

## Essential Behavioral Health and Integrated Care Provider Communication Meeting

### Agenda

#### Logistics

Time:	1:30PM – 3:00PM
Date:	Wednesday, January 09, 2019
Invitees:	BH and Integrated Care Provider Agencies
Teleconference Details:	<a href="https://goto.webcasts.com/starthere.jsp?ei=1227008&amp;tp_key=999aa703b3">https://goto.webcasts.com/starthere.jsp?ei=1227008&amp;tp_key=999aa703b3</a>
Meeting Purpose:	AZ Complete Health-Complete Care Plan Updates
Location:	Webcast
Questions:	Feel free to email questions and agenda items to <a href="mailto:jshipley@azcompletehealth.com">jshipley@azcompletehealth.com</a>
Next Meeting:	2/13/2019

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## Administrative Updates:

**Tiffany M. Booth (Director of Provider Development)**

(Attachments 01-02)

### **74 – New Hysterectomy Consent Form – All Providers, Medicaid**

- Coverage of hysterectomy services is limited to those cases in which medical necessity has been established by careful diagnosis. Exclusions are specified in the AHCCCS Medical Policy Manual (AMPM) section 310-L. Prior to the procedure, providers shall comply with the requirements listed in the AMPM, which includes obtaining a signed, dated, written acknowledgment that the member has been informed and understands that the hysterectomy will result in sterility.
- Arizona Complete Health-Complete Care Plan providers are advised that they must obtain a signed Attachment A of Policy 820 of the AMPM, the AHCCCS Hysterectomy Consent and Acknowledgement Form, at a minimum of 30 days prior to the procedure.
- Please review further information on requirements listed within AMPM section 310-L and obtain a copy of the Hysterectomy Consent and Acknowledgement Form at the links below:
  - <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/310L.pdf>
  - <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/800/820a.docx>

### **78 – Prior Authorizations – All Providers, Medicaid**

- Effective January 1, 2019, Arizona Complete Health-Complete Care Plan will require prior authorization to be submitted for all services for the following types of providers:
  - Providers who do not have a finalized contract
  - Providers whose contract is not effective until a date after January 1, 2019
  - Non-participating providers
- Please note services performed in an Emergency Department or Urgent Care setting do not require prior authorization.
- Contract providers please continue to utilize the Pre-Auth Check Tool to determine if a specific service requires an authorization: <https://www.azcompletehealth.com/providers/preauth-check.html>

## Updates:

**Leon Lead (Manager of Program Initiatives)**

(Attachment 03)

### **Social Determinants of Health (HH & SP)**

- Health Improvement Partnership of Maricopa County
  - Health Equity Momentum Lab

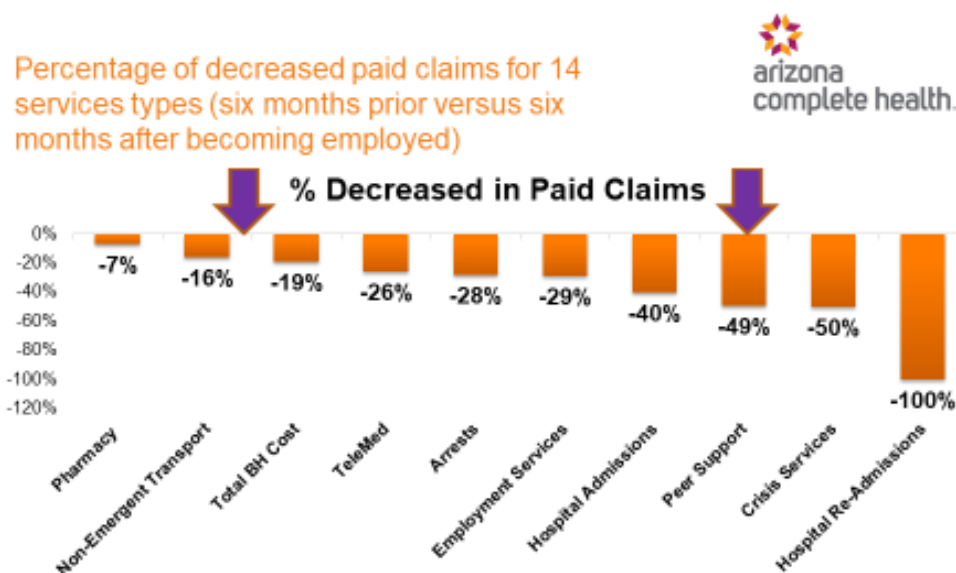
- January 11, 2019 from 8:30am-4:30pm
- Gateway Community College, Cooper Room 108 N. 40<sup>th</sup> St. Phoenix, AZ 85034
- <https://events.r20.constantcontact.com/register/eventReg?oeidk=a07efuwa41m7542e89d&oseq=&c=&ch=>

### Housing Services (HH & SP)

- 2019 Pima County Street Count seeks volunteers
  - January 14, 2019 from 5:30-8:30pm Volunteer Training
  - January 23, 2019 from 7am-12noon Point in Time Count
  - [https://uarizona.co1.qualtrics.com/jfe/form/SV\\_efYPUw2z6Aq1QHi](https://uarizona.co1.qualtrics.com/jfe/form/SV_efYPUw2z6Aq1QHi)
- Effective January 1, 2019, Community Bridges absorbs the funding from La Frontera to provide housing in Pima County for adults determined SMI.

### Employment Services (HH & SP)

- FY19 ISA Membership Plan-Adults determined SMI
  - AzCH-CCP Quarterly Target is 208 referrals to RSA/VR
  - FY19Q1 results: 70% of the goal was reached. Pima County, Cochise, LaPaz, Santa Cruz, Graham and Greenlee did not meet their quarterly targets.
  - Selected Provider Organizations were sent Outlook invites to meet with the AzCH-CCP employment team to participate in the VR Referral Challenge 2.0
- Employment & Health Outcomes



- Linkages-Free job placement services for members-Every member seeking employment should have an account and every person helping members find employment should also have a free account
  - <https://www.linkagesarizona.org/>

### **SDOH Resources (HH & SP)**

- Arizona at Work
  - <https://www.arizonaatwork.com/>
- Kino Veterans Workforce Center
  - <https://www.arizonaatwork.com/>
- Goodwill of Southern Arizona
  - Transition Age Youth 16-24 years old
  - Adult Re-Entry Program
  - Job Connections Center
- Community Food Bank of Southern Arizona
  - <https://www.communityfoodbank.org>

### **John Telles (Senior Manager, Special Program Initiatives)**

(Attachment 04)

The Substance Abuse Block Grant (SABG) supports the primary prevention services and treatment services for individuals without health insurance or other resources with Substance Use Disorders (SUD). It is used to plan and treat SUD. Arizonans who are uninsured or underinsured and meet the following criteria can be served:

- Pregnant women/teenagers who use drugs by injection;
- Pregnant women/teenagers who use substances;
- Other members who use drugs by injection
- Substance using women/teenagers with dependent children and their families, including women who are attempting to regain custody of their children; and
- All other members with a SUD, regardless of gender or route of use



Pima County	Pinal County	Cochise County
<ul style="list-style-type: none"> <li>• CODAC</li> <li>• COPE</li> <li>• Community Medical Services</li> <li>• Community Partners Integrated Healthcare</li> <li>• Community Health Associates</li> <li>• Community Bridges Inc.</li> <li>• Connections Az.</li> <li>• HOPE Inc.</li> <li>• The Haven</li> <li>• Intermountain – Adolescent Substance Use Disorder Behavioral Health Residential Facility Only</li> <li>• La Frontera</li> <li>• Pima Prevention Partnership</li> <li>• Wellbeing Institute</li> <li>• Touchstone</li> </ul>	<ul style="list-style-type: none"> <li>• Community Medical Services</li> <li>• Community Partners Integrated Healthcare</li> <li>• Community Health Associates</li> <li>• Community Bridges Inc.</li> <li>• Corazon</li> <li>• Horizon Health and Wellness – Substance Use Disorder Behavioral Health Residential Facility Only</li> <li>• Helping Associates</li> <li>• Transitional Living Center</li> </ul>	<ul style="list-style-type: none"> <li>• Community Medical Services</li> <li>• Community Partners Integrated Healthcare</li> <li>• Community Health Associates</li> <li>• Community Bridges Inc.</li> <li>• SEABHS</li> </ul>
Yuma County	Santa Cruz County	La Paz County
<ul style="list-style-type: none"> <li>• Community Health Associates</li> <li>• Community Bridges Inc.</li> <li>• Community Partners Integrated Healthcare</li> <li>• Helping Associates</li> <li>• HOPE Inc.</li> <li>• Transitional Living Center</li> <li>• SEABHS</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health Associates</li> <li>• SEABHS</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health Associates</li> <li>• Community Partners Integrated Healthcare</li> <li>• SEABHS</li> </ul>
Graham County	Greenlee County	
<ul style="list-style-type: none"> <li>• Community Medical Services</li> <li>• Community Partners Integrated Healthcare</li> <li>• SEABHS</li> </ul>	<ul style="list-style-type: none"> <li>• Community Partners Integrated Healthcare</li> <li>• SEABHS</li> </ul>	

The Mental Health Block Grant (MHBG) is allocated from SAMHSA to provide behavioral health services to adults with Serious Mental Illness (SMI) and children with Serious Emotional Disturbance (SED). It is designed to support states in reducing their reliance on psychiatric inpatient services and to facilitate the development of effective community-based mental health services and programs for adults with SMI and children with SED. The MHBG can only be used to provide services for members who are uninsured or underinsured and are:

- Adults (18+) with Serious Mental Illness (SMI);
- Children (17 and under) with Serious Emotional Disturbance (SED); or
- Individuals experiencing a First Episode Psychosis (FEP)/Early Serious Mental Illness (ESMI).

\*Funding Requests for Block Funded Non-Medicaid Services for ACC Members who belong to plans other than AzCH-CCP must have the attached form completed in order to be entered into our system to insure payment to our Providers. Once the form is completed, please send to:

[AzCHProgDev@azcompletehealth.com](mailto:AzCHProgDev@azcompletehealth.com)

**Karen Mavrikos (Behavioral Health Coordinator)**

(Attachment 05)

### **SABG Reporting Requirements:**

- Providers are required and must promptly submit information for Priority Population Members: Pregnant Women, Women with Dependent Child(ren), and Intravenous Drug Users (IVDU) who are waiting for placement in a Behavioral Health Inpatient Facility to the online State Residential Waitlist System. Title XIX/XXI persons may not be added to the wait list.
- Priority Population Members must be added to the wait list if Arizona Complete Health or its providers are not able to place the person in a Behavioral Health Residential facility within the timeframes prescribed
  - For pregnant females the requirement is within 48 hours
  - For women with dependent children the requirement is within five calendar days,
  - And for all IVDUs the requirement is within 14 calendar days.
- Non-Title XIX/XXI non priority population members may also be added to the online waitlist if there are no available services.
- Additionally, Providers are required to provide priority populations with documented interim services. Required interim services include: education about HIV and tuberculosis (TB), the risks of needle-sharing, the risks of transmission to sexual partners and infants, and about steps that can be taken to ensure that HIV and TB transmission does not occur; education of the effects of alcohol and drug use on a fetus; referral for prenatal care; referral for pediatric care; referral for medical care; referral for HIV or TB treatment if necessary. All members should have a narrative description which identifies what steps the provider has taken to locate available residential facilities, member's preference for a specific location, etc. as well as additional referrals made to outpatient services, such as Intensive Outpatient Programs, while the member awaits placement in a residential facility.
- Please see attachment - SABG Online Residential Waitlist System User's Guide
  - Register: <https://register.azahcccs.gov/WLUsers.aspx>
  - Login: <https://waitlist.azahcccs.gov/Login/Login.aspx?ReturnUrl=%2f>

- References:
  - AzCH Provider Manual 12.10.1.4
  - AzCH Provider Manual 12.10.1.7
  - AHCCCS Medical Policy Manual (AMPM) 320-T
  - AHCCCS Contractor Operations Manual (ACOM) 417

**Amy D'Arpino (Arizona Cultural Diversity Specialist)**

### **Language Assistance (HH and SP)**

- Federal law requires that all providers; Health Home, Specialty, Physical - must have interpretation resources available during all hours of operation. Best practice for providing language assistance is to have certified bilingual staff available to meet the language assistance needs. For oral interpretation and American Sign Language, if a provider does not have certified bilingual staff or licensed American Sign Language interpreters available, the provider is required to either contract with language vendors to meet these needs and/or utilize the interpreters that are provided by Arizona Complete Health-Complete Care Plan at no cost to providers or members.
- Arizona Complete Health-Complete Care Plan language resources are an additional **option**. They are being provided as a courtesy to ease some of the burden if providers do not have their own resources. It is not required to use our resources. If providers would like to utilize other vendors to meet their needs, they are able to coordinate with our customer service team using our language vendors, and will **not** reimburse any provider for expenses related to it. Ultimately, language assistance is a federal law and providers should do whatever needed to ensure interpreters are available.
- Process:
  - Call Arizona Complete Health-Complete Care Plan Customer Contact Center at 1-866-796-0542 (TTY 711) to schedule the interpretation.
  - Note: If a provider receives a notice from the language vendor that an interpreter can't be secured for an appointment, please call our customer service team back to let them know, and to request they utilize a different vendor for the request.
  - Provider may receive an email or call from language vendor to confirm details such as which health plan member belongs to. Please respond to the vendor so they can finalize the interpretation; may not complete request otherwise.
  - If there is still no interpreter secured due to a lack of interpreter availability, a telephone appointment may meet the need. In addition, providers can and should utilize other resources to ensure the interpretation occurs as needed and without interruption of services to a member.
- Types of interpretation available via Arizona Complete Health include:
  - Face to Face
  - Telephone - on demand/walk-in need

- Telephone - scheduled appointments

#### Minority Focus Group Highlights

- Participants stated they were not often asked about their culture when accessing care.
- They sometimes had challenges with accessing language assistance. They felt some providers were not aware of language assistance requirements or how to access them within their organizations. One member has been asked many times by providers to interpret for their friends and family during their appointments.
- One member felt like he was treated differently and discriminated against because he identified as Hispanic; longer wait times than others to be seen, attitude of staff, medications not prescribed as needed.
- Refugee Behavioral Health Service Provider Network Meeting Feedback-Highlights
  - Language barriers during transportation leads to miscommunication, missed appointments, tardiness for appointments, and members not sure where they are going
  - Lack of interpretation knowledge by providers
  - Lack of skilled interpreters available
  - Lack of written materials in a variety of languages
  - Lack of culturally sensitive providers and services
  - One cultural aspect mentioned - many refugees are afraid to leave their home for appointments
  - Suggestions provided by attendees for addressing challenges included: ongoing training for providers, in-home services, cultural brokers, peer support specialists, build interpreter capacity, resource fairs to share information, and intake questions worded differently for refugees since many questions may not make sense to them due to being based on Western thought.
- Member and Family Advisory Council Survey
  - Across the counties the Council was surveyed regarding receipt of culturally competent care. Data reflects that 65% feel they are receiving culturally sensitive services, 14% state sometimes, and 20% say they are not receiving any.
- Next Steps
  - Ensure staff know about the language assistance requirements and processes
  - Educate staff on cultural and linguistic needs of members, federal requirements pertaining to nondiscrimination in healthcare, how to include culture in care and be culturally sensitive
  - Consider ways to enhance culturally related care and services within your organizations
- Resource for Individuals with Disabilities

- Arizona Technology Access Program – [www.AzTAP.org](http://www.AzTAP.org); assists persons with disabilities as well as family members, service providers, employers, and the general public to become better educated about assistive technology. Offer a range of services and supports to assist persons with disabilities to be more productive and self-sufficient in their daily activities.

Questions? [AzCHCulturalAffairs@azcompletehealth.com](mailto:AzCHCulturalAffairs@azcompletehealth.com)

## Quality Updates

Amy Couch (QI Specialist)  
(Attachments 06-09)

### Quality Improvement

- Coordination of Care Protocol:
  - This protocol is to assist health care providers in coordinating member care with topics covered like “Reducing Readmissions”, “Key Points for Improving Access to Care” and a great table showing AHCCCS Appointment Standards.
    - The COC Protocol references the Patient Experience Toolkit so that has been included within the attachments for ease of reference.
- 2019 AzCH Member Incentives: My Health Pays
  - Attached are two flyers regarding member incentives. If the member completes the listed screenings, they can earn up to \$75 per year!
  - Examples of Screenings:
    - Colorectal Screening
    - Cervical Cancer Screening
    - Child & Adolescent Well visits

## Training Updates:

Rodney Staggars (Senior Manager, Training and Workforce Development)

### Plan due January 31, 2019

- Work with your training contact person to complete the WFDP template questions on page 7-12 and then page 13 must be signed. Document needs to be submitted to [Workforce@azahp.org](mailto:Workforce@azahp.org) no later than January 31, 2019.

### Small Provider Portal

- Providers with less than 20 Relias users (Note: Your agency may have started with less than 20 but now have exceeded 20 but remained under the AZCH portal) are now on the Small Provider Portal.
- Transcripts have been transferred into this new portal.
- The url is <https://azspp.training.reliaslearning.com>.
- User name and password are still the same.
- There is a training that was due 12/31/2018 but the due date can be extended.

## Live Training Events

### January

- 1/14/2019, **Cultural Competency 101: Embracing Diversity**, AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room, 9:00-1:30PM
- 1/21/2019, **ASAM Part one-Live synchronous webinar**, 10:00-12:30PM, register using this link: <https://attendee.gototraining.com/rt/532048657822290690>, must view part 1 and 2 for course completion credit.
- 1/28/2019, **ASAM Part Two-Live synchronous webinar**, 10:00-12:30PM, register using this link: <https://attendee.gototraining.com/rt/7190021383301555970>, must view part 1 and 2 for course completion credit.

### February

- 2/4/2019, **Motivational Interviewing**, AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room, 1:00-4:00PM
- 2/07/2019, **Cultural Competency 101: Embracing Diversity**, AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room, 9:00-1:30PM
- 2/11/2019, **Cultural Competency 101: Embracing Diversity**, AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364, 12:30-5:00PM
- 2/12/2019, **Motivational Interviewing**, AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364, 9:00-12:00PM
- 2/18/2019, **ASAM Part one-Live synchronous webinar**, 10:00-12:30PM, register using this link: <https://attendee.gototraining.com/rt/532048657822290690>, must view part 1 and 2 for course completion credit.

### March

- 03/04/2019, **Motivational Interviewing**, AzCH-1870 W. Rio Salado, Tempe, AZ, 85281, Rio Grande, Room 1078, 1:00-4:00PM

