

Essential Behavioral Health and Integrated Care Provider Communication Meeting

Agenda

Logistics

Time:	1:30PM – 3:00PM
Date:	Wednesday, February 13, 2019
Invitees:	BH and Integrated Care Provider Agencies
Teleconference Details:	https://goto.webcasts.com/starthere.jsp?ei=1232101&tp_key=6b7794e850
Meeting Purpose:	AZ Complete Health-Complete Care Plan Updates
Location:	Webcast
Questions:	Feel free to email questions and agenda items to jshipley@azcompletehealth.com
Next Meeting:	3/13/2019

Table of Contents

Updates:	2
Leon Lead (Manager of Program Initiatives).....	2
Jennifer Keogh (Health & Wellness Program Specialist).....	3
Sheina Yellowhair (Supervisor, Tribal Programs)	3
Debbie Yancer (Grant Writer).....	4
Lee Martinez (Manager, Provider Contract Performance).....	6
Tania Long (Program Manager, Substance Use Disorders)	6
Quality Updates.....	8
Amy Couch (QI Specialist).....	8
Training Updates:	8
Rodney Staggers (Senior Manager, Training and Workforce Development).....	8

Updates:

Leon Lead (Manager of Program Initiatives)

(Attachments 01-04)

Social Determinants of Health (Health Home and Specialty)

- [AHCCCS Medicaid Innovation Lab](#)
 - Arizona Medicaid system is in need of a solution to improve SDOH risk identification and facilitate enrollee connection to SDOH services.
 - AHCCCS website has more detail on this initiative.

Housing Services (Health Home and Specialty)

- Coordinated Entry Training for Balance of State HMIS is being provided by the Arizona Department of Housing and Crisis Response Network in Cochise, Pinal and Yuma Counties. Outlook Invites with details have been sent to Housing Specialists
- SW Fair Housing & Arizona Landlord & Tenant Training
 - Feb 22, 2019 from 9am-12noon at AzCH-CCP Tucson 333 E. Wetmore
 - Free Required Annual Training for Housing Specialists

Employment Services (Health Home and Specialty)

- FY19 ISA Membership Plan-Adults determined SMI
 - AHCCCS Mandate- Increase referrals to RSA/VR of adults determined SMI by 7% in FY19
 - FY19Q1 Results= We reached 47% of our goal with 95 referrals
- AHCCCS Works-See Attachments*
 - AHCCCS Works will begin no sooner than Jan. 1, 2020
 - Some able-bodied, 19 to 49 year old members will be required to participate in community engagement activities for at least 80 hours every month
 - An estimated 120,000 AHCCCS members will be required to participate in AHCCCS Works.
- Direct Center for Independence & 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 (Health Home and Specialty)

- Healthy People 2020
 - <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health>

Jennifer Keogh (Health & Wellness Program Specialist)

(Attachment 05)

Furthering Integration (Health Home and Specialty)

- Members must be screened (at the age appropriate time) for depression, drug and alcohol misuse, anxiety, and suicide risk, using AHCCCS approved standardized screening tools
 - Screening is only considered complete when/if positive, follow up plan is documented
- Targeted Investments Program screening milestones
- Screening best practices include:
 - Development of workflow that support sustainability of screening and referral process
 - Communication protocols for care coordination and integrated service planning
- Project ECHO: Integrated Care – Third Tuesday of every month, 12:00-1:30
 - January – Early ID of Autism and Development Delay
 - February – Applied Behavioral Analysis
 - March – Neonatal Abstinence Syndrome (NAS)
- To register for Project ECHO: Integrated Care – contact Lina Trujillo (Lina.O.Trujillo@acompletehealth.com)

Sheina Yellowhair (Supervisor, Tribal Programs)

(Attachments 06-08)

Arizona Complete Health Tribal Programs: (Health Home and Specialty)

- AzCH has a team dedicated to tribal services/coordination of care and tribal program development for tribal members. The team is a point of contact (POC) for AzCH providers, IHS/Tribal 638 providers and Tribes regarding any tribe/tribal member-related service issues in the Central or Southern AZ region.
- Sheina Yellowhair (Supervisor)—POC for all AzCH counties (except Pima County).

- Contact: syellowhair@azcompletehealth.com, 1-866-495-6738x26102
- Julia Chavez (Tribal Programs Specialist)—POC for Pima County.
 - Contact: julchavez@azcompletehealth.com, x84471
- Susan Cota (Tribal Care Coordinator)—POC for coordination of care for tribal members needing connection back to tribal communities and IHS/tribal providers. She works alongside AzCH Care Management to ensure IHS/tribal providers are a part of a tribal member's treatment team, as appropriate.
 - Contact: scota@azcompletehealth.com, x84535
- The Tribal team hosts monthly collaboration meetings with Tribes, IHS/Tribal providers, AzCH providers and health plans serving the southern AZ area (including the American Indian Health Program). If interested in participating, please contact Sheina Yellowhair or Julia Chavez.

Service Reminders for American Indian Members: (Health Home and Specialty)

- Any AHCCCS registered provider may serve American Indian Health Program (AIHP) members with no separate contractual requirement. All AHCCCS registered providers may pursue a contract with any or all of the ACC Plans.
- American Indian members may continue to receive services at an IHS/Tribal 638 facility regardless of health plan enrollment (ACC or AIHP).

Navigating American Indian Health Care Information Sheet: (Health Home and Specialty)

- AzCH developed three versions of the attached information sheets for members, providers and stakeholders, titled “Navigating American Indian Health Care: for American Indian Members,” “Navigating American Indian Health Care: for Providers,” “Navigating American Indian Health Care: for Stakeholders”.
- The sheets cover information on enrollment options, overview of the American Indian Health Program/Arizona Complete Health, and additional information specific to each population.
- The sheets may be printed and distributed as needed.

Debbie Yancer (Grant Writer)

(Attachments 09-10)

Restrictions on the Use of SABG and MHBH Grant Funds (Health Home and Specialty)

- Reference: AzCH-CCP Provider Manual Section 12.10.1.12 and on the AHCCCS website (www.azahcccs.com)
- All providers who use SABG and/or MHBG funding must have the list of restrictions for grant funds listed in their policies and procedures as well as ensuring these restrictions are followed in practice. Below is the list as reflected in the AzCH-CCP Provider Manual and on the AHCCCS website:

- Providers may not expend SABG/MHBG funds on the following activities:
 - Inpatient hospital services;
 - Acute Care or physical health care services including payment of copays;
 - Make cash payments to intended recipients of health services;
 - Purchase or improve land; purchase, construct, or permanently improve any building or facility except for minor remodeling with written approval from AHCCCS;
 - Purchase major medical equipment;
 - To satisfy any requirement for the expenditure of non-federal funds as a condition for the receipt of Federal funds;
 - Provide financial assistance to any entity other than a public or non-profit private entity;
 - Provide individuals with hypodermic needles or syringes for illegal drug use, unless the Surgeon General of the Public Health Service determines that a demonstration needle exchange program would be effective in reducing drug use and the risk that the public will become infected with the etiologic agent for AIDS;
 - Pay the salary of an individual through a grant or other extramural mechanism at a rate in excess of Level I of the Executive Salary Schedule for the award year; see http://grants.nih.gov/grants/policy/salcap_summary.htm;
 - Purchase treatment services in penal or correctional institutions in the State of Arizona;
 - Sponsorship for events and conferences; and,
 - Flex funds purchases.

State of Arizona Accounting Manual (SAAM) (Health Home and Specialty)

- The SAAM 5095 (Topic 50: Travel; Section 95: Maximum Mileage, Lodging, Meal, parking and Incidental Expense Reimbursement Rates) has been updated as of 1.2.2019.
- This can be retrieved at <https://gao.az.gov/publications/saam> and is attached for your convenience.

AzCH-CCP Provider Manual Updates (Health Home and Specialty)

- The AzCH-CCP Provider Manual has been updated effective 2/1/2019. Attached is the Summary of Changes that have been made to the manual.

Provider Manual Section Changes are in the following sections: (Health Home and Specialty)

- TABLE OF CONTENTS-Updated

- SECTION 1 – INTRODUCTION TO ARIZONA COMPLETE HEALTH-COMplete CARE PLAN
 - SECTION 2 – COVERED SERVICES AND RELATED PROGRAM REQUIREMENTS
 - SECTION 4 – MEDICAL MANAGEMENT/UTILIZATION MANAGEMENT REQUIREMENTS
 - SECTION 7 – FINANCE/BILLING
 - SECTION 8 – GRIEVANCE AND APPEAL SYSTEM
 - SECTION 9 -- COMPLIANCE
 - SECTION 10 – QUALITY MANAGEMENT REQUIREMENTS
 - SECTION 12 – BEHAVIORAL HEALTH NETWORK PROVIDER SERVICE DELIVERY REQUIREMENTS
 - SECTION 13 – HEALTH PLAN COORDINATION OF CARE REQUIREMENTS
 - SECTION 16 – DELIVERABLE REQUIREMENTS
 - SECTION 17 – REFERENCES
- The Summary of Changes will include the changes/updates made during this revision period in lieu of the redline version.
 - The new AzCH-CCP Provider Manual has been posted and effective 2/1/2019 to the AzCH website. It can be located under Provider Resources at <https://www.azcompletehealth.com/providers/resources/forms-resources.html>

Lee Martinez (Manager, Provider Contract Performance)

(Attachments 11-12)

Timely Filing Guidelines (Health Home and Specialty)

- Arizona Complete Health-Complete Care Plan (AzCH-Complete Care Plan) would like to remind providers that member eligibility should be checked prior to rendering services, using both AHCCCS Online and AzCH's secure provider portal.

Timely Filing Submission Requirements (Health Home and Specialty)

- Effective March 1, 2019 Arizona Complete Health-Complete Care Plan's timely filing guidelines will be revised to reflect the following timeframes:
 - Participating provider initial claims will have 120 days from DOS, DOD or DOE posting; secondary claims will have 180 days from DOS; and reconsideration & appeals have 365 days from DOS

- Nonparticipating providers will have 180 days from DOS, DOD or DOE posting; secondary claims will have 180 days from DOS; and reconsideration & appeals will have 365 days from DOS

Tania Long (Program Manager, Substance Use Disorders)

(Attachments 13-14)

Medication Assisted Treatment Waivered Training Opportunities (Health Home and Specialty)

- AzaAHEC (Arizona Area Health Education Centers) MAT Waiver training
 - Empowerment Systems' GVAHEC program along with the four other AHEC regional centers are excited to bring Project ECHO MAT Waiver Training to providers across the state of Arizona.
 - This is a *free* eight-hour MAT waiver training for physicians, nurse practitioners and physician assistants. Upon completion, physicians will be able to apply to the Drug Enforcement Agency (DEA) for a waiver to prescribe buprenorphine, one of three medications approved by the FDA for the treatment of opioid use disorder. Nurse practitioners and physician assistants must take an additional 16 hours of training (which can be done online) in order to apply for a waiver.
 - The training consists of four, two-hour sessions taking place at your regional AHEC center. Trainings are from noon-2 pm on the following consecutive Thursdays: February 14, February 21, February 28 and March 7. *In-person attendance is required* for all four sessions.
 - This training is provided by AzaAHEC and the University of Arizona. Registration is required. If you are not sure under which AHEC region you fall, the registration page will indicate the appropriate AHEC center for your location. [REGISTER HERE!](#)
 - Link, if the previous one causes issues: https://uarizona.co1.qualtrics.com/jfe/form/SV_6MxJhkQ0WG0a3WZ
- A supplemental Opioid Addiction Treatment Program training through Project Echo will be available for participation following the MAT waiver training. This will consist of eight sessions lasting 90 minutes each. Participation in this supplemental training is optional.
- Centene Buprenorphine Waivered Training
 - Centene is partnering with ASAM to provide 4 buprenorphine waiver courses in 2019.
 - The 8 hour courses are available all by computer (4 hrs. pre-work + a 4 hr. webinar)
 - The 4 hour webinar portion can be streamed live on any one of 4 dates (3/29, 6/28, 9/13 or 11/8)
 - Classes are free to our network providers
 - More information will be available on how to register on our AzCH website by the end of February.

- Please check our web-site for registration information

Quality Updates

Amy Couch (QI Specialist)
(Attachments 15-16)

Quality Improvement (Health Home and Specialty)

- REMINDER: Fluvention is still occurring! Don't forget to encourage members to get their flu shots.
- REMINDER: 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
- Awareness Corner: Did you know that March is Colorectal Cancer month? Be sure to remind members (51-75 yrs. of age) to get their screening!

Training Updates:

Rodney Staggers (Senior Manager, Training and Workforce Development)

- Workforce Development Plans were due January 31, 2019. If you have not submitted your plan to Workforce@azahp.org please do so ASAP. There is the risk of your Relias access being turned off.
- We have received a lot of complaints about users not being able to open the AzAHP QOC training in Relias. Please make sure that their pop-up blocker is off.

Live Events – February (Health Home and Specialty)

- 2/7/2019 9:00AM - 1:00PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 2/11/2019 12:30PM - 4:30PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364
- 2/12/2019 9:00AM - 12:00PM, AzACH-Motivational Interviewing Overview - AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364

- 2/12/2019 10:00AM - 11:30AM, AzCH-ASAM Technical Assistance Webinar - <https://attendee.gototraining.com/rt/6312265865138983426>
- 2/14/2019 8:30AM - 12:30PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - CODAC, 1650 E. Fort Lowell Rd., Tucson, AZ, 85719
- 2/18/2019 10:00AM - 11:30AM AzCH ASAM Part One-Live synchronous webinar - <https://attendee.gototraining.com/rt/5320486578222290690> Part one link
- 2/19/2019 12:30PM - 5:00PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH-1870 W. Rio Salado, Tempe, AZ, 85281, Patagonia, Room 1071
- 2/21/2019 9:00AM - 4:00PM, AzCH- Unique Needs for Kids and Families Involved with DCS - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 2/25/2019 10:00AM - 11:30AM AzCH-ASAM Part Two Live Synchronous Webinar - <https://attendee.gototraining.com/rt/7190021383301555970> Part Two Link
- 2/26/2019 9:00AM - 11:00AM, AzAHP - Cultural Competency (CC 200): LGBTQ - Clinical Care - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room

March (Health Home and Specialty)

- 3/4/2019 1:00PM - 4:00PM, AzCH-Motivational Interviewing Overview - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 3/5/2019 10:00AM - 2:00PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH- 1876 E. Sabin Dr. Casa Grande, AZ 85122
- 3/5/2019 2:30PM - 4:30PM, AzAHP - Cultural Competency (CC 200): LGBTQ - Clinical Care - AzCH- 1876 E. Sabin Dr. Casa Grande, AZ 85122
- 3/12/2019 10:00AM - 11:30AM AzCH-ASAM Technical Assistance Webinar - <https://attendee.gototraining.com/rt/6312265865138983426>
- 3/14/2019 9:00AM - 4:00PM, AzCH- Unique Needs for Kids and Families Involved with DCS - AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364
- 3/18/2019 1:00PM - 4:30PM, AzCH-Motivational Interviewing Overview - Pinal Hispanic Council 107 E 4th Street, Eloy AZ 85131
- 3/20/2019 9:00AM - 4:00PM, AzCH- Unique Needs for Kids and Families Involved with DCS - AzCH-1870 W. Rio Salado, Tempe, AZ, 85281, Patagonia, Room 1071
- 3/26/2019 9:00AM - 1:00PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 3/26/2019 12:30PM - 2:30PM, AzAHP - Cultural Competency (CC 200): LGBTQ - Clinical Care - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 3/26/2019 1:00PM - 4:00PM, AzACH-Motivational Interviewing Overview - AzCH-1870 W. Rio Salado, Tempe, AZ, 85281, Rio Grande, Room 1078

April (Health Home and Specialty)

- 4/2/2019 9:00AM - 4:00PM, AzCH- Unique Needs for Kids and Families Involved with DCS - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 4/4/2019 9:00AM - 12:00PM, AzCH-Motivational Interviewing Overview - AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364
- 4/4/2019 12:30PM - 4:30PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH-2285 S. 4th Avenue, Suite F, Yuma, AZ, 85364
- 4/9/2019 10:00AM - 11:30AM, AzCH-ASAM Technical Assistance Webinar - <https://attendee.gototraining.com/rt/6312265865138983426>
- 4/11/2019 9:00AM - 1:00PM, AzAHP - Cultural Competency 101: Embracing Diversity (CC 101) - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 4/11/2019 12:30PM - 2:30PM, AzAHP - Cultural Competency (CC 200): LGBTQ - Clinical Care - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room
- 4/26/2019 1:00PM - 4:00PM, AzCH-Motivational Interviewing Overview - AzCH-333 E. Wetmore Rd, Tucson, AZ, 85705, 6th Floor Yuma Room