Welcome to the SMAC Quarterly Meeting

While you are waiting test your audio.

You were automatically muted upon entry.

Please only join by phone or computer.
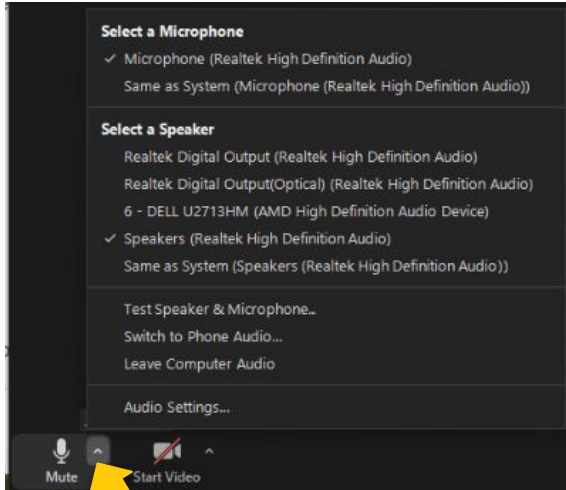
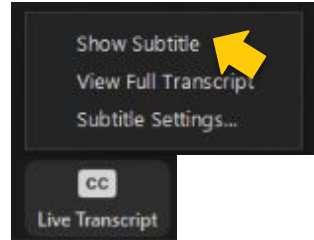Please use the chat feature for questions or raise your hand.

Thank you!

Zoom Webinar Controls

Navigating your bar on the bottom...
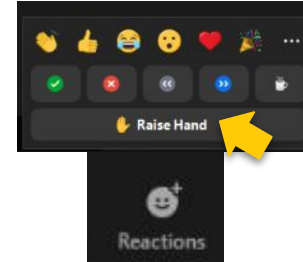
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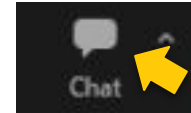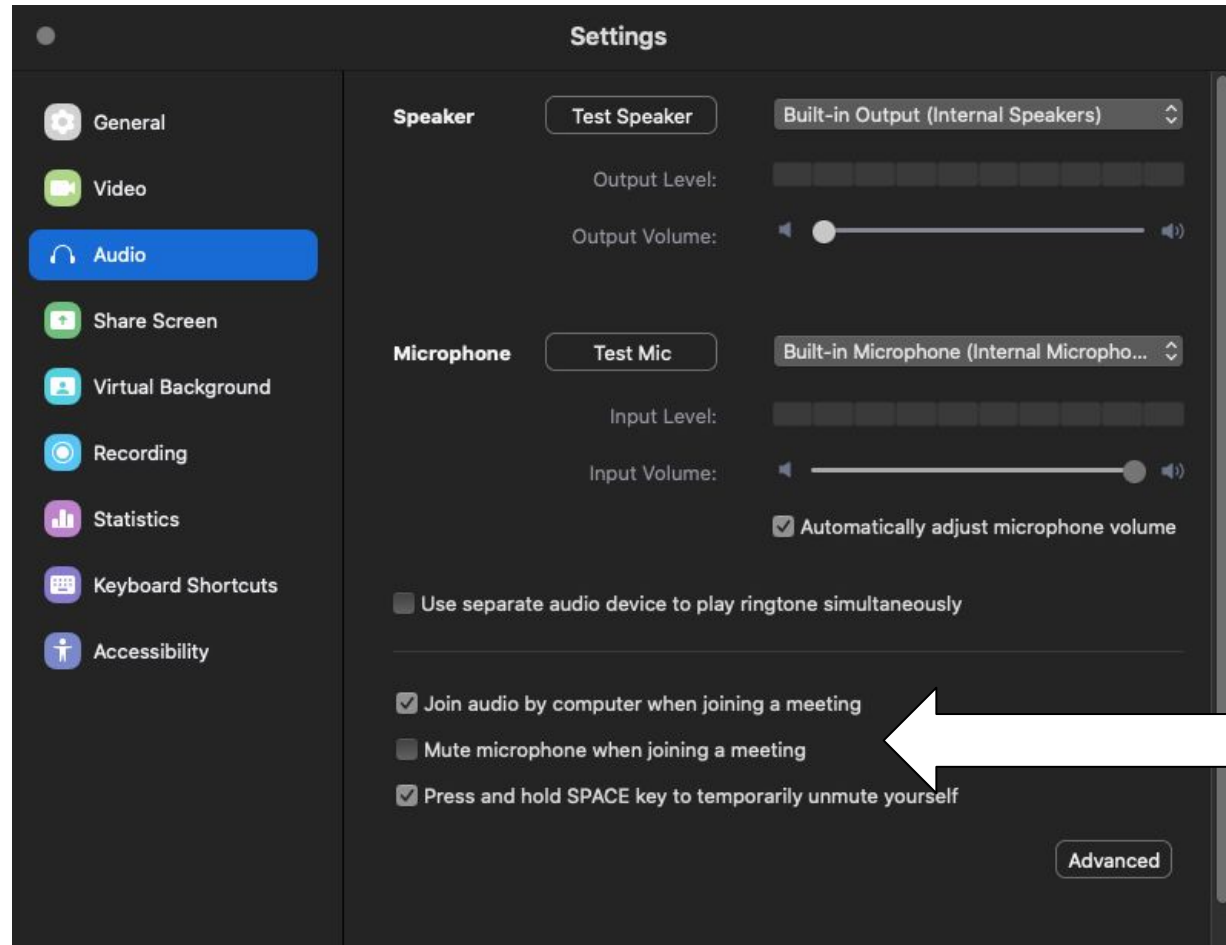**Turn on Closed Captioning**

Raise Hand

Chat

KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

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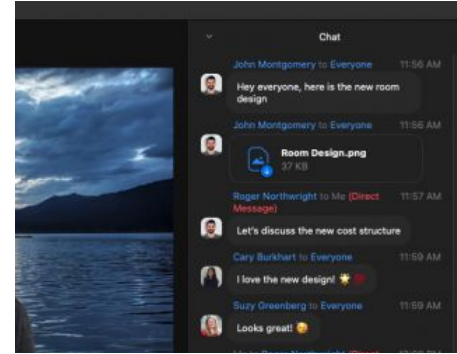
Use chat feature (or Q&A when available) to ask questions or share resources.

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State Medicaid Advisory Committee (SMAC) Quarterly Meeting

October 9, 2024

AHCCCS
Arizona Health Care Cost Containment System

AHCCCS CEO Updates

Carmen Heredia

2025-2029 Strategic Plan

Access to Care

- Advance Whole Person Care
- Lower the Uninsured Rate
- Maintain a Strong Provider Network

AHCCCS
Arizona Health Care Cost Containment System
2025-2029 Strategic Plan

Quality of Care

- Support Preventive Care
- Maintain High Member Satisfaction
- Strengthen Program Integrity

AHCCCS Population: March 2020 - September 2024
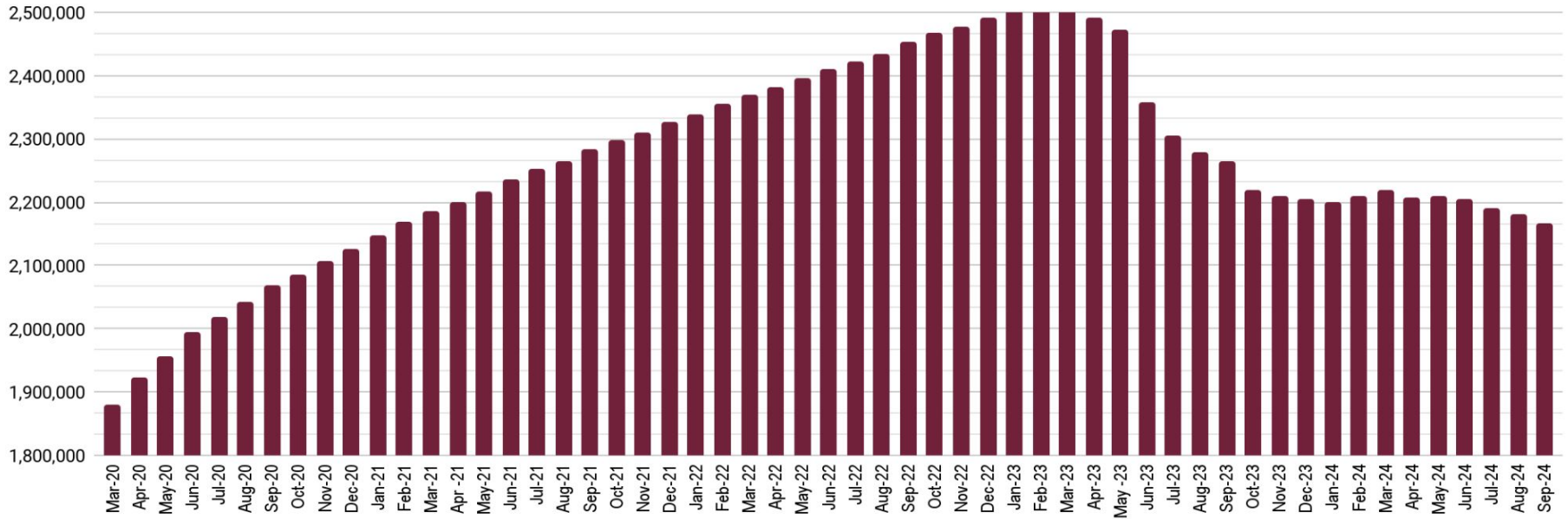
A Big Day for AHCCCS: October 1, 2024

- H2O Launch

- Covered Behavioral Health Services Guide Launch

- Doula Coverage Launch

- Updated Rates for Fee-for-Service

Sober Living Fraud, Waste, and Abuse

Suspensions for Credible Allegations of Fraud

Since May 2023, AHCCCS has suspended payments to over 300 providers for credible allegations of fraud.

Current status	Number of Providers (since May 2023)
Payment suspension and open law enforcement case	**257**
Provider Quality of Care terminations	120
Provider moratorium application denials	277
Rescinded suspensions	45
Suspensions upheld at state fair hearing	27

Recent & Upcoming FWA Reforms

- Provider Moratorium Extension

- Covered Behavioral Health Services Guide

  - 7/1 Public Release

  - 10/1 Effective Date

- AI bots to support provider enrollment

- AIHP Tribal Verification - Final process being drafted. Co-designed with tribes to align with current I/T/U processes.

www.azahcccs.gov/SoberLivingFraud

New web page includes:

- Year in Review Document
- One-Page Information Sheets
- Fact Sheet
- Newsroom
- Outreach Information
- Resources for Members & Providers

Humanitarian Response

30,000+ Calls to 2-1-1 (press 7) Hotline

11,000+ Victims Directly Served

125 Requests for Out of State Transportation

Response/Resource	Total Members
Phone calls to 211*7 hotline for resources	34,977
Hotel - Temporary Lodging	4,147
Out-of-state Transports	125

Number of Calls to Solari by Week

Total calls to Solari **34,977**. Older weeks have been removed for ease of viewing.

Cumulative Calls by Week (01-01-2024 thru 09-29-2024)
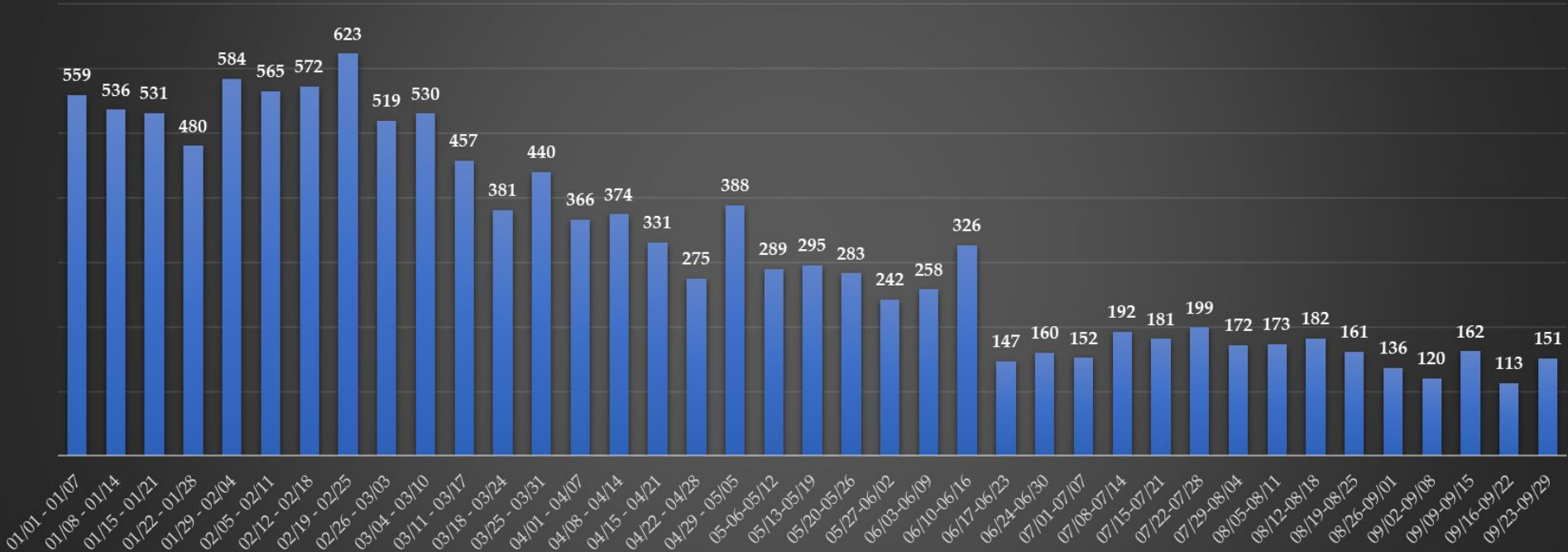
Monthly Hotel Entry Utilization
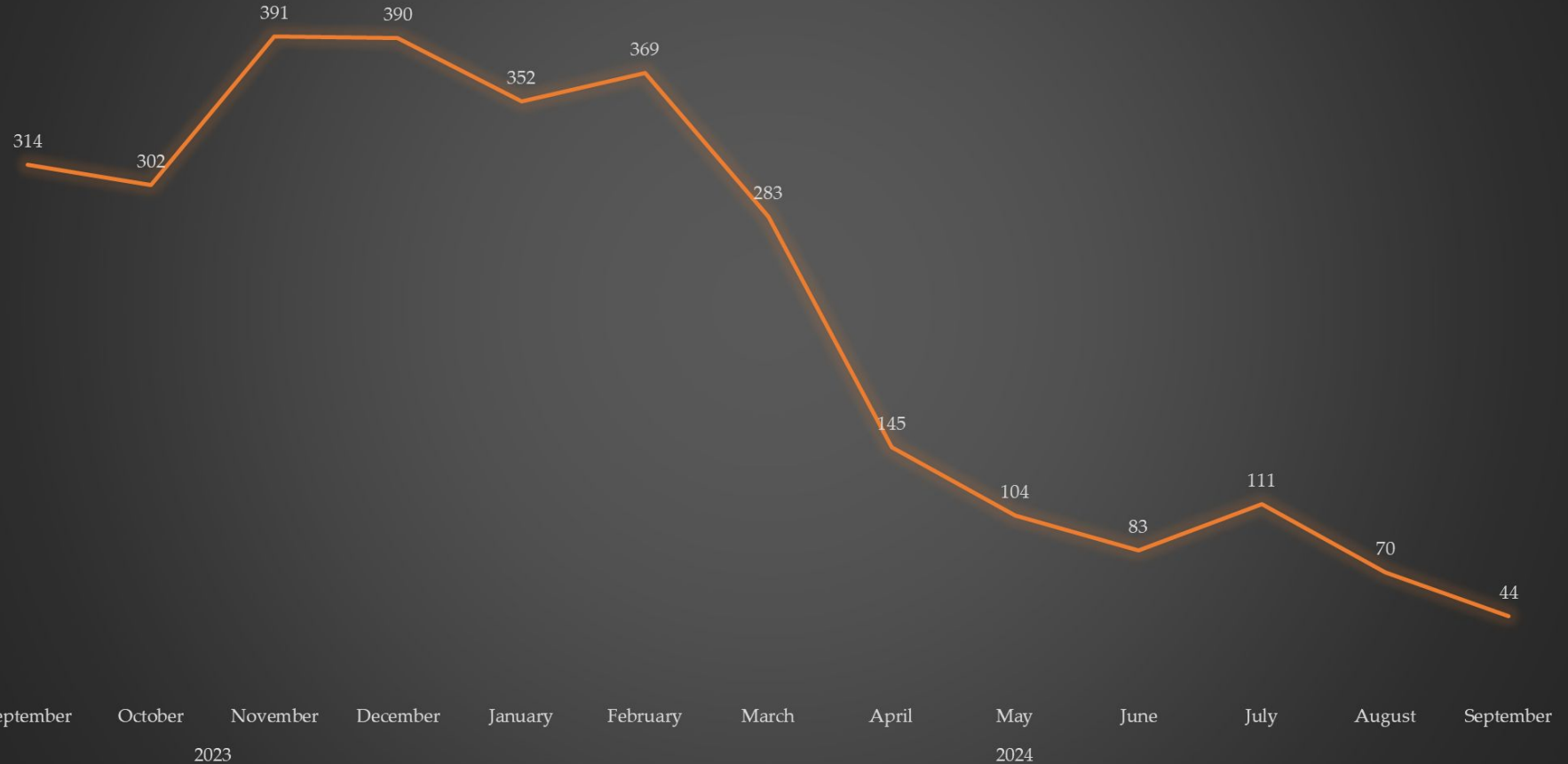
FWA Humanitarian Response: The Next Phase

What's next?

- Moving from Crisis Response to Maintenance
  - Current response includes: lodging, daily meals, care coordination, transport to lodging, transportation to work/school, travel home to other states, 211(press 7) resource hotline

- Working with Tribes on a phasedown plan
  - 11/30 - Last day for lodging
  - Looking into extending 211(press 7) line
  - 211 will continue to be a resource, post phasedown

ALTCS RFP

ALTCS EPD Updates

AHCCCS has extended the current Arizona Long Term Care System for Elderly and/or Physically Disabled (ALTCS-EPD) Contracts with Banner-University Family Care, Mercy Care, and UnitedHealthcare Community Plan for one year, through September 30, 2025. This follows the recent Director's Decision to deny the appeal of the EPD award protesters.

On the Horizon

- **Launched 10/1/24:**
  - Housing and Health Opportunities Demonstration (H20)
  - Doula Coverage
  - Covered Behavioral Health Services Guide

- **CMS Negotiations Continuing**
  - Reimbursement for traditional healing services
  - Reimbursement for services 30 days pre-release
  - Former foster youth continuous eligibility

- Continued **system improvements** to combat fraudulent billing and member exploitation

- **MES Roadmap**
  - MES = Medicaid Enterprise System (30 yrs old!)
  - Pre/Post Payment review system approved
  - System Integrator currently being installed

- Consolidated Appropriations Act (CAA): healthcare services for incarcerated youth

- "CMS Final Rule"

- Submission of CCBHC Planning Grant

Open Discussion

Health Directive Registry Update

Carla Sutter
Senior Operations Manager Health Directive
Registry, Contexture

AHCCCS Community Forum

Oct 9, 2024

The Why behind Advance Directives

30-35% of Americans have an advance directive

70% prefer to die at home; 76% die in an institution
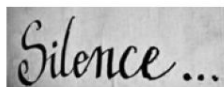
50% of patients are unable to participate in healthcare decisions when the time comes to make them

90% of people say talking with loved ones about their healthcare is important; only 27% have done so

Healthcare Directives Registry
Arizona
a contexture' solution.

CHALLENGE

It is always too early
until it is too late.

Healthcare Directives Registry
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The What – Advance Directive Documents

- The AzHDR will accept **healthcare directives** submitted in compliance with **Arizona Healthcare Directives Law** (ARS 36-2301-3287), including:
  - Living Will
  - Health Care Power of Attorney
  - Mental Health Care Power of Attorney
  - Prehospital Medical Care Directives (DNR/Orange Form)

- Additional focus on incorporating other documents into the registry that are part of the **advance care planning (ACP) continuum**, include but are not limited to the POLST, organ donation and HIPPA documents.

Advance directives are documents of **choice** and not of limitation. Identifying these documents as such opens the landscape to a wider patient population, while enhancing health **equity**.

The What – Arizona Healthcare Directives Registry (AzHDR)

- Contexture operates the Arizona Healthcare Directives Registry (AzHDR), a platform that allows healthcare providers seamless access to patients' advance directive documents.

- The registry stores and makes viewable advance directive documents, including:
  - Living Wills
  - Healthcare Power of Attorney
  - Mental Healthcare Power of Attorney
  - Pre-Hospital Medical Care Directive (Out of Hospital Do Not Resuscitate (DNR Orange form))

- In November 2021, the Secretary of State transferred to Contexture advance directive documents that were held in their portal.
  - Registered accounts in AzHDR has increased 41% since that time.

- The AzHDR is available to consumers and providers across Arizona.

- There is no cost to participate, and providers do not have to be participating with other Contexture programs.

Subscribing to the **AzHDR**

Healthcare Providers can search, view and upload documents

Legal and Financial Organizations can upload documents

Community Based Organizations can upload documents

- To participate, providers will complete simple paperwork
- Onboarding training is provided
- Additional staff training on advance care planning and advance directives is available
- AzHDR staff can participate in organizational and community events

Since moving the registry to Contexture, we have increased provider participation by 400%.

Consumers are at the forefront of the AzHDR

Healthcare Directives Registry
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The **Who** – You are never too young or healthy for advance directive documents

- Advance care planning is essential for everyone, regardless of age or health status.
- Completing advance directives prepares you for future medical decisions, especially when you are not able to communicate your wishes.
- Having an advance care plan ensures your medical preferences are known and followed.
- Choosing "your person" ensures that the individual who is making decisions on your behalf aligns with your wishes and is the person(s) who you want to be your voice.
- Advance directives can help loved ones grieve more easily and feel less burden or guilt over decisions that have been made.

Do you know who the **STATE** would determine to be **YOUR** healthcare decision maker if you have not appointed one in an advance directive document?

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The **Who** – What is the Choose Your Person campaign

The **Choose Your Person** campaign engages Arizonans in the advance care planning process by encouraging them to take the first step in choosing and documenting a Healthcare Power of Attorney with Mental Health Authority.

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Arizona Health Care Cost Containment System

AzHDR Portal Features

View-Only Wallet Card

My advance directives are registered with the **Arizona Healthcare Directives Registry (AzHDR)**.

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Name: John Jacob Test III

I have registered my advance directives with the **Arizona Healthcare Directives Registry (AzHDR)**. To view my documents, use the link or QR code below.

consumers.azhdr.org/v/TWYSTK

Questions?
Contact Contexture at 602-368-6371 or **azhdr@contexture.org**.

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CHALLENGE

It is always too early until it is too late.

Questions? Feedback?

Sara Bertram, MPA, MPP

Director, Healthcare Directives Registry

Sara.Bertram@contexture.org

Carla Sutter, MSW

Senior Operations Manager HDR

carla.sutter@contexture.org

For additional questions contact:
azhdr@contexture.org

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Open Discussion

Housing and Health Opportunities (H2O) Update

Elizabeth Da Costa, Housing Program Administrator

Ty Rosensteel and Julie Shockley, Solari

AHCCCS Housing & Health Opportunities (H2O) Demonstration Goals

Increase positive health and wellbeing outcomes for target populations

Reduce the cost of care for individuals successfully housed

Reduce homelessness and maintain housing stability

1115 Waiver H2O HRSN Services

- Outreach and Education Services
- Transitional Housing - 6 Months
  - ○ Transitional Housing Setting (Enhanced Shelter)
  - ○ Apartment or Rental Unit (Rental Assistance)
- One-time Transition and Moving Costs
- Home Accessibility Modifications
- Housing Pre-Tenancy Services
- Housing Tenancy Services
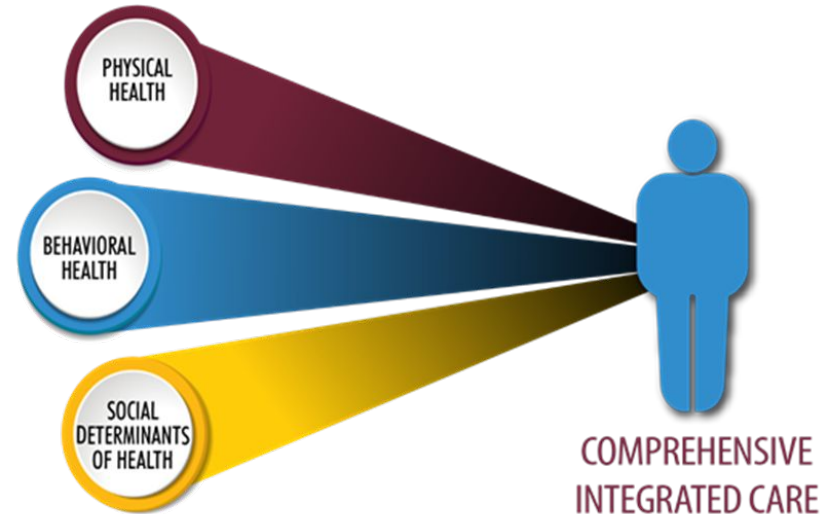
H2O Eligibility Criteria

Must meet all three:

Member Experiencing Homelessness	• Z Code for Housing Instability, **or** • Identified through a Homeless Management Information System (HMIS) report
Member has an SMI Designation	• Confirmed and list sent by AHCCCS
One of the following	• Diagnosed with a chronic health condition, **or** • Currently in correctional facility with a release date scheduled within 90 days or released from a correctional facility within the last 90 days.

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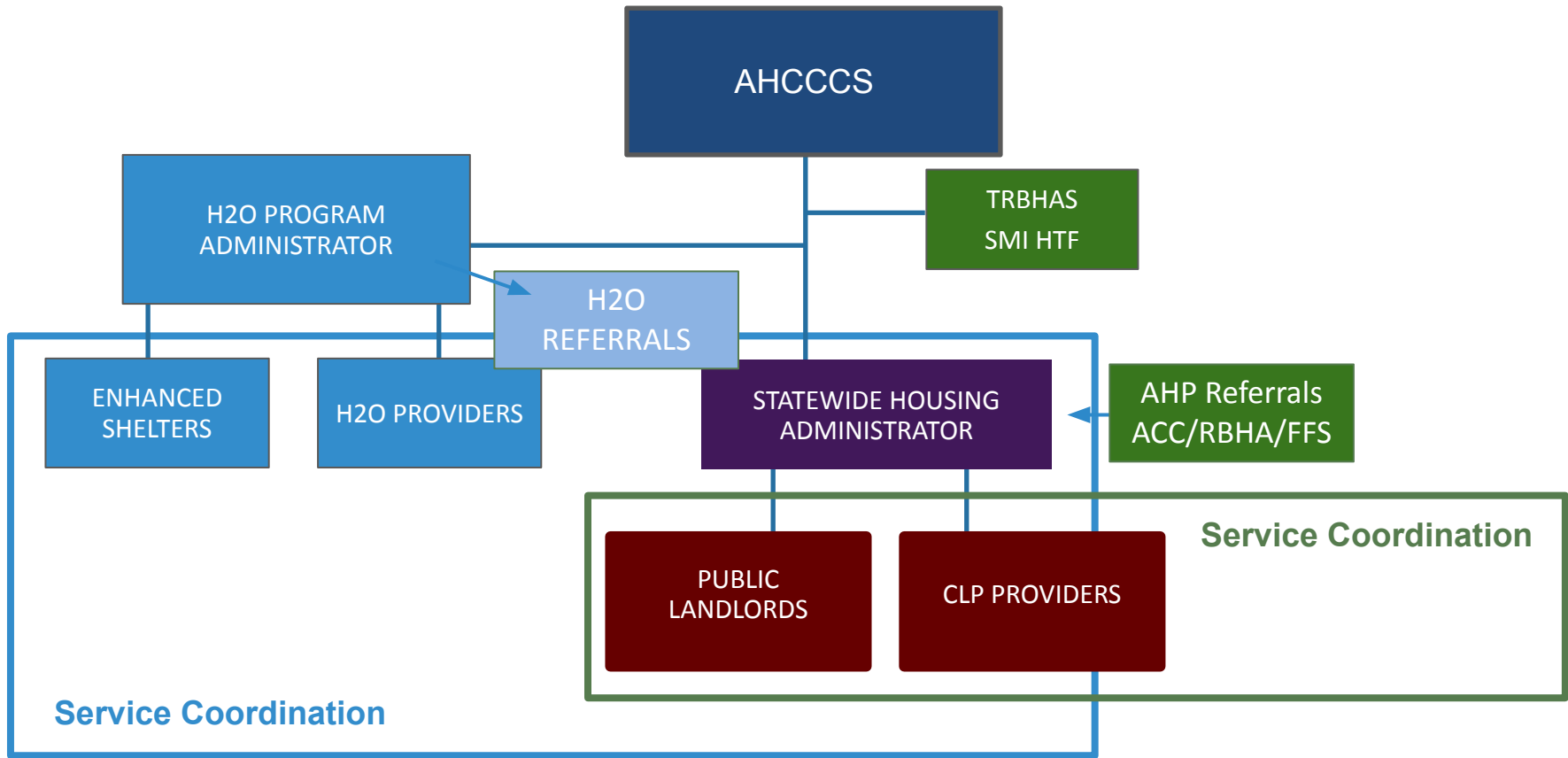
H2O Program Administrator – Solari, Inc.

Solari

Front-end: Member Management

Subject Matter Expert (SME):

- HMIS Maricopa County
- HMIS Balance of State
- SMI Administrator
- Health Plan Data Exchange

Banner Health

Back-end: Provider Support

Subject Matter Expert (SME):

- Network Development
- Billing and Claims
- Fraud, Waste & Abuse
- Contracting

Key Implementation Activities

Hiring H2O Leadership & Staff	Provider Onboarding & Training Process	Eligibility File Transfer & Notification
Closed Loop Referral & Coordination Tracking	Phone System for Member & Provider Support	Claims & Reimbursement System

10/1 Go-Live Update!

Contracting
- Regular communication of phased Go-Live approach
- Readiness deliverables being completed and approved

Systems
- All Technical Systems tested and live!
- Solari EHR, CommunityCares Billing, HMIS, Claims

Members
- 50 Members' Health Homes
- 15 with verified homelessness, 7 disconnected from Health Homes
- 250 calls to member services line: 95% answer rate, 8s ASA

Providers
- 3 Providers on-track for priority onboarding

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Arizona Health Care Cost Containment System

AHCCCS H2O-PA and MCO Communication

- Member level data
  - Exception codes: HE - H2O Eligible Member, RA - Rental Assistance/Enhanced Shelter Member
  - This data will be shared via the monthly Unique Population File
- New Providers
  - H2O PA will be a group biller (01) and will have the H2O PA indicator
  - HA - Statewide Housing Administrator/Rental Assistance Provider
  - HO - H2O Provider
  - ES - Enhanced Shelter Provider

Waiver Implementation - H2O

AHCCCS receives approval of the 1115 demonstration waiver

Develop rates, claiming protocols, provider types, policy, and contract language

Implement H2O Ongoing monitoring/reporting each quarter to CMS

As of today

AHCCCS and CMS develop an implementation plan

Educate and provide TA to members, providers and MCOs for go-live
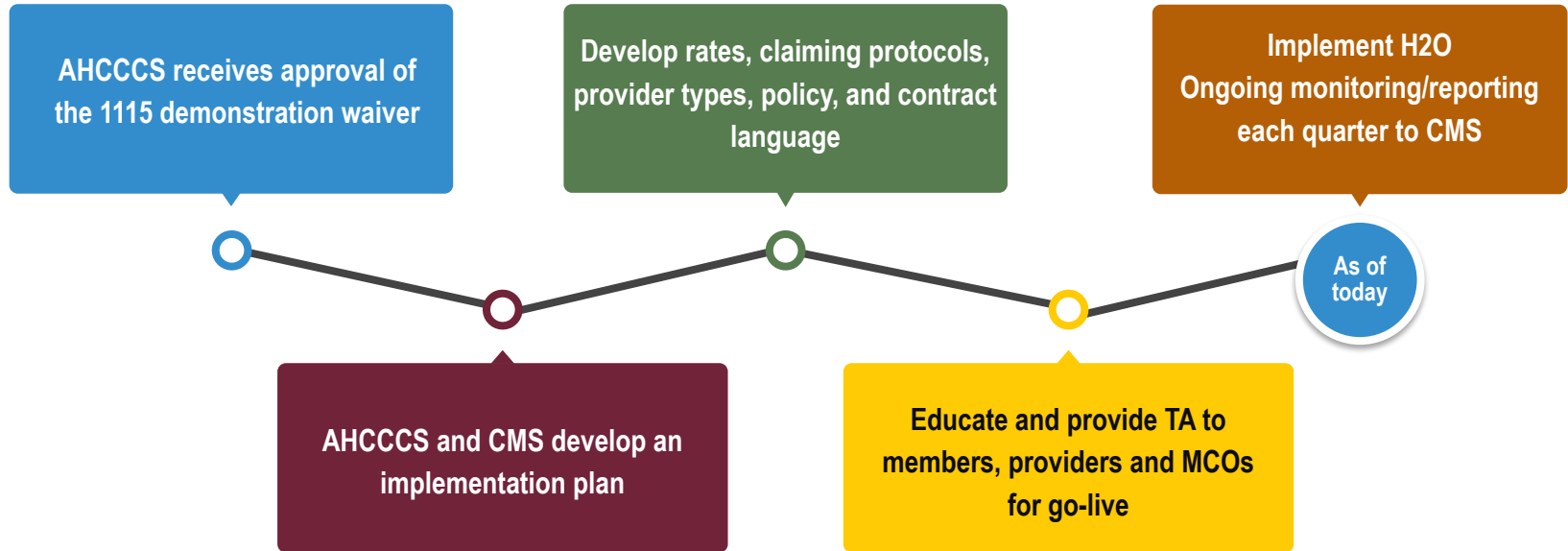
**Deliverables are ongoing throughout the entire demonstration period.

Open Discussion

Young Adult Transitional Insurance (YATI) Waiver Amendment

Shreya Arakere, Federal Waiver and Evaluation Administrator, Division of Public Policy and Strategic Planning

Former Foster Youth Eligibility and Enrollment - Amendment Request

- Waive the condition of eligibility in 42 CFR 435.608 requiring Medicaid beneficiaries to apply for other cash benefits for the Former Foster Youth (FFY) population.

- Relieve individuals who meet the statutory definition at 1902(a)(10)(A)(i)(IX) of the obligation to provide information about potentially liable third parties at renewal as a condition of eligibility.

- **Extend eligibility for Medicaid state plan benefits to FFY who are under age 26, who turned 18 on or before December 31, 2022, who were in foster care under the responsibility of another state or tribe on the date of attaining 18 years of age, were enrolled in Medicaid on the date of aging out of foster care, and are now applying for Medicaid in Arizona.**

Former Foster Youth Eligibility and Enrollment - Current Program Overview

- Eligible Group: Youth who age out of foster care and are on Medicaid when they reach the age of majority.

- Eligibility Period: After aging out of care until reaching 26 years of age.

- Eligibility Requirements: AZ resident, identify and take action needed to get payments from TPL sources and cooperate with child support enforcement.

- This is otherwise known as the 'Young Adult Transitional Insurance (YATI)' group.

Former Foster Youth Eligibility and Enrollment: What is changing?

- The original request is in alignment with House Bill 2622 passed by Arizona's 55th Legislature

- Maintaining and extending eligibility: Eligibility will be automatically renewed without requiring additional information from the individual until the individual reaches 26 years of age . Provides eligibility under YATI for youth who aged out of care in other states before December 31, 2022.

- Effective Date: Effective upon CMS approval and completion of necessary operational and system modifications.

Former Foster Youth Eligibility and Enrollment- Eligibility Limitations

Coverage may end if:

- The individual reaches 26 years of age,
- The individual ceases to be a resident of the state,
- AHCCCS determines that eligibility was determined incorrectly because of agency error or fraud, abuse or perjury attributed to the individual, or
- The individual dies.

Former Foster Youth Eligibility and Enrollment - Future Steps

Upon CMS approval, the following operational and system modifications will be implemented:

1. System programming to stop generating requests for information related to TPL Policy revisions,
2. Training updates and staff training on policy change, and
3. Develop and deploy communication plan.

Public Comments

Public comments or written testimony may be submitted to AHCCCS via:

waiverpublicinput@azahcccs.gov

AHCCCS, ℅ OOD-Division of Public Policy and Strategic Planning

801 E. Jefferson Street, MD 4200

Phoenix, AZ 85034

Comments are received through October 10, 2024

Open Discussion

SMAC Updates
# Division of Public Policy and Strategic Planning

Desiree Greene, Division Project Manager and SMAC Liaison

SMAC Member Nomination Review

- The SMAC receives many nominations for consideration throughout the year. The SMAC Liaison saves and prepares them for submission to the subcommittee in accordance with the bylaws. The subcommittee makes recommendations to CEO Heredia for her consideration to use those nominees to move forward with a formal majority vote of the SMAC during an open meeting.

- The SMAC membership is limited to those positions identified on our website. If you are interested, or know someone who would be a great fit for SMAC, please see the blank nomination form on the SMAC webpage. Please submit that nomination form and any other supporting materials to the following inbox: dcaircommunityaffairs@azahcccs.gov.

New SMAC Member Spotlight - Dr. Aaron Knudson

Dr. Aaron Knudson has been an Internal Medicine and Pediatric Hospitalist at Banner Health Page Hospital for the last 6 years and is the former Chief of Staff and Facility Medical Director through the Covid-19 National Health Emergency. He has also been foundational in organizing and opening Creek Valley Health Clinic in 2019. A Federally Qualified Health Center in Colorado City, Creek Valley provided a medical home for residents that had no local access to primary care for over 10 years. He was first provider seeing patients when Creek Valley opened its doors and now the board president focusing on patient advocacy. Dr. Knudson also opened Banner Health's primary care clinic in Page Arizona in 2012 operating as a primary care provider for 6 years growing the clinic to 4 providers. Dr. Knudson is also a Clinical instructor for the University of Arizona's Longitudinal Integrated Clerkships, providing a rural health experience with an emphasis on continuity of care and the benefits of practicing rural medicine. He is originally from a small northern Arizona community, seeing the limited healthcare resources in the region inspired to become a physician. Dr. Knudson has also completed a combined Internal Medicine and Pediatric Residency at Pennsylvania State University in 2012.
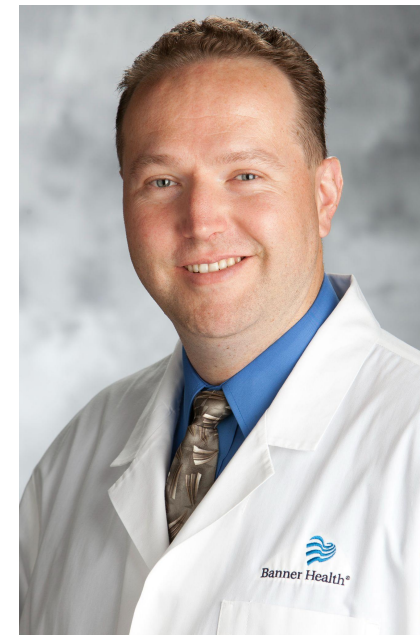
New SMAC Member Spotlight - Terry Benelli

Terry Benelli, Executive Director of LISC Phoenix believes comprehensive community development is not possible without targeted investments. She is dedicated to ensuring residents of marginalized neighborhoods acquire assets they desire for upward mobility — jobs, safe and stable housing and communities designed to promote health.

Terry oversees the community development operation of LISC Phoenix. She is a Fellow of the Flinn Brown Civic Leadership Institute and a Board member of Urban Land Institute- Arizona, Board member of the San Francisco Federal Reserve Bank and past City Councilperson for the City of Mesa.

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SMAC Membership Assignments & Voting Session

Mary Jo Whitfield, VP of Integrated Health, Jewish Family and Children's Services

Current Provider SMAC Members

John Hogeboom, CEO/President, Community Bridges, Inc.
Dr. Aaron Knudson, Internal Medicine and Pediatric Hospitalist, Banner Page Hospital
Dr. Elizabeth McKenna, M.D., Co-Owner, Healing Hearts Pediatrics
Dr. Jessica B. Peterkin, Dentist & Founder/CEO, Ministry of Dentistry, Inc
Vicki Staples, Director of OP Behavioral Health, Valleywise Health
Mary Jo Whitfield, VP of Integrated Health, Jewish Family and Children's Services
Open Seat - Meghan McCabe - AZ Hospital and Healthcare Association -Vote in Oct 2024
Karen Resseguie, Behavioral Health Administrator, Foundation for Senior Living
Katherine Andersen, Director of Health Information Management and Medical Staff; Privacy Officer, San Carlos Apache Healthcare Corporation
Brittney Kaufmann, Chief Executive Officer, Health System Alliance of Arizona

Current Public SMAC Members

Terry Benelli, Executive Director, Local Initiatives Support Corporation
Matt Jewett, Director of Health Policy, Children's Action Alliance
Vince Torres, Community Member/Advocate
Dina Norwood, Managing Attorney, Community Legal Services
Jill Anne Castle, Professor/Advocate/Consultant, Arizona State University
Diana "Dede" Yazzie Devine, Community Member/Advocate
Melissa Kotrys, CEO, Contexture
Tory Roberg, Director of Government Affairs, Alzheimer's Association, Desert Southwest Chapter
Serena Unrein, Community Member/Advocate
Kavita Bernstein, Senior Director of Strategy & Innovation, Candelen

Recommendation for Provider Member Assignment

Nominee	Title	Association
Jennifer Longdon	Chief External Affairs Officer	Arizona Alliance for Community Health Centers

SMAC Member Assignment Vote

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Open Discussion

Call to the Public

2025 SMAC Meeting Calendar

**Per bylaws language, SMAC meetings are to be held during the 2nd Wednesday of
January, April, July and October from 1:00 p.m. - 3:00 p.m**

2025 SMAC Meetings:

January 8, 2025

April 9, 2025

July 9, 2025

October 8, 2025 (final meeting of the year)

For all SMAC Dates and Meeting Materials, see the following link:
https://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/smac.html

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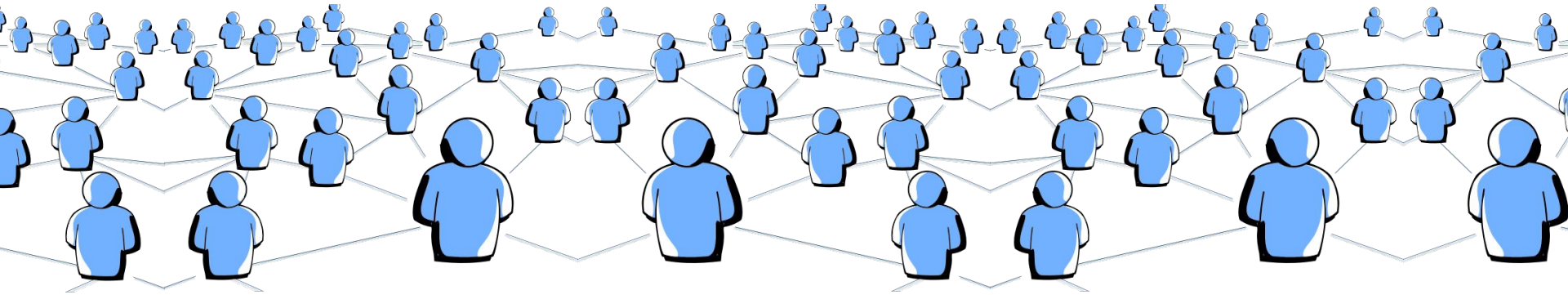
Learn about AHCCCS' Medicaid Program on YouTube!

Watch our Playlist:

Meet Arizona's Innovative Medicaid Program

Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative (WPCI)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [ALTCS](#) Email: mcotransitions@azahcccs.gov FAQ: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.azahcccs.gov/Resources/Downloads/ALTCSEPD/ALTCS-EPD_FAQ.pdf

Thank You.

Have a great day!