

March 18, 2025

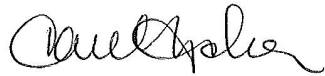
The Honorable Katie Hobbs
Governor of Arizona
1700 W Washington
Phoenix, Arizona 85007

Dear Governor Hobbs:

AHCCCS is submitting the following report as required by A.R.S. §36-2917.01, the 2024 Clinical Oversight Review Committee Activities.

If you have any questions regarding the attached report, please feel free to contact me at (602) 417-4711.

Sincerely,



Carmen Heredia
Director

Cc: The Honorable Warren Petersen, President, Arizona State Senate
The Honorable Steve Montenegro, Speaker, Arizona House of Representatives and Chairperson,
The Honorable Carine Werner, Chair, Senate Health & Human Services Committee
The Honorable Selina Bliss, Chair, House Health & Human Committee
The Honorable Adrian Fontes, Secretary of State
Meaghan Kramer, Health Policy Advisor, Office of the Governor

Clinical Oversight Committee Activities

February 2025



Clinical Oversight Committee Activities

Background

Pursuant to A.R.S. §36-2917.01, annually on or before February 1, 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:

- A summary of topics reviewed by the clinical oversight review committee in the preceding year, and
- 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 Deputy Director, Dr. Sara Salek, and includes representatives from multiple AHCCCS Divisions. In 2024, AHCCCS underwent a reorganization that included the addition of a new division reporting to the Assistant Deputy Director. Those updates are bolded below:

- Office of the Director (OOD)
 - Agency Leadership including the Operations Chief Medical Officer/Deputy Director, and **Assistant Deputy Director of Clinical Operations**
 - Clinical Staff including Pharmacy Director, Dental Director, and Clinical Project Manager
- Division of Managed Care Services (DMCS), formally known as the Division of Health Care Services (DHCS)
 - Clinical including Maternal Child Health (MCH), Quality Improvement (QI), and Quality Management (QM)
- **Division of Managed Care Operations (DMCO)**
 - Operations including Network, Contract and Policy
- Division of Fee-for-Service Management (DFSM)
- **Division of Behavioral Health and Housing**, formally known as the Division of Grants and Innovation (DGI)
 - System of Care (SOC)
 - Crisis
 - Housing
- Office of Data Analytics (AODA) within the Division of Information Systems (ISD)

Information from the Committee was also presented at AHCCCS external stakeholder meetings to obtain feedback from members and other stakeholders on AHCCCS clinical performance. In 2024, the Committee continued to meet quarterly as an ongoing effort started in 2016 to support greater awareness of clinical activities across the Agency.

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2024 Committee Summary of Topics Review

January 2024

DMCS Updates

- **MCH Updates** – The committee received a review of the Trends in State-Level Maternal Mortality by Racial and Ethnic Group in the United State JAMA report and compared it with the ADHS Maternal Mortality Data.

DBHH Updates

- **Serious Emotional Disturbance (SED) Pilot Project Implementation** – The committee received an update on the implementation of SED Pilot Project, including monitoring the list of children flagged with SED, internal and external system partner engagement.
- **National Wraparound Implementation Center Project** – The committee reviewed the timeline which began in December 2023 with policy review and trainings anticipated to begin in May 2024.
- **Children’s Behavioral Health Services Fund** – The committee reviewed the dashboard. It was noted that there was an increase in referrals by month as well as children served per month.
- **CALOCUS (Child and Adolescent Level of Care/Service Intensity Utilization System) Project**– The committee reviewed the data pulled from the AHCCCS portal from October 1 to November 30. It was noted an 8% increase in compliant providers during this timeframe.
- **Out of State (OOS) Placement Data** – The committee reviewed the Out of State Placement data for 2021 to 2023. It was noted that placements out of state have decreased over the three-year period, but the average length of stay increased from 266 to 306 days.
- **Assertive Community Treatment (ACT) Fidelity Monitoring** – The committee received an update from the team that included revisions to policy and enhanced monitoring. The team also reviewed ACT fidelity monitoring data.
- **Court Ordered Evaluation Data** – The committee reviewed the court ordered evaluation data over a three-year period. It was noted that there was a small decrease with non-emergent petitions, but an increase for emergency petitions ‘timed out’ in Maricopa County.
- **Seriously Mental Ill (SMI) Designations Data Review** – The team reviewed the SMI designations for four-year period. It was noted that 50% of the referrals are designated SMIs
- **Crisis** – The committee reviewed the current crisis data from Solari. The team shared that a new data element was included in this quarter’s report, members that were able to stay stable for 90 days.

April and May 2024

DMCS Updates

- **QM** – The committee reviewed Quality of Care (QOC) data which was separated by health plan and line of business per month from October to December 2023. The committee also reviewed additional data elements including: the total number of QOC investigations completed per health plan and line of

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business per 1,000 enrolled members, QOC substantiations and case leveling, SMI seclusion and restraint reports and SMI deaths.

- **SMI Grievance and Appeal** – The committee received a review of the Behavioral Health Grievance and Appeals (BHGA) unit responsibilities. The BHGA unit shared a four-year review of BHGA investigations data.
- **Independent Oversight Committee (IOC)** – The committee reviewed a review of the IOC structure and roles of the members.
- **MCH** – The committee received a summary of The Association Between Adverse Childhood Experiences and Adverse Community Environment Among Maternal Mortality Cases in Arizona. The committee reviewed future directions which included adoption of trauma and culturally informed care, increased access to mental and behavioral health services, and screening all pregnant and postpartum people and partners for IPV, mental health symptoms, substance use and adverse childhood experiences.
- **Collaborative Care Model Sustainability (CoCM)** – The committee received an update on the CoCM, current support, challenges, and strategies to promote sustainability.
- **QI** – The committee reviewed Contract Year (CY) 2024 Childhood Immunization Completion Rates Report and CMS-416 Annual EPSDT Participation Report.

DBHH Updates

- **SED Pilot Project Implementation** – The committee received an update on the SED Pilot Project data. It was noted that the majority of those who do not get determined SED during the period are due to inability to demonstrate functional impairment.
- **CALOCUS Project** – The committee reviewed the data pulled from the AHCCCS portal from March to September 2024. It was noted that there was a slight increase in providers utilizing CALOCUS.
- **OOS Placement Data** – The committee reviewed the Out of State Placement data for January 2021 to March 2024. It was noted that Disruptive Mood Dysregulation Disorder was the most documented diagnosis.
- **Therapeutic Foster Homes (TFC) & Therapeutic Foster Care Bed Availability and Utilization** – The committee reviewed the TFC bed utilization and noted on average 54% of beds utilized. The data was also broken down by year and it was noted that there was an increase in the portion of paid claims being AIHP.

September 2024

DBHH Updates

- **Covered Behavioral Health Services Guide (CBHSG)** – The committee received an update on the CBHSG revised publication including clarification on case management, intensive outpatient programming, and peer support coding.
- **Arizona Perinatal Psychiatry Access Line (APAL)** – The committee received an overview of the APAL program including results from the January to April. The consultation line received 72 calls during the

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time period and that overall feedback has been positive.

- **SMI Report Findings** – The committee reviewed the State Fiscal Year 2022 SMI Reporting findings including the eligibility by geographic area, expenditures, as well as mortality rates. It was noted that 60% of SMI members live in the central region.
- **Behavioral Health Clinical Chart Audit** – The committee received an update on the audit results from CY 2023. The committee reviewed the general clinical chart score trends and the updated portal. It was noted that for 2025, additional enhancements would be made to the portal as well as revisions to the reporting template.

DMCS Updates

- **QI** – The committee received an update on the CY 2022 statewide Managed Care performance measures with a comparison of CY 2021 results. It was noted that the Managed Care and Fee For Service measure results should not be directly compared with their variances in population size as well as administrative data reporting.
- **Durable Medical Equipment (DME)** – The committee received an update on complaints related to delays in receiving DME. In 2023, policy updates were made to place timelines on emergent and routine DME delivery. The medical management team shared that they would continue to monitor trends within contract deliverables and noted that most plans meet timeframes and goals.

DMCO Updates

- **Children’s Rehabilitative Services (CRS) Designation** – The committee received an update on the current CRS requirements and update to member choice for a health plan in 2018. The committee reviewed the total referrals from Managed Care Organizations from 2018 to 2023 as well as the application approvals. The next steps include developing and maintaining the substantive medical information for the CRS Clinical Tool.

October 2024

DMCS Updates

- **DME** – The committee received a follow up on actions taken since the last meeting to address the DME concerns. The team continues to monitor contractors and oversee the DME provider. Next steps include continuing to monitor member complaints, review policy updates, and review network adequacy for potentially adding additional contracted DME providers.
- **QM Review** – The committee received an update on the QM review and QOC portal data. It was noted that AMPM 910 and AMPM 960 have been updated with an effective date of October 1, 2024 to address mortality review requirements and wellness checks.
- **Targeted Investment (TI) 2.0 Participant Survey and Outreach** – The committee received an update on the TI participation survey results.

DBHH Updates

- **Documentation Assessment Review Tool (DART)** – The committee received an update on the UCONN

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high needs children chart audit and reviewed the recommendations. Next steps include wraparound training starting in October.

DFSM Updates

- **Requirements for Identifying the Behavioral Health Professional (BHP) on Claims** – The committee reviewed proposed system updates to ensure oversight of staff providing services is correctly linked to the overseeing provider.

Conclusion

In 2025, the Committee will continue to meet quarterly and support greater awareness of clinical activities across the Agency and linking to community forums for members and stakeholders to provide feedback. The committee's focus areas will continue to be the public health system clinical oversight, including focusing on the review of clinical data specific to agency initiatives and population data on behavioral health services.