention Grant** - Reviewed the recently awarded COVID-19 Emergency Response for Suicide Prevention Grant implementation status in Pima County, including efforts to address domestic violence concerns and emergency housing.
- v. **ASAM Continuum Implementation** - Discussed the environmental scan of ASAM and EHR usage through a survey of the Arizona Council of Human Services Providers.

- vi. **Children and Adolescent Level of Care Utilization System (CALOCUS) Implementation** - Discussed the implementation plan for the CALOCUS, including the pursuit of an agreement with the American Academy of Child and Adolescent Psychiatry and the American Association of Community Psychiatry for the use of the tool.
- vii. **CMDP Data Dashboard Review** - Reviewed the CMDP data dashboard refresh which included the review of the reduction of children in shelter care, out-of-state residential treatment center utilization, and CMDP performance measures.

## II. Recommendations Relating to Quality Performance Metrics

CMDP data dashboard management transition to DCS/CMDP starting April 1, 2021 given the transition of behavioral health service provision under DCS/CMDP to achieve system integration efforts.

### November 2020 Committee Meeting

#### I. Summary of Topics Reviewed

##### 1. Integrated Dashboard

Reviewed the newly created integrated clinical dashboard, including areas of strength in behavioral health system performance as well as opportunities for improvement for adolescent and child well care visits. Reviewed how AHCCCS quality strategy to align with Centers for Medicare and Medicaid Services (CMS) Core Set prioritization, coupled with system performance improvement projects (PIPs), Targeted Investments, and improved access to care through telehealth will continue to be critically important to impact performance. Additionally, discussed the anticipated impact of COVID-19 on performance for 2020.

[https://www.azahcccs.gov/shared/Downloads/Reporting/2020/CYE2016-2018\\_PerformanceMeasureDataDashboard.pdf](https://www.azahcccs.gov/shared/Downloads/Reporting/2020/CYE2016-2018_PerformanceMeasureDataDashboard.pdf).

##### 2. COVID-19 Updates

- i. **Telehealth Update** - Discussed additional analysis underway which will include refreshing the previous analysis, adding age bands, and physical health utilization. Discussed the need to include state-specific supplemental telehealth specific questions in the CAHPS member experience survey.
- ii. **COVID-19 Vaccine** - Reviewed the current vaccine timeline and logistics for mass vaccination strategy.
- iii. **Arizona Medical Association (ArMA) Physician Support Virtual Doctor's Lounge** - Discussed the partnership with the ArMA, ADHS and AHCCCS to provide physician peer support during the PHE. The Doctor's Lounge has made contact with 23 people since October 1, 2020.
- iv. **AHCCCS Housing Programs & COVID-19** - Presented statewide activities to address homelessness and COVID-19 coordination. With enhanced data exchange and a special business agreement with Crisis Response Network in Maricopa County, identified over 900 members experiencing homelessness who were COVID-19 positive or symptomatic and connected to their health plan's care team.
- v. **Targeted Investments (TI) Update** - Reviewed the TI performance measure plans, including the ASU Center for Health Information Research contract to calculate the measures and assist with target setting for TI years 4-5.

### 3. Behavioral Health Service Delivery

- i. **Behavioral Health Audit Evaluation** - Reviewed the evaluation that is being conducted this year on all behavioral health audit activities to determine if any updates and streamlining efforts are necessary to improve outcome monitoring.
- ii. **Serious Mental Illness (SMI) Eligibility Determination** - Reviewed the SMI Eligibility Data with a comparison between 2019 and 2020 as well as determination packet quality by health plan.
- iii. **Crisis Update** -Reviewed crisis call volume data from October 2018 to October 2020 by region and the importance of continued evaluation during the PHE.
- iv. **Grants Update** - Discussed how the Central Locator will replace the Governor's Office of Youth, Faith, and Families (GOYFF) Treatment Locator, with an estimated go-live in January 2021.
- v. **ASAM Continuum Implementation** - Discussed the feedback received from stakeholders including the Arizona Council of Human Services Providers on the operational, clinical, and financial considerations to successfully implement ASAM Continuum in the Public Behavioral Health System. Due to the COVID-19 pandemic, AHCCCS is revisiting the implementation timeframe.

### II. Recommendations Relating to Quality Performance Metrics

Continue to track performance through annual updates to the AHCCCS Integrated Dashboard and implement targeted strategies including performance improvement projects to address concerning trends.