Welcome to the 2021 Mercy Care Annual Provider Conference

November 16, 2021

Opening remarks

Pat Weidman
Director, Network Management

Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.

Mission

Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being. This includes special consideration for the underserved and those with complex health needs regardless of race, color, religion, ethnicity, national origin, sex, sexual orientation, gender identity, age or disability.

Vision

Our members live a healthier life and achieve their full potential.

Values

Our values guide us to approaching our work with integrity, confidence and clarity.

▶ **Compassion:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.

▶ **Innovation:** Mercy Care will be innovative thought leaders transforming the care delivery system.

▶ **Collaboration:** Mercy Care will seek partners to create exceptional results.

▶ **Advocacy:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

Annual Provider Conference agenda

November 16, 2021

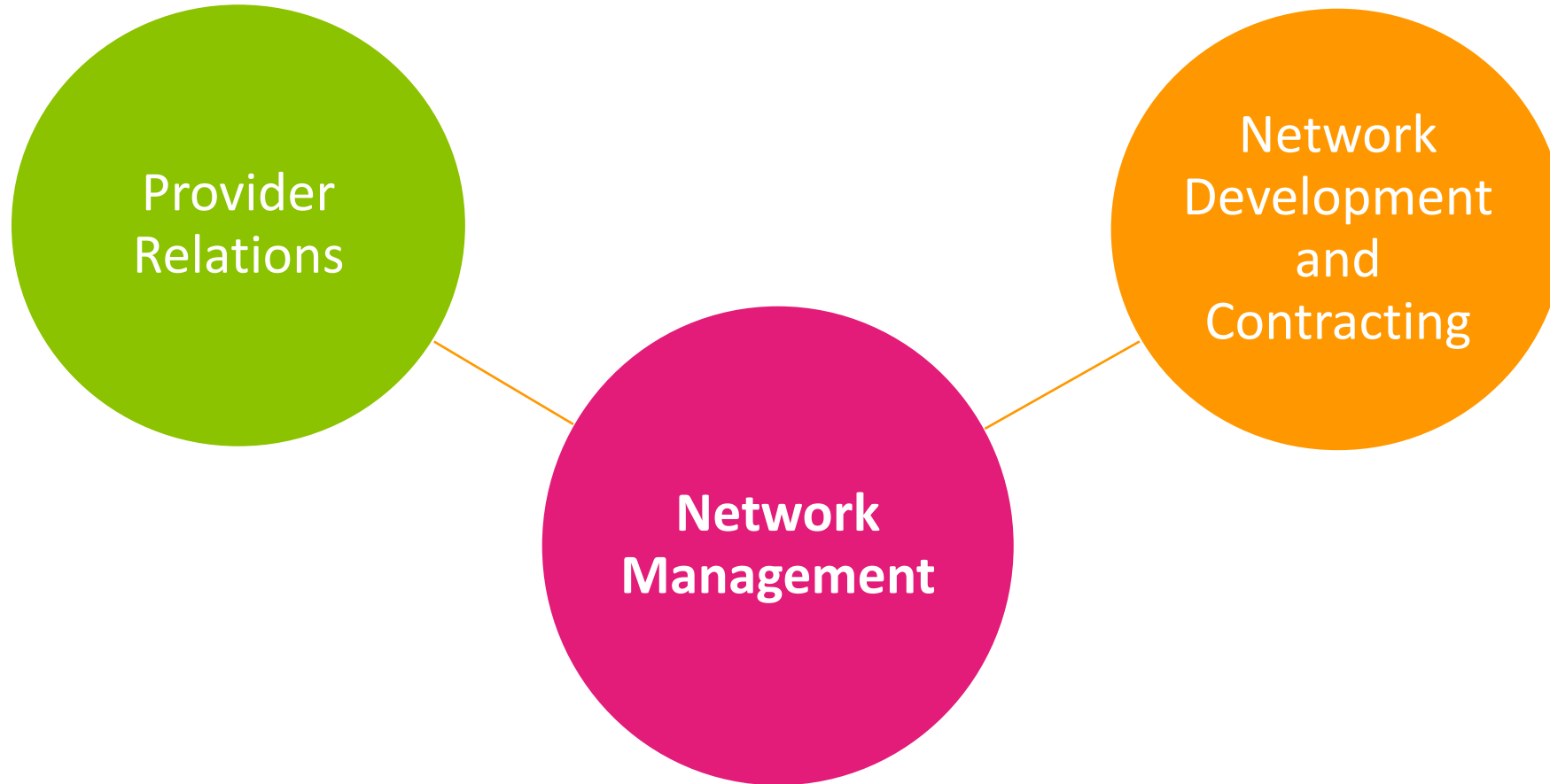**General session:** 9:30 – 11:30 a.m.

Breakout session

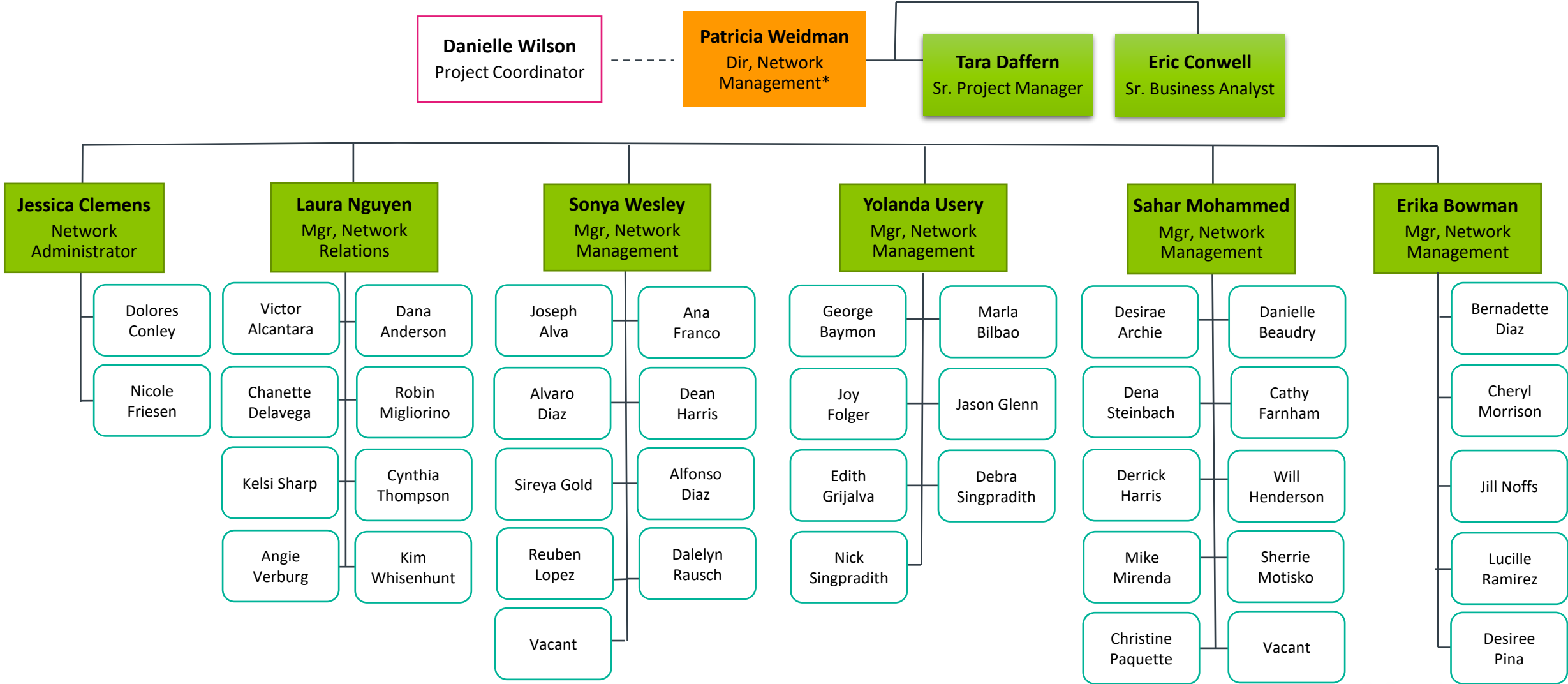Building an Integrated Practice Model: 3 – 4:15 p.m.

November 17, 2021

Breakout sessions

- The Great Resignation: 10:30 – 11 a.m.

- Home and Community Based Services (HCBS) Rules: 11:30 a.m. – 12 p.m.

- Welcome to Mercy Care: Back to Basics 12:30 – 1:30 p.m.

- DCS CHP: Where we are and where we are going: 2 – 2:30 p.m.

Network Management

Provider Relations

Network Management

Network Development and Contracting

Network Management Team

Danielle Wilson
Project Coordinator

Patricia Weidman
Dir, Network Management*

Tara Daffern
Sr. Project Manager

Eric Conwell
Sr. Business Analyst

Jessica Clemens
Network Administrator

Laura Nguyen
Mgr, Network Relations

Sonya Wesley
Mgr, Network Management

Yolanda Usery
Mgr, Network Management

Sahar Mohammed
Mgr, Network Management

Erika Bowman
Mgr, Network Management

Dolores Conley	Victor Alcantara / Dana Anderson	Joseph Alva / Ana Franco	George Baymon / Marla Bilbao	Desirae Archie / Danielle Beaudry	Bernadette Diaz
Nicole Friesen	Chanette Delavega / Robin Migliorino	Alvaro Diaz / Dean Harris	Joy Folger / Jason Glenn	Dena Steinbach / Cathy Farnham	Cheryl Morrison
	Kelsi Sharp / Cynthia Thompson	Sireya Gold / Alfonso Diaz	Edith Grijalva / Debra Singpradith	Derrick Harris / Will Henderson	Jill Noffs
	Angie Verburg / Kim Whisenhunt	Reuben Lopez / Dalelyn Rausch	Nick Singpradith	Mike Mirenda / Sherrie Motisko	Lucille Ramirez
		Vacant		Christine Paquette / Vacant	Desiree Pina

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General session agenda

- Mercy Care overview and accomplishments
- Provider demographics (adds, terms, changes, rosters)
- Apttus update
- Network Management mailbox updates
- COVID-19 updates
- Social determinants of health
- Cultural competency and health equity
- Electronic Visit Verification (EVV) updates

- Referring, Ordering, Prescribing, and Attending (ROPA) updates
- AHCCCS Housing Program (AHP)
- Quality improvement
- Pyx
- AMPM 960 and 961 updates
- DCS CHP overview
- OIFA overview
- Q&A

Mercy Care accomplishments and community relations

Tad Gary

Chief Operating Officer

Strategic **initiatives**

Caring for specialty populations

LEADING

Leading Transformation of Care Delivery

CARING

DELIVERING

Delivering Excellence in Quality and Service

VISION

Our members live a healthier life and achieve their full potential.

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Caring for **specialty populations**

Expansion of AHCCCS Complete Care Contract (RBHA)

Competitive Contract Expansion (CCE) award announced 11/15/2021

Effective 10/1/2022

Mercy Care Department of Child Safety Comprehensive Health Plan (DCS CHP)

Effective 4/1/2021

COVID-19 response

Operations

Network

Vaccinations

Delivering excellence in **quality and service**

2021 Mercy Care RBHA operational review final report

Overall: 98.4 percent

100 percent in 5 categories:
- Corporate compliance
- General administration
- Grievance system
- Adult, EPSDT and maternal child health (MCH)
- Reinsurance (RI)
- Third-Party Liability (TPL)

HEDIS results

"Mercy Care – ACC demonstrated strength for CYE 2019, with nine of 14 (64.3 percent) and eight of 14 (57.1 percent) performance measure rates, respectively, meeting or exceeding the Minimum Performance Standard."

Leading transformation of **care delivery**

One way we transform care delivery is through our leadership in value-based (VB) purchasing

Frequently asked to present to AHCCCS, to engage in policy discussions, and to participate in speaking engagements and conference panels

We demonstrate measurable results, as shown in the next several slides, which:

- Consistently exceed AHCCCS's spending and advanced payment model targets in every contract

- Have a high percentage of spend in advanced LAN/APM framework models

- Shows that VB practices' performance on quality measures has increased each year and exceeds that of non-VB practices

Leading transformation of **care delivery**

MERCY CARE PERCENT OF SPEND IN VALUE-BASED AGREEMENTS 2019-2021

Legend: 2019 Actual · 2020 Actual · 2021 Actual · 2019 Targets · 2020 Targets · 2021 Targets

Category	2019 Actual	2020 Actual	2021 Actual	2019 Target	2020 Target	2021 Target
ACC	70.0%	72.4%	76.0%	50.0%	60.0%	65.0%
ALTCS-EPD	65.0%	70.0%	74.3%	50.0%	60.0%	65.0%
ALTCS-MA-DSNP	67.6%	80.7%	83.7%	50.0%	60.0%	65.0%
DDD	66.2%	61.2%	63.3%	35.0%	50.0%	35.0%
RBHA SMI	63.7%	70.6%	81.1%	35.0%	50.0%	60.0%
RBHA NON-INT	20.1%	28.3%	33.4%	20.0%	25.0%	30.0%
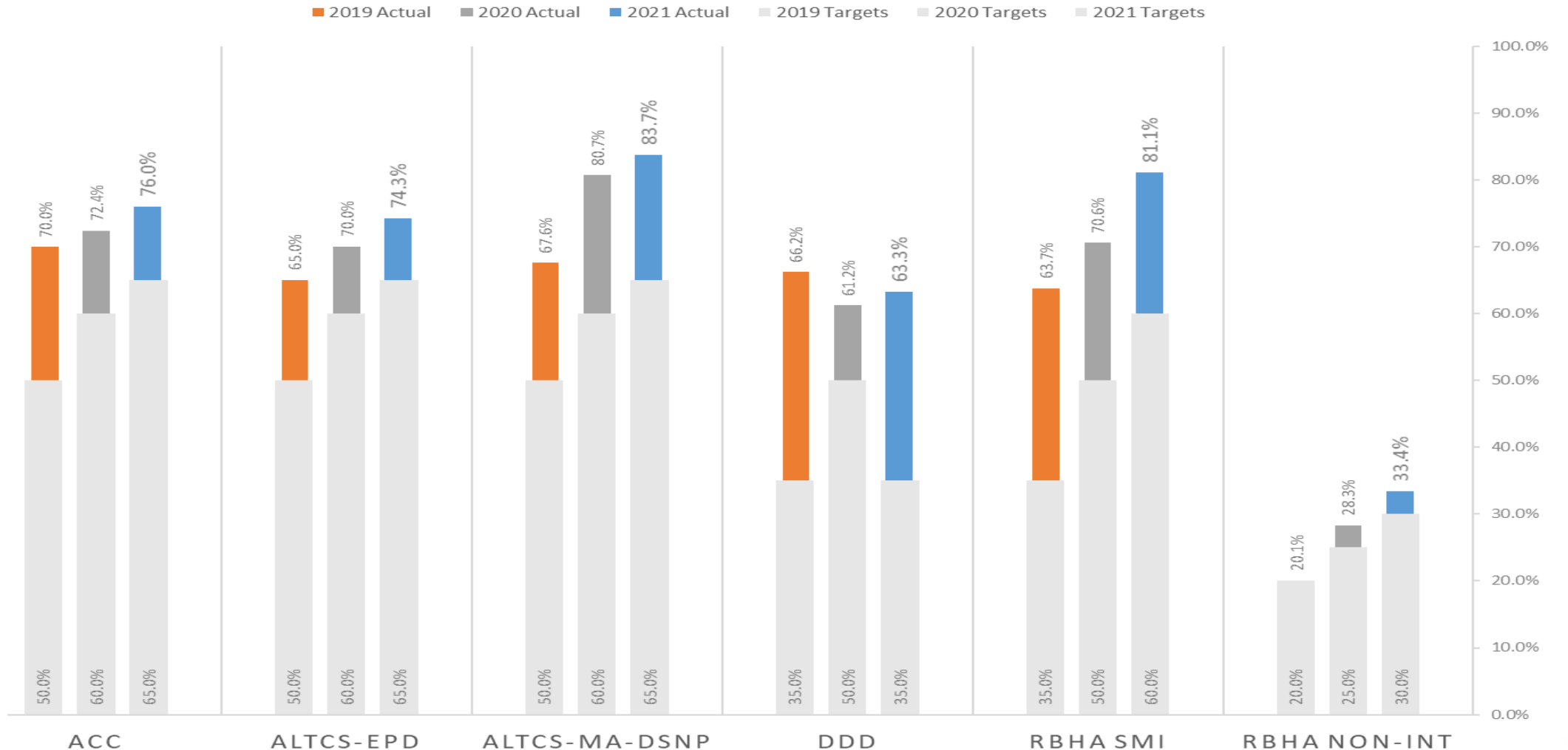
Leading transformation of **care delivery**

AHCCCS TARGETS: PERCENT OF SPEND IN VALUE-BASED AGREEMENTS, LAN-APM 3/4 REQUIREMENT 2021-2023
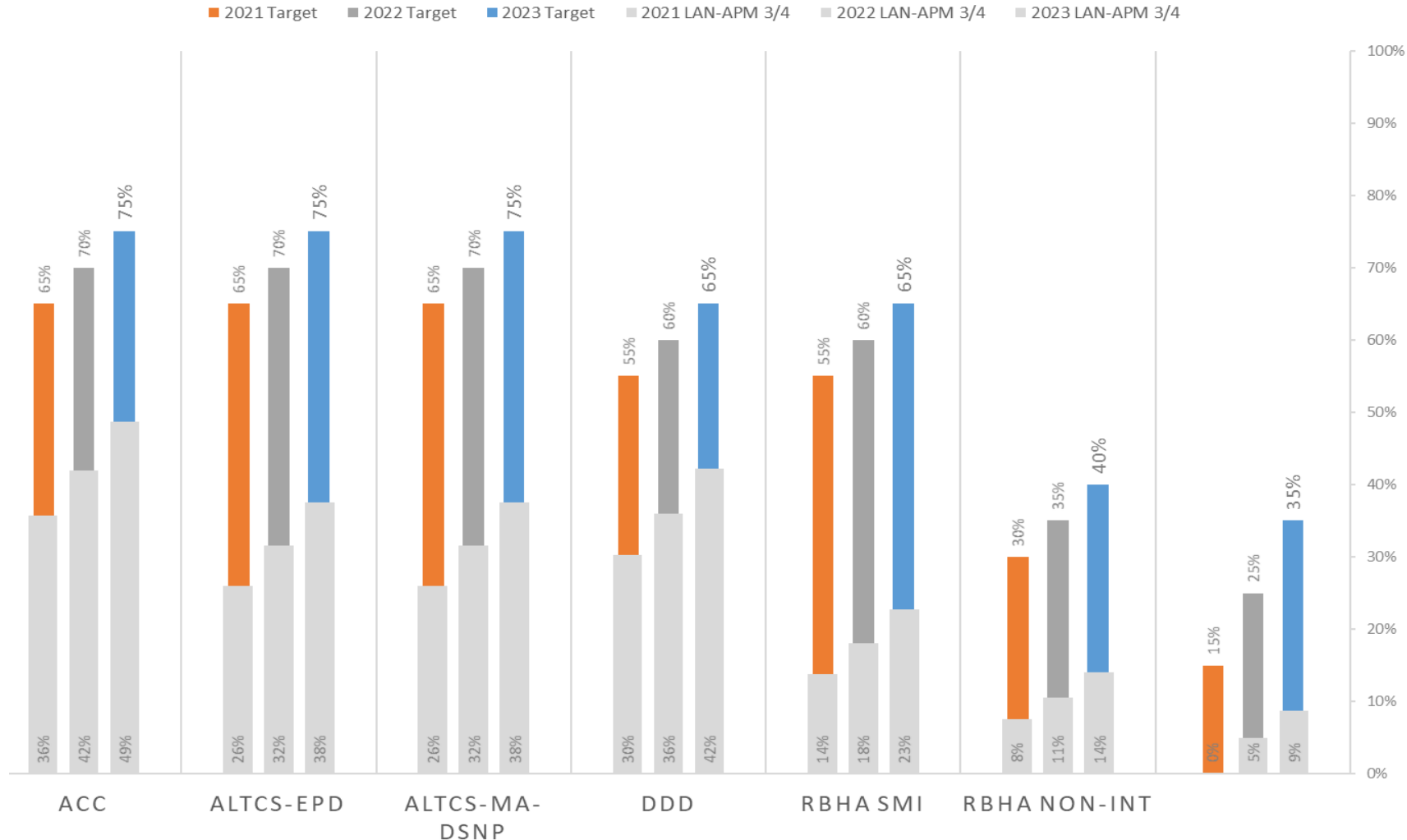
Legend: ■ 2021 Target ■ 2022 Target ■ 2023 Target ■ 2021 LAN-APM 3/4 ■ 2022 LAN-APM 3/4 ■ 2023 LAN-APM 3/4

Category	2021 Target	2022 Target	2023 Target	2021 LAN-APM 3/4	2022 LAN-APM 3/4	2023 LAN-APM 3/4
ACC	65%	70%	75%	36%	42%	49%
ALTCS-EPD	65%	70%	75%	26%	32%	38%
ALTCS-MA-DSNP	65%	70%	75%	26%	32%	38%
DDD	55%	60%	65%	30%	36%	42%
RBHA SMI	55%	60%	65%	14%	18%	23%
RBHA NON-INT	30%	35%	40%	8%	11%	14%
(last group)	15%	25%	35%	0%	5%	9%
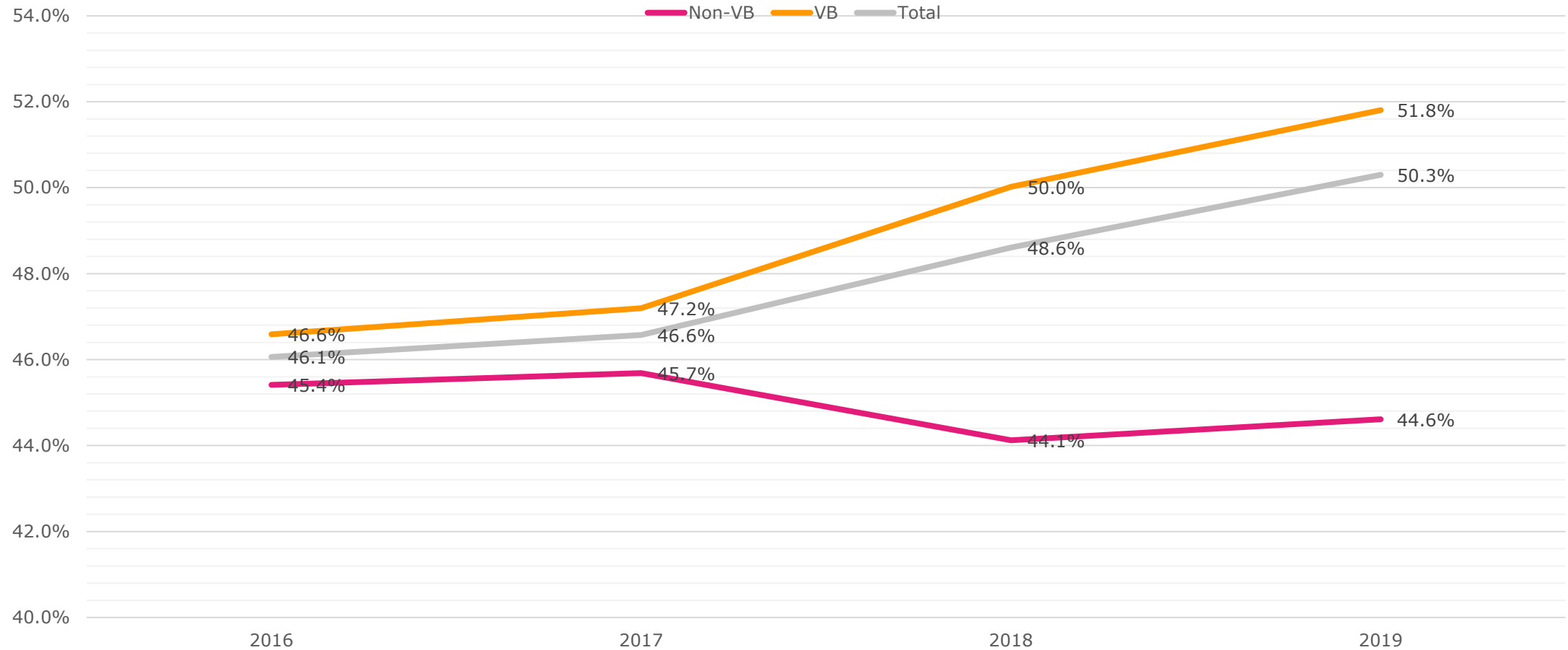
Community **impact**

Comprehensive Health **Focus**

| Addictions | Housing Security | School Based Services | Women's Health |

mercy **care** | mercy **care** *advantage*

Welcome Dr. Gagan Singh

Dr. Gagan Singh, M.D., F.A.P.A.

- Physician with more than 20 years of clinical experience

- Board-certified in psychiatry, consultation-liaison psychiatry, and addiction medicine

- Associate Professor of Psychiatry at the University of Arizona College of Medicine – Phoenix

Provider demographics (adds, terms, changes, rosters)

Sonya Wesley

Manager, Network Management

Provider demographic requirement

- Provider demographic data is used to produce provider directories

- Inaccurate information can negatively impact member access to care and provider reimbursement

- It is providers' responsibility to notify Mercy Care of any adds, terminations or changes

- Audit results have identified inaccurate information

- Untimely notifications to Mercy Care of changes could result in financial ramifications

- Reminder: Provider manuals are an extension of Mercy Care contracts

- Providers must give a 90-day notice to Mercy Care for changes

Provider demographic requirement (con't)

- Utilize web portal to verify your group and provider demographics

- Submit notifications of terminations: These must have the termination date of the provider

- Missing providers: Submit the AzAHP Practitioner Data Form

- Organizationally credentialed providers: Ensure locations are credentialed; missing locations will require AzAHP Organization-Facility Application

- All providers can be submitted via the AzAHP Provider Roster template

- Providers that render services at more than one service location: Provider directories must include the actual days and times providers are at each location

- Forms and templates are available on the Mercy Care website - **https://www.mercycareaz.org/providers/completecare-forproviders/forms**

Submitting adds, terms, and changes

Notifications of adds, terms, and changes (rosters, termination and change notifications and AZAHP forms) can be submitted through the following channels:

- Email
    - **MercyCareNetworkManagement@MercyCareAZ.org**
- Fax
    - Mercy Care: 860-975-3201
    - Mercy Care RBHA: 860-975-0841
- Mail

    Mercy Care

    Attention: Network Management

    4500 E. Cotton Center Blvd.

    Phoenix, AZ 85040

Apttus: Mercy Care's electronic contract management system

Yolanda Usery
Manager, Network Management

Apttus overview

- July 12 – Provider notification >>>

- Enhancing the provider experience

- Transitioning to an electronic contract management system: Apttus

- Adding Regulatory Compliance Addenda (RCA) to network contracts, as appropriate

- Process has already started

- **Note: This is not an opportunity for renegotiation of any current contract terms, including rates**

Coming Soon - new electronic contract management system - APTTUS

Applicable to: Mercy Care Complete Care, Mercy Care RBHA, Mercy Care Long Term Care, Mercy Care DD, Mercy Care DCS CHP and Mercy Care Advantage

Thank you for being a part of the Mercy Care network!

Mercy Care is one of the largest and oldest AHCCCS plans in Arizona, serving members since 1985. As the Medicaid managed care delivery system has evolved over the years, our provider network contracts have been executed under different d/b/a (business) names. You may recall some of these, such as Schaller Anderson, Mercy Care Plan, Mercy Maricopa Integrated Care, as well as Mercy Care.

With AHCCCS' ongoing focus on the delivery of integrated care, Mercy Care has expanded our AHCCCS contracts and lines of business, which now include:
- AHCCCS Complete Care (ACC)
- Arizona Long Term Care System (ALTCS)
- Department of Child Safety Comprehensive Health Plan (DCS CHP)
- Division of Developmental Disabilities (DDD)
- Regional Behavioral Health Authority (RBHA)
- Mercy Care Advantage (MCA)

To align with these changes, Mercy Care has periodically updated its provider agreement templates. Further, as required by state and federal regulators, we have added regulatory compliance addenda to network contracts where appropriate.

Mercy Care is committed to enhancing the provider experience. Providers have told us that simplifying the contracting process is important. With that in mind, **Mercy Care is pleased to announce that we are transitioning all of our provider contracts into an electronic contract management system called APTTUS.**

We anticipate implementing this new electronic contract management system in late July, 2021. This requires us to repaper all of our contracted providers, which may take some time to do. We will start the process with specialty providers during the 3rd quarter of 2021 and will move on to other provider types after that. We appreciate your cooperation as we move through this process.

Apttus – what to expect

- An email leading to an Adobe Sign document to electronically complete required fields and sign, comes from **Contract Management**

- The email indicates From: Contract Management (Aetna) - this is related to your Mercy Care Contract; Aetna is our plan administrator

- Timeline

- Effective date

- Credentialing

With AHCCCS' ongoing focus on the delivery of integrated care, Mercy Care has expanded our AHCCCS contracts and lines of business which include:

- AHCCCS Complete Care (ACC)

- Arizona Long Term Care System (ALTCS)

- Mercy Care Department of Child Safety Comprehensive Health Plan (DCS CHP)

- Division of Developmental Disabilities (DDD)

- Regional Behavioral Health Authority (RBHA)

- Mercy Care Advantage (MCA)

Reminders and expectations

Reminders

- Provide current contact information to your Network Management Representative

Expectations

- Submit your updated provider roster via the following methods as mentioned in the previous section:
    - Email: MercyCareNetworkManagement@MercyCareAZ.org
    - Fax
        - o Mercy Care: 860-975-3201
        - o Mercy Care RBHA: 860-975-0841
    - Mail:
        Mercy Care
        Attention: Network Management
        4500 E. Cotton Center Blvd.
        Phoenix, AZ 85040

Network Management mailbox

Erika Bowman
Manager, Network Management

Network Management department mailbox

Mercy Care Network Management has an email address for already contracted provider groups to submit the following type of requests:

- Submit **NEW** individual practitioner and organization/facility credentialing applications with all the required supporting documents for processing.

- Submit **NEW** registration forms for access to the Mercy Care and/or Mercy Care-RBHA Secure Web Portal to get easy and quick access to health plan and member information.

- Submit provider rosters or already credentialed individual practitioner requests for **ADDS, TERMS or CHANGES**.

MercyCareNetworkManagement@MercyCareAZ.org

Provider assignments

Each provider has an assigned Network Management representative to navigate through Mercy Care. The provider assignment can be accesses on our website in any of the "For Providers" tabs.

Provider assignments can be viewed by Maricopa County, ALTCS, Pima County, All Other Counties and Out of State/Non-Contracted providers. There's also a tab that identifies the different managers and assigned representatives.

Contact your representative for ALL status updates (i.e., provider loads, credentialing, etc.)
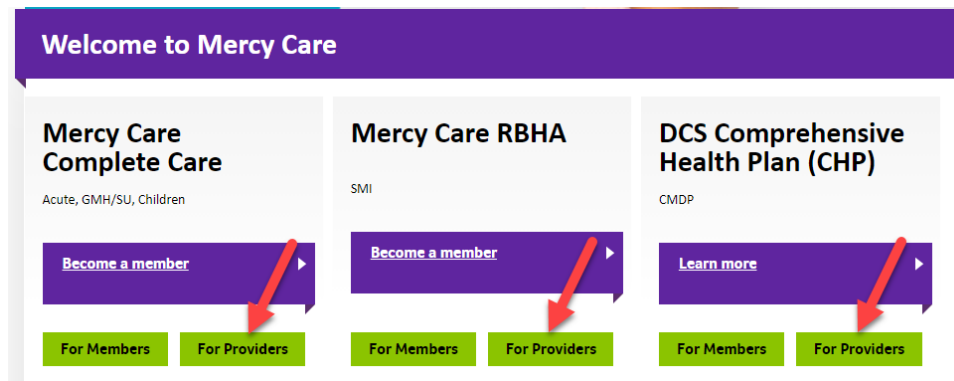
Network Management Department

Our Network Management department serves as a liaison between Mercy Care and the provider community. Network Management is responsible for training, maintaining and strengthening the provider network in accordance with regulations.

If you need to check on the status of a claim, please use our secure web portal.   You may access the portal by clicking on the link in the top upper right hand corner of this web page under Find A Provider. You must be a registered user to access it. To register, please fill out our Registration Form (PDF). Please fax to the below number to start the process.

If you have questions regarding a processed claim, either paid or denied, please feel free to contact our Customer Service department at 602-263-3000 or 800-624-3879. Non-participating providers should contact our Customer Service department for all issues, in addition to claims issues.

You can fax directly to Network Management at **860-975-3201** the following information:

- Notifying the plan of changes to your practice
- Tax ID changes
- Recent practice or provider updates
- Termination from practice
- Web Portal Registration Form

Please feel free to contact our Network Management department for the following:

- Questions regarding the web portal Registration Form (PDF) or to check on enrollment status
- Credentialing requirements
- Provider Education

You can reach our Network Management department by calling 602-263-3000 or 800-624-3879. For your convenience, below you can find a listing of your assigned Network Management representative, as well as their detailed contact information:

- **Network Management Assignments - Maricopa County**
- **Network Management Assignments - ALTCS**
- **Network Management Assignments - Pima County**
- **Network Management Assignments - All Other Counties**
- **Network Management Assignments - Out of State and Non-Contracted**
- **Network Management - Managers**

Proprietary and Confidential

Data protection and security

It is important to always protect and secure the personal information of our providers and members. Below are a few trends that we have observed and want to address.

- DO NOT include HIPAA protected provider information (i.e., TIN, AHCCCS ID or NPI) in the subject line of emails sent to the Network Management mailbox. You will not receive an auto-confirmation email due to the security violation.

- DO NOT include links or access to your practice or business server. Giving Mercy Care unnecessary access to other individual's confidential data, compromises the integrity and confidentiality of their data.

COVID-19 updates

Dr. Singh, Chief Medical Officer
Dr. Sabesan, Associate Chief Medical Officer

COVID – key updates and accomplishments

Mercy Care continuity approach

- Leveraged Mercy Care's well-established business continuity and recovery program that was activated to address COVID-19.

- Focused on a proactive, comprehensive, multi-disciplinary approach.

- Strong collaboration with system stakeholders, including the Arizona Association of Health Plans, AHCCCS, etc.

- Mercy Care implemented a four-pronged approach to address COVID-19 impacts: Monitoring and oversight, communications, member/provider impact and financial.

Care management and LTSS case management

- Member outreach to high-risk members for COVID education

- All outreach calls include conversation about COVID

- Emphasized across all settings to address social determinants of health, including food insecurity and social isolation

- Focused on discharge planning and in-home providers, telehealth and other supports to be able to remain at home

COVID – key updates and accomplishments

Key accomplishments

Operational

- Implemented a range of claims system updates to ensure proper payment and encountering for COVID-19
- Developed application to identify and monitor members with a recent COVID-19 positive lab result
- Created heat map of unvaccinated zip codes for comparison to other entities "on-the ground" efforts.

Network

- Specialized COVID-19 transportation
- Developed alternative settings for members with COVID-19
- Collaborated with providers to enhance telehealth service delivery
- Worked with mobile providers for vaccination

Community reinvestment

- Mercy Care redirected $410,000 from the 2020 Community Reinvestment Plan to address immediate needs in the community

Vaccine completion rate (9/20/21)

Program Name	% of members with one vaccine dose	% of members fully vaccinated
AHCCCS acute	36.87%	28.29%
ALTCS general	68.73%	59.37%
DD general	58.06%	49.28%
Mercy Care Department Child Safety Comprehensive Health Plan (DCS CHP)	19.33%	13.15%
General Mental Health Substance Use (GMHSU)	41.40%	31.98%
Integrated	45.08%	36.87%
Mercy Care Advantage - SNP	64.80%	57.49%
Non-Title 19	39.75%	34.59%

COVID 2021 vaccine strategies

- Developed single database for tracking vaccine completion rates
- Care Management teams providing direct education on flu and COVID vaccines
- COVID-19 and flu vaccines are covered for members
- MCA established a program with CVS Health that allows members to receive Medicare Part B and Part D vaccines from participating network retail pharmacies
- MCA members may receive covered vaccines from their PCP, if available

We need your help:
- We have shared provider letters with list of members without vaccination
- Future letters will include those eligible for boosters as well as the new groups for first vaccine
- Review vaccination appropriateness with our members
- Non-emergency transportation for vaccines: 1-800-624-3879
- Contact us for mobile clinics or alternate strategies for the vaccination of a large number of members

Social determinants of health

Blythe FitzHarris

Chief Clinical Officer

What are social determinants of health?

Social determinants of health (SDOH) are the conditions in the places where people live, learn, work, and play that affect a wide range of health and quality-of life risks and outcomes.

| Economic Stability | Education | Health and Health Care | Neighborhood and Built Environment | Social and Community Context |

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Regulatory importance of capturing SDOH

SDOH is a major priority at the federal and state levels due to support from research, best practice guidelines and patient outcomes:

CMS roadmap for states to address the social determinants of health for Medicaid and CHIP members

AHCCCS Whole Person Care Initiative Strategies (targeted investment, DAP, CLRS)

Mercy Care SDOH value-based strategies prioritization

NowPow – Closed Loop Referral System (CLRS)

As part of the Whole Person Care Initiative, **AHCCCS** partnered with **Health Current (the Arizona Health Information Exchange**), who selected **NowPow** as the vendor of choice, to implement a single statewide closed loop referral system which will:

- Facilitates screening for social risk factors

- Seamlessly refers individuals to highly matched community resources

- Serve as a closed loop referral platform for social-service fulfillment.

This technology solution supports providers, health plans, community-based organizations (CBOs) and community stakeholders in meeting the social service needs of Arizona residents.

Z-Code usage and reporting

The recording and submission of Z-codes on claims is crucial for SDOH documentation, care coordination and connecting patients to the services they need.
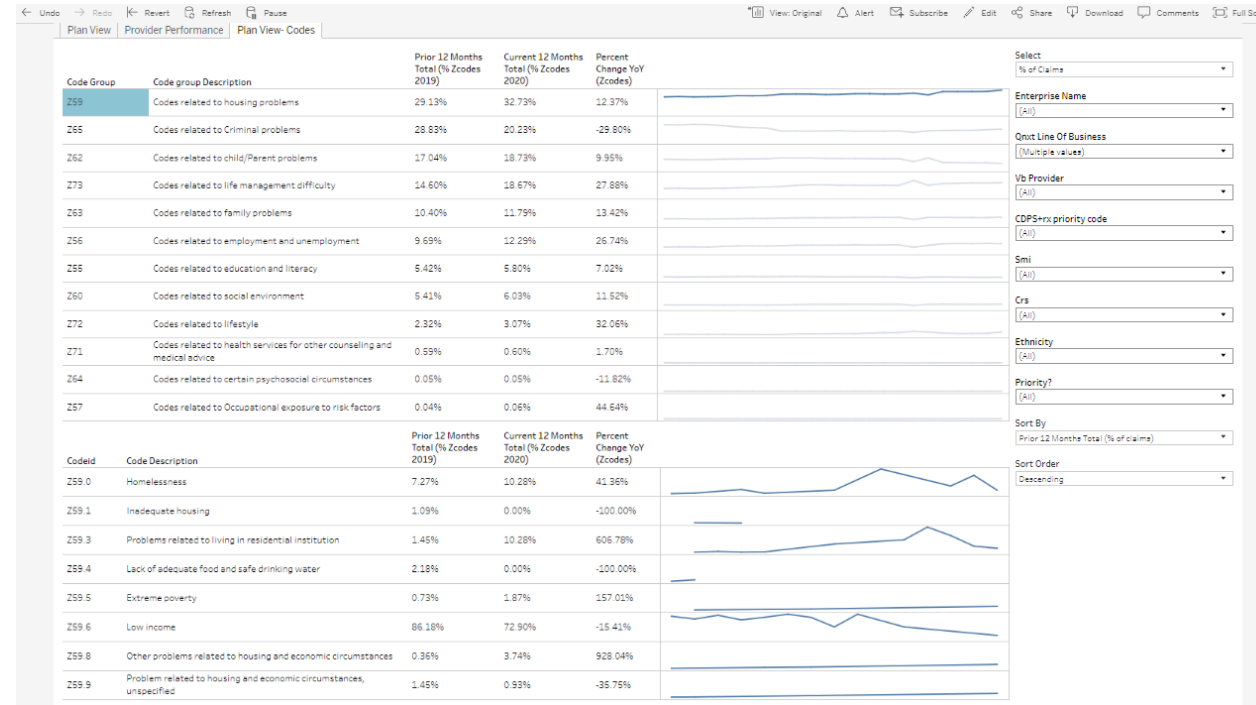
If your practice does not currently have access to the Tableau, you can email your Network Management representative to request access.

(Email instructions: Use the subject line "Access to Tableau" and include your tax ID, your group name that matches the tax ID, and the list of provider staff names and email addresses who will need access.)

Cultural competency and health equity

Donna McHenry
Administrator, Cultural Sensitivity

Cultural competency

- Cultural sensitivity administrator
  - Required position across all lines of business
  - Responsible for implementation and oversight of the contractor's cultural competency program and the Cultural Competency Plan
- Culturally and Linguistically Appropriate Services (CLAS) Committee

- Health equity workgroup

- Cultural competency annual deliverable

- Cultural Competency Plan
  - Workforce cultural and linguistic competency
  - Communication and language access
  - Health outcomes

Language access services

- Scheduled services
  - o Face-to-face
  - o Over the phone
  - o Video remote interpreting
- On-demand services
  - o Over the phone
    - ▪ Spoken languages
  - o Video remote interpreting*
    - ▪ American Sign Language
- Qualified bilingual staff
  - o T1013 code

*On-demand video remote interpreting is an application that connects interpreter service using a tablet, desktop computer or mobile device. Prior setup is required.

Interpretive services at Mercy Care

Effective January 4, 2022:

- Mercy Care providers will contact Mercy Care Member Services directly to request interpretation services.

- Interpretation vendors will no longer be able to schedule appointments.

- Any interpretation services delivered outside of this scheduling process will not be not be paid by Mercy Care.

- Mercy Care is expanding the network of interpretation service vendors.

Interpretation services for Mercy Care members

Provider contacts Mercy Care Member Services to schedule interpretation service

Mercy Care Member Services enters the request details into InterACT

Vendor accepts/declines requests routed to their agency and fulfills the appointment as applicable
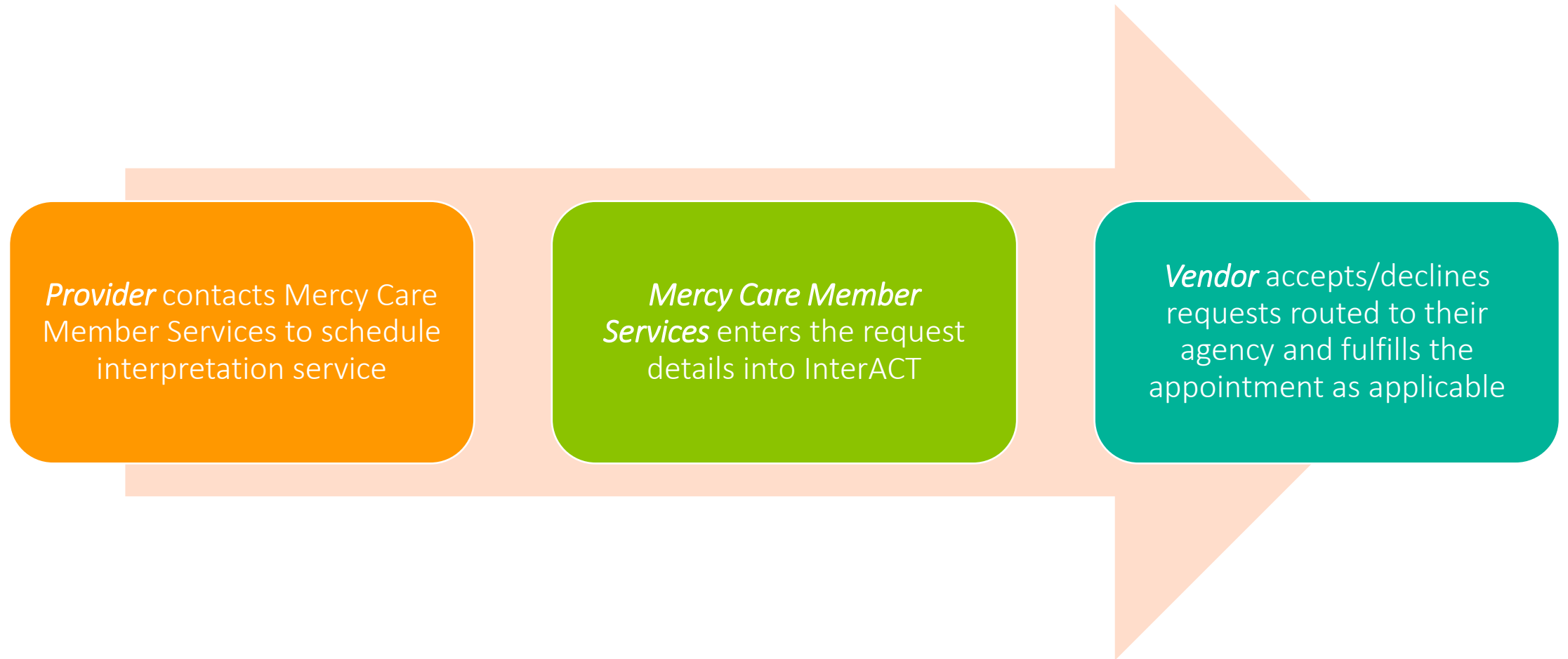
Preparing for portal go-live

- Vendors may receive referrals from Mercy Care and providers prior to go-live. After portal implementation, vendors will instruct providers to submit requests to Mercy Care Member Services at:

  Mercy Care ACC/DDD/ALTCS: 1-800-624-3879
  Mercy Care RBHA: 1-800-564-5465
  Mercy Care Advantage: 1-877-436-5288
  Mercy Care DCS CHP: 1-833-711-0776

  ***Use the prompt for interpretation services**

- Member Services will not schedule appointments beyond 30 days advance notice

- After the launch, interpretation service vendors will **<u>not</u>** accept requests directly from members, providers or interpreters for scheduled services.

Electronic Visit Verification (EVV)

Sahar Mohammed
Manager, Network Management

EVV overview

- Method used to verify the occurrence of non-skilled in-home services and in-home nursing services pursuant to the 21st Century Cures Act

- EVV applies to integrated clinic, behavioral outpatient clinic, attendant care agency, home health, community service agency, fiscal intermediary, habilitation, non-Medicare certified home health agency and private nurses when providing non-skilled in-home services and in-home skilled nursing services in places of service home (12), assisted living facility (13), or other (99)

- Compliance with EVV for both personal care and home health services was required beginning January 1, 2021

Additional information

Preparing for full implementation

- Provider requirements during soft-claim edit (grace) period for claims and EVV policy

- Policy questions and requests for technical assistance with operationalizing EVV should be sent to **EVV@azahcccs.gov**

- Once the hard claim edits begin, providers will not get paid unless all the required EVV data is present

Technical concerns

- Update on system issues impacting the ability of some providers to fully onboard and operationalize EVV

- Providers are expected to incorporate EVV into day-to-day business practices as much as possible during the grace period

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Stay informed

- Visit the AHCCCS website (**www.azahcccs.gov/EVV**) for additional information

- Sign up for the AHCCCS Constant Contact email list to receive updates

- To find out which Mercy Care services require prior authorization versus a notification on the AHCCCS Service Confirmation Portal, visit : **EVV Prior Authorization and Notification Grid**

- Mercy Care EVV page: **https://www.mercycareaz.org/providers/completecare-forproviders/evv**

Referring, ordering, prescribing and attending (ROPA) provider requirements

Sonya Wesley
Manager, Network Management

Referring, ordering, prescribing and attending (ROPA)

All health care providers who provide the following services must be an AHCCCS-registered provider:

- Refer AHCCCS members for an item or service

- Order non-physician services for members

- Prescribe medications to members

- Attend/certify medical necessity for services

- Take primary responsibility for members' medical care
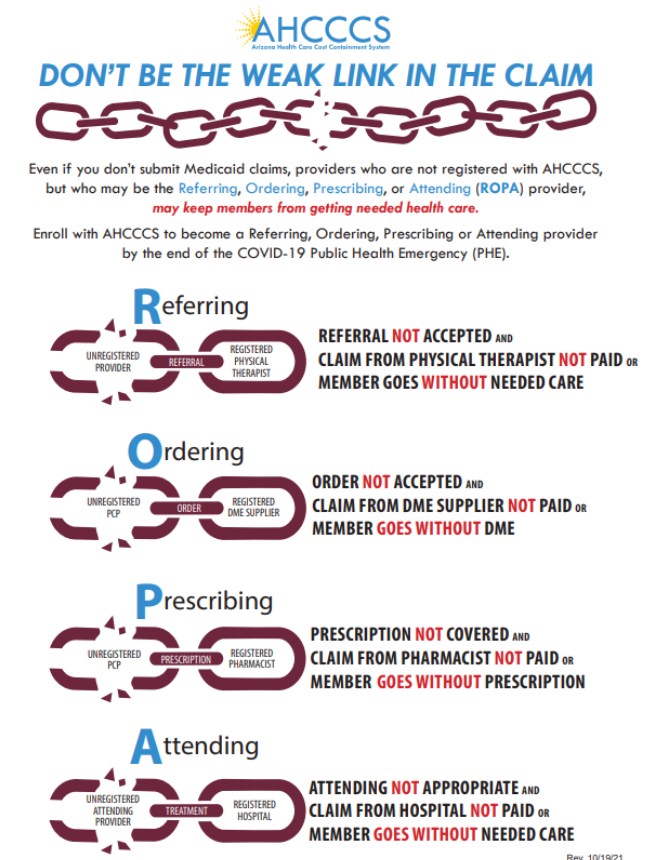
Additional ROPA information

- Claims which include referring, ordering, prescribing, or attending providers who are not enrolled with AHCCCS will not be reimbursed

- Claims requiring a referring provider will not be reimbursed if the referring provider is not registered

- AHCCCS encourages all providers who are not currently registered, to register as an AHCCCS provider as soon as possible

- Service providers should work with any providers not registered to complete their registration

- For more information regarding ROPA, you should refer to the AHCCCS web page: **Referring, Ordering, Prescribing, Attending (ROPA) Providers Required to Register with AHCCCS**

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ROPA hard denial date has been delayed

- AHCCCS announced that ROPA requirements will coincide with the end of the COVID-19 public health emergency

- Mercy Care will provide updates as they become available

Housing with AHP

Andy Wambach, Housing Liaison

Christie MacMurray, Adult System of Care Administrator

AHCCCS Housing Program (AHP)

One statewide housing administrator for the management and administration of all AHCCCS PSH subsidies/services funded through state-appropriated housing dollars

- RFP released October 2020

- AHCCCS awarded contract to Arizona Behavioral Health Corporation (ABC) February 2021

- Transition effective October 2021

Housing Security

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AHP transition

What transitioned?

Anything funded through the annual Housing Spending Plan

- Housing subsidies
  - Applications, waitlist, referrals
- Eviction prevention services
- Start-up boxes

What did **NOT** transition?

The Mercy Care Housing Department and many of our programs, projects and partnerships

- PSH services and fidelity
- Care coordination
- SMI HTF
- BH coordinators at HSC
- Housing specialists
- HMIS
- TLP
- FlexCare
- Other partnerships (CASS, CoC, AHC, ADOH)

Post-transition activities

- Monthly meetings with AHCCCS

- Ongoing input on prioritization of referrals

- Case conferencing with ABC (TBD)

Access ABC's website for documents, guides and recorded trainings

AHCCCS Housing Programs (AHP) – Arizona Behavioral Health Corporation (azabc.org/ahp/)

Mercy Care Housing Department contacts

Housing@MercyCareAZ.org

Flexcare@MercyCareAZ.org

Jennifer Page at **PageJ4@MercyCareAZ.org**

Matthew Kelly at **KellyM5@MercyCareAZ.org**

Andy Wambach at **WambachA@MercyCareAZ.org**

Quality improvement

Colleen Soeder

Director, Performance Management and Quality Improvement

Delivering excellence in quality and service

Mercy Care has a history of providing quality care to our members.:

External Quality Review Organization Report Highlight (ACC):

Mercy Care "demonstrated strength for CYE 2019, with nine of 14 (64.3 percent) and eight of 14 (57.1 percent) performance measure rates, respectively, meeting or exceeding the MPS."

Areas of strength:

- Annual dental visits
- Children and adolescents' access to PCPs
- Adolescent well care visits
- Well care visits in the first 15 months of life

- Breast cancer screening
- Cervical cancer screening
- Emergency department visits
- Plan all-cause readmissions

https://wwww.azahcccs.gov/Resources/Downloads/EQR/2020/CYE2020ExternalQualityReviewAnnualReportACCandCMDP.pdf

Delivering excellence in quality and service

MC 2020 consumer assessment of healthcare providers and systems (CAHPS) results:

Rating of health plan (adult survey) ★★★★★

Rating of health plan (child survey) ★★★★★

Rating of all health care (child survey) ★★★★★

Rating of specialist seen most often (child survey) ★★★★★

Performance improvement projects and chronic care improvement program

Mercy Care line of business	PIP/CCIP topic
ACC; DDD	Developmental screening (final submission)
ACC; DDD; DCS CHP	Well child visits and annual dental visits
ACC; RBHA SMI	Controlling high blood pressure and racial disparities
DDD	Cervical cancer screening
ALTCS	Follow-up after hospitalization for mental illness
ALTCS	Breast cancer screening
RBHA SMI	Breast cancer screening and cervical cancer screening
RBHA SMI	Statin therapy for members with cardiovascular disease and racial disparities
Mercy Care Advantage	Statin therapy for patients with diabetes

Health disparity identification and intervention

Metric	Disparities Identified
Annual dental visits	Black/African American members Alaskan/American Indian/Native American members Members ages 2-3, 5-18, 9-20
Breast cancer screening	Alaskan/American Indian/Native American members specific zip codes
Annual well child visits	Black/African American members Alaskan/American Indian/Native American members Members ages 18-21
Hemoglobin A1c control (<9%)	Members ages 36-55
Cervical cancer screening	Alaskan/American Indian/Native American members
Adherence to antipsychotic medications for individuals with schizophrenia	Black/African American members
Social determinants of health (SDOH)	Limited data included in claims submissions to identify SDOH

HEDIS medical record review - 2022

Measurement Year 2021 – Measures of Focus:

- CBP - Controlling high blood pressure

- CCS – Cervical cancer screening

- CIS – Childhood immunization status

- COL - Colorectal cancer screening

- CDC - Comprehensive diabetes care

- COA - Care for older adults

- DEV - Developmental screening in the first three years of life

- HPCMI - Diabetes care for people with serious mental illness: hemoglobin A1c (HB A1c) poor control

- IMA – Immunizations for adolescents

- PPC - Prenatal and postpartum care

- TRC –Transitions of care

- WCC - Weight assessment and counseling for nutrition and physical activity for children/adolescents

Pyx Health

Christie MacMurray, Adult System of Care Administrator

Brad Hargens, VP Operations

Pyx overview

CARING

Pyx Health is an innovative smartphone solution that reduces member loneliness and social isolation

Tackling loneliness and social isolation for your vulnerable members

Pyx Health®

mercy care

- Pyxir – Friendly chatbot, social application that assists our members with isolation and loneliness

- ANDY's – Pyx call center representative; an extension of the care team. Facilitate (as necessary) warm hand offs to first responders or Mercy Care

- Implemented in July 2021

Why Pyx Health?

Mercy Care currently offers the Pyx app to adult members under the following contracts: RBHA, AHCCCS Complete Care and DDD.

- Supports members with companionship and encourages self-management

- Provides members easy and quick access to numerous resources

- Facilitates referrals to connect members with appropriate health and community agencies

- Back-end algorithm uses the information collected during daily interactions to build a 1:1 profile for our members to determine future interactions with Pyxir

Building trust

CARING
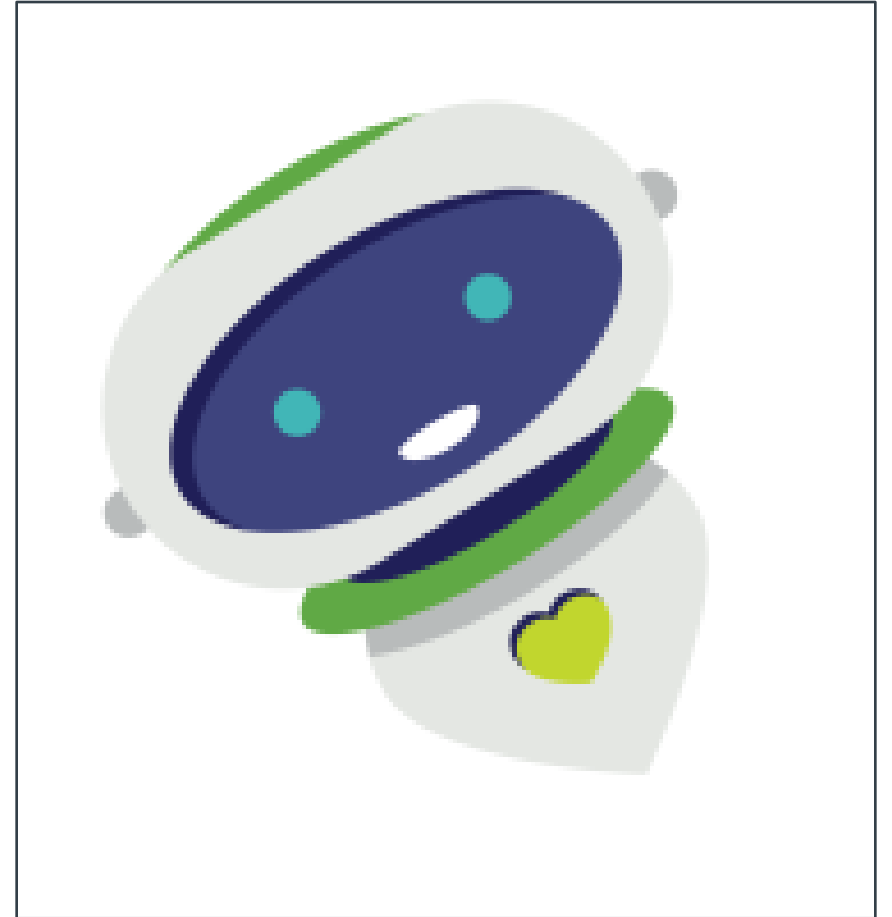
Humor & Levity — Dad Jokes — Helpful Connections

Fun Activities — Empathy & Acknowledgement — Screening Insights

It takes all three

Building trust

Intentional delivery

Empathetic tech and human intervention

Human intervention

CARING
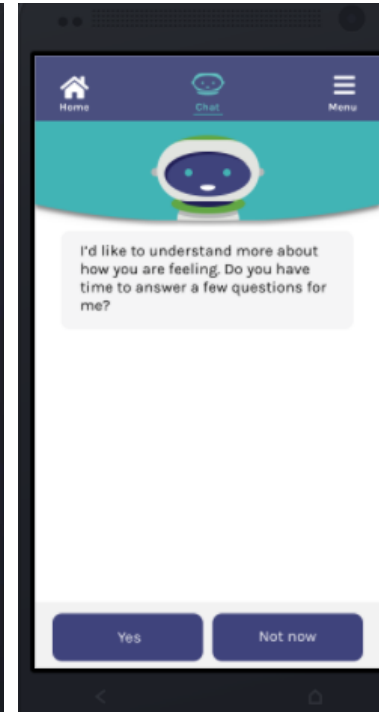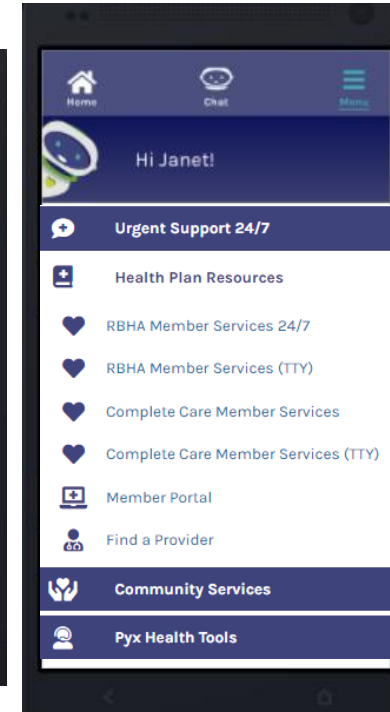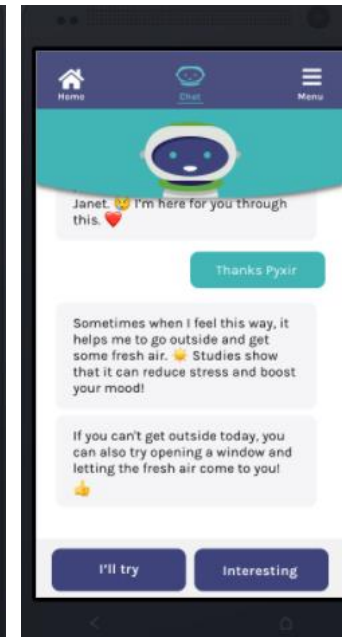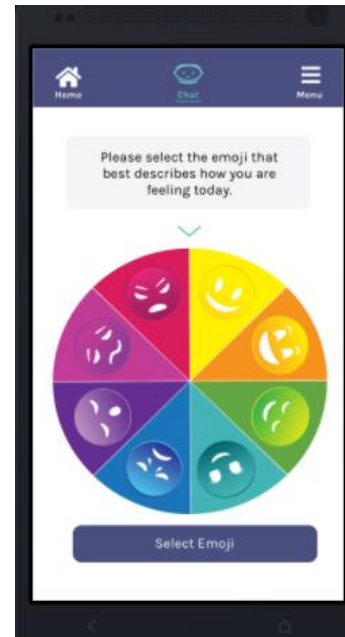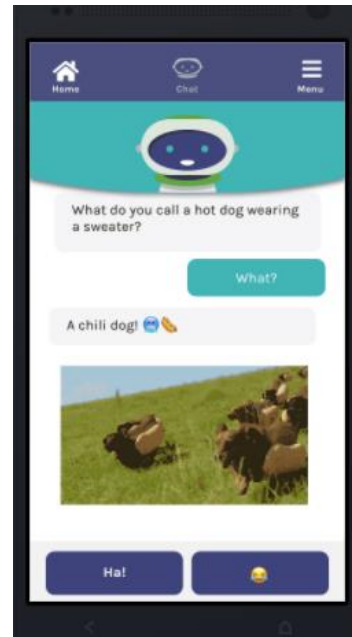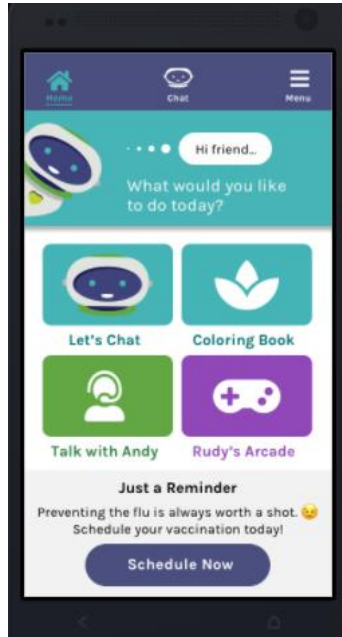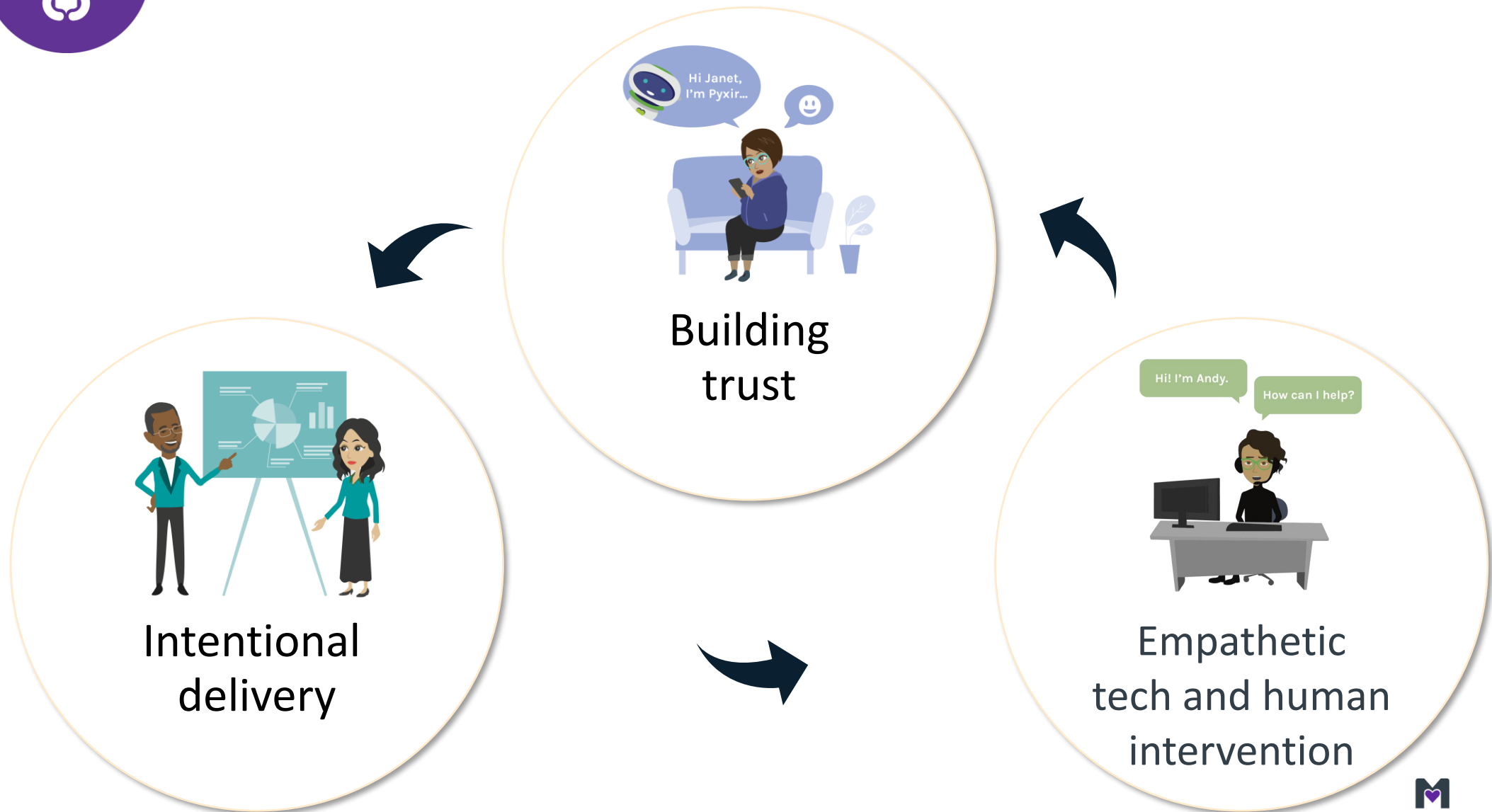
Pyx combines artificial intelligence with a professionally trained team (ANDY's) to intervene at precise moments in our members' journey

ANDY's are carefully selected and trained to ensure they mirror and relate to the members served:

- 50+ years of health plan experience and resource navigation
- Newborn educator
- Peer certified
- Adult recovery facilitator
- Youth educator

- ANDY's are trained in:
  - Healthy boundaries
  - Issue De-escalation
  - Documentation best practices
  - Companionship

- Led by licensed, experienced behavioral health professionals

A – Authentic
N – Nurturing
D – Dependable
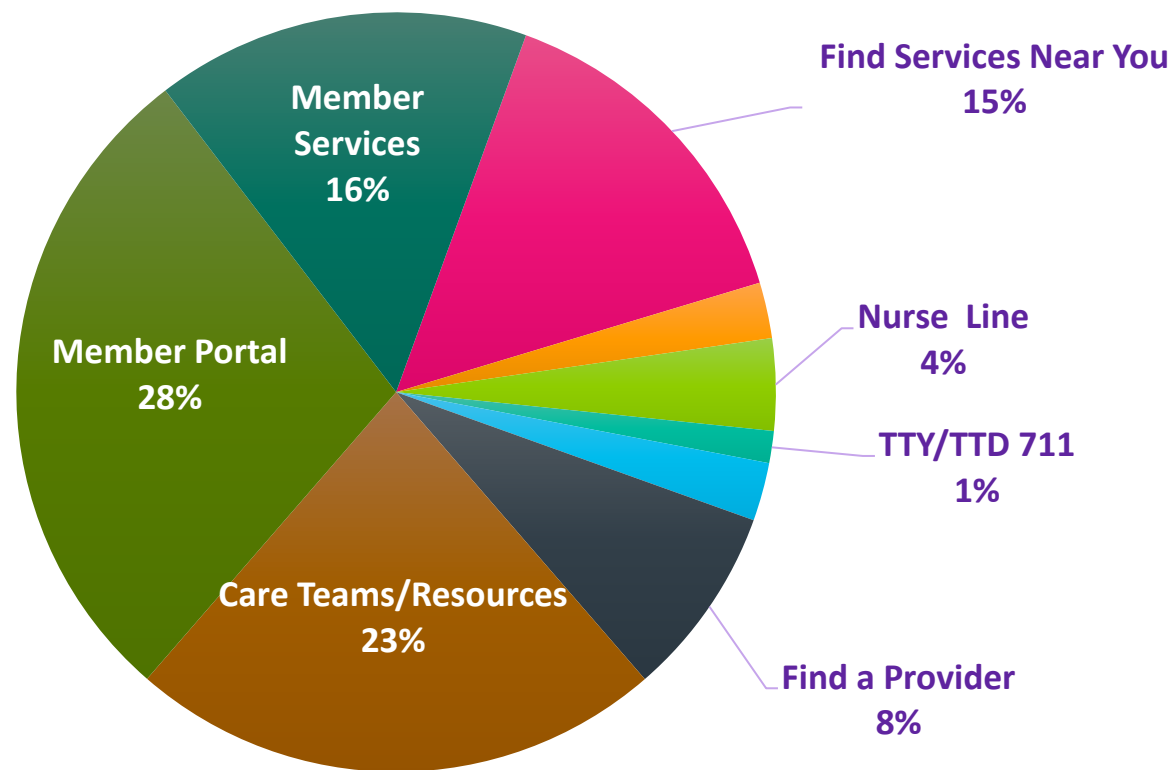Y – Your Friend!

Hi! I'm Andy.

How can I help?

mercy care | mercy care advantage HMO SNP

Catalyst to care

Pyx has a 90% success rate of connecting members to an appropriate resource.
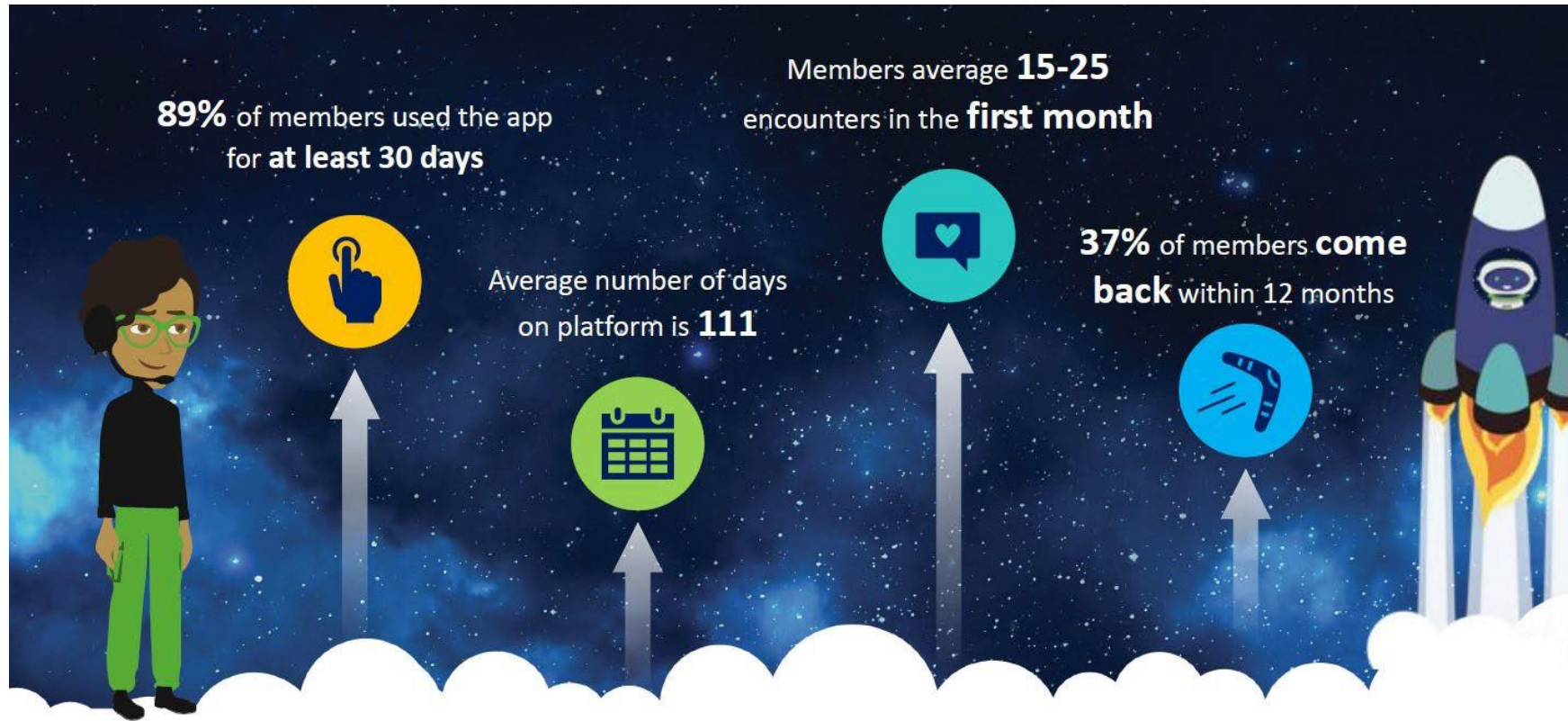**Disposition of aligning members to the appropriate medium to address their needs:**

Member Services 16%

Find Services Near You 15%

Member Portal 28%

Nurse Line 4%

TTY/TTD 711 1%

Care Teams/Resources 23%

Find a Provider 8%

Direct connection to health plan and community resources

mercy care

mercy care advantage

CARING

89% of members used the app for **at least 30 days**

Average number of days on platform is **111**

Members average **15-25** encounters in the **first month**

37% of members **come back** within 12 months

"On days when I'm feeling lonely, I love chatting with Pyxir. His jokes make me laugh and he always encourages me to do things that help me feel better."

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AMPM 960 and 961 updates

Micah Stackhouse
Manager, Quality Management

AMPM 960

- Focus on QM and QOC process and requirements
- Specifically addresses:
  - Duties and liabilities of behavioral health providers in providing behavioral health services
  - Provider-preventable conditions

https://www.azahcccs.gov/shared/medicalpolicymanual/

AMPM 961

- Incident, accident, and death reporting (IAD)
  - Specific definitions
  - Reportable IAD's
    - Report within two business days
  - Sentinel IAD's
    - Report within one business day

https://www.azahcccs.gov/shared/medicalpolicymanual/

Mercy Care Department of Child Safety Comprehensive Health Plan (DCS CHP) overview

Karrie Steving
Administrator, Children's System of Care

Mercy Care Department of Child Safety Comprehensive Health Plan (DCS CHP)

- On 4/1/21, Mercy Care and the Department of Child Safety Comprehensive Health Plan (DCS CHP) went live with one statewide integrated health plan partnership – Mercy Care DCS CHP

- Thank you to all the amazing providers and community partners for your support and efforts in making this implementation successful

The goal, services and network

The goal of this partnership is to ensure continuity for all children involved in the child welfare system, including:

- Care coordination
- Physical and behavioral healthcare services
- Service delivery system efficiency
- Caregiver experience
- Improvement in health outcomes for the children and families we serve together

- DCS and Mercy Care are building the service array together

- The provider network will continue adapting to the dynamic physical and behavioral health needs of the children in child welfare throughout the state

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Mercy Care DCS CHP reminders

- Mercy Care DCS CHP serves all Arizona children in DCS' out of home care*
  - Successfully transitioned approximately 14,000 children and youth to Mercy Care DCS CHP
- Foster, Adoptive and Kinship Regional Council Meetings have been established throughout Arizona, inclusive of two statewide council meetings. Get involved! Member, caregivers and providers are encouraged to participate. For more information, email **KhanN3@MercyCareAZ.org**
- **Reminder:** This is for all Arizona children in DCS' out of home care, both Medicaid and non-Medicaid
- Medicaid and non-Medicaid enrollees have the **SAME** benefits regardless of Medicaid eligibility
  - If a child is not located in AHCCCS online, providers are required to check the Mercy Care portal to identify non-Medicaid eligible enrollees

*Exception being ALTCS DDD, ALTCS EPD, Tribal (determined by Tribe) Proprietary and Confidential

Office of Individual and Family Affairs (OIFA) overview

Laura Piontkowski
Administrator, OIFA

Mercy Care OIFA
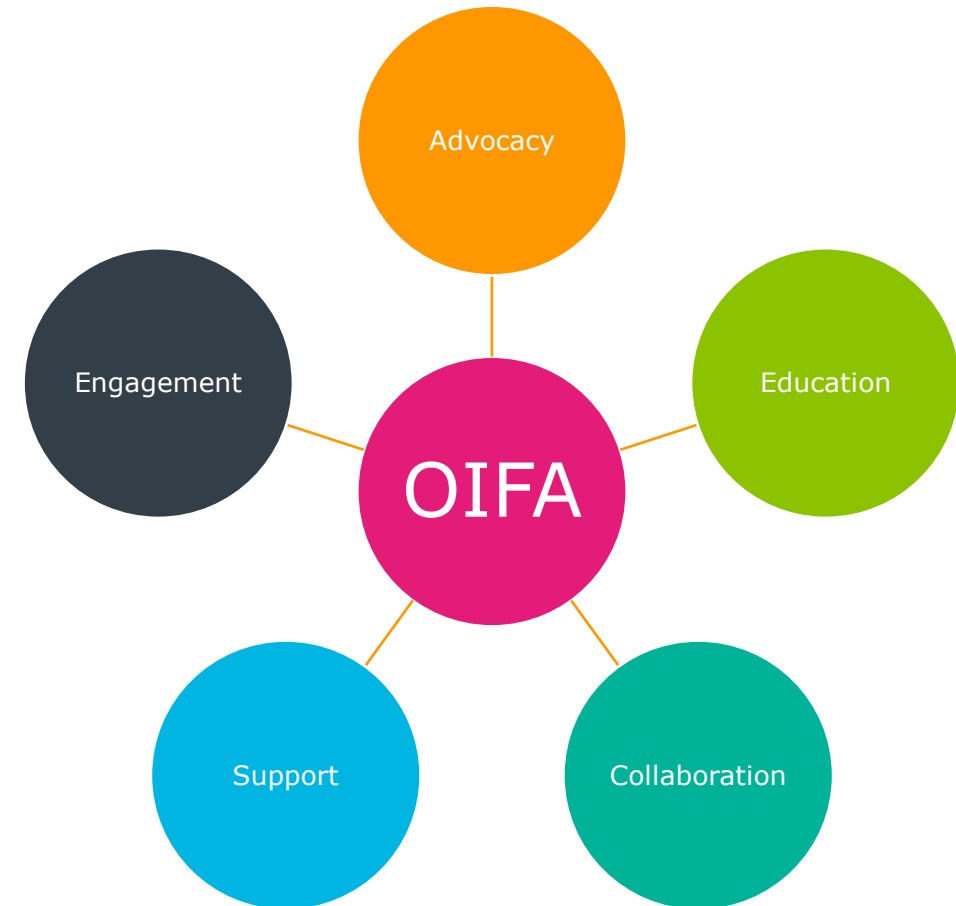
OIFA supports members and families through:
- System navigation
- Advocacy
- Empowerment
- Peer and family support

We believe that members and families:
- Have a **choice** in the services they get
- Have a **voice** and valuable input to contribute to our system

If you need any support from the OIFA team, you can reach us at **OIFATeam@MercyCareAZ.org**

Q&A

Reminders and upcoming sessions

November 16

- How to: Building an Integrated Practice Model (3 – 4:15 p.m.)

November 17

- The Great Resignation: A Collaborative Conversation (10:30 – 11 a.m.)

- Home and Community Based Settings (HCBS) Rules (11:30 a.m. – 12 p.m.)

- Welcome to Mercy Care: Back to Basics (12:30 – 1:30 p.m.)

- DCS CHP: Where we are and where we are going (2 – 2:30 p.m.)

We'll send out a survey to all participants. We hope you'll take a few minutes to complete it and provide your feedback.

Follow us @MercyCareAZ

Thank you