

COMPONENT: METHOD OF APPROACH - 03

OFFEROR'S NAME:

Crisis Response Network, Inc.

Proposals are evaluated based on the Offeror's distinctive approach, method, and strategy for providing specialized services and requirements detailed in the Contract. The Offeror shall include Arizona experience, if applicable, in any response which requests the Offeror's experience, as well as any other responses where experience is presented.

METHOD OF APPROACH - 03	TOTAL RANKING
Describe how the Offeror will engage and partner with system stakeholders identified in the Contract Scope of Work to effectively administer SMI Eligibility Determinations, and provide outreach and education to the community regarding the SMI eligibility process. [3 page limit]	1

**RATIONALE:**

Major Observations:

- The Offeror described that as a current stakeholder in Arizona's Behavioral Health (BH) system (current SMI Eligibility Determination Contractor) the Offeror has established relationships with other major system stakeholders and BH providers. The Offeror also provides BH crisis services in Arizona and has established relationships with hospitals, inpatient facilities, and other relevant entities.
- The Offeror demonstrated a comprehensive understanding of who the relevant stakeholders are and described a robust plan for engaging stakeholders across Arizona, including rural and tribal communities.
- The Offeror comprehensively detailed partnership and collaboration efforts with stakeholders (e.g. weekly, monthly and quarterly meetings with RBHAs, Tribal Regional Behavioral Authorities (TRBHAs), AHCCCS MCOs; regular meetings with BH provider clinical leadership, shared spaces in 19 BH provider offices across the State).
- The Offeror demonstrated a thorough understanding and comprehensively addressed the reasons and goals for partnering with relevant stakeholders to support the SMI Eligibility Determination process (i.e. improving the quality and comprehensiveness of SMI Eligibility evaluations, working with BH providers to obtain BH records/supporting documentation, liaising with Regional Behavioral Health Authorities (RBHAs) for member coordination of care/troubleshooting issues as they arise, and monitoring and oversight of BH providers).
- The Offeror described their ability to be flexible and willingness to adjust business practices to effectively work with stakeholders to enhance the SMI Eligibility system (i.e. expediting SMI Eligibility Determinations required by Court order to ensure effective communication with the Courts in advance of the individuals court date; expediting SMI Eligibility Determinations to facilitate movement of members through the inpatient system; and working extensively with jail

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staff to ensure incarcerated individuals who appeal an SMI eligibility decision may participate in an informal conference).

- The Offeror describes its extensive collaboration and education efforts within the community and their responsiveness to community needs. The Offeror described community outreach materials which exceed contract requirements. Additionally, the Offeror provides public information and resource navigators (i.e. care coordinators) to individuals to assist in navigating Arizona's BH system, irrespective of SMI eligibility.

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OFFEROR'S NAME:

FasPsych, LLC

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METHOD OF APPROACH - 03	TOTAL RANKING
Describe how the Offeror will engage and partner with system stakeholders identified in the Contract Scope of Work to effectively administer SMI Eligibility Determinations, and provide outreach and education to the community regarding the SMI eligibility process. [3 page limit]	2

**RATIONALE:**

Major Observations:

- The Offeror's response reflected an understanding of Arizona's Behavioral Health (BH) system and primary system stakeholders. The Offeror detailed a plan for outreaching and engaging with system stakeholders and all applicable AHCCCS programs across all areas of the State, including rural and tribal communities.
- The Offeror included an outreach strategy for partnering with TRBHAs and Tribal ALTCS programs. The approach included incorporating cultural considerations and described tailored outreach and communication with each Tribe.
- The Offeror provided an outreach strategy and emphasized the importance of BH providers in Arizona's SMI Eligibility Determination system; however, the Offeror did not directly discuss collaboration with RBHAs/MCOs as an oversight entity of BH providers; resulting in a limited outreach strategy.
- The Offeror demonstrated some understanding of the reasons and goals for partnering with stakeholders to improve the SMI Eligibility Determination process/system (e.g. reducing SMI Eligibility Determination extensions, and monitoring over/under submission of referrals from providers).
- The Offeror identified relevant specialized populations and indicated that targeted resources and outreach would be developed based on need. The Offeror demonstrated its willingness to provide in-person stakeholder meetings/ community forums throughout the State, including rural areas.
- The Offeror included a community outreach and education plan and described adequate community education /outreach materials.

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OFFEROR'S NAME:

Maximus Health Services, Inc.

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METHOD OF APPROACH - 03	TOTAL RANKING
Describe how the Offeror will engage and partner with system stakeholders identified in the Contract Scope of Work to effectively administer SMI Eligibility Determinations, and provide outreach and education to the community regarding the SMI eligibility process. [3 page limit]	3

**RATIONALE:**

Major Observations:

- The Offeror referenced some stakeholders of Arizona's Behavioral Health (BH) system; however, the primary system stakeholders involved in the SMI Eligibility or general BH system were not directly referenced, nor was a specific outreach and engagement plan for relevant stakeholders included.
- The Offeror's experience working with Arizona stakeholders and programs lacked sufficient detail and the experience did not appear directly relevant to the Scope of Work.
- The Offeror detailed significant and valuable experience collaborating with Tribes and demonstrated a strong commitment to cultural competency; however, tribal Determinations represent a small portion of total SMI Eligibility Determinations conducted in Arizona. The response lacked sufficient description of outreach/engagement strategies for key stakeholders.
- The Offeror included a stakeholder engagement plan; however, the plan was extremely general and lacked relevant details.
- The Offeror did not adequately address the specific purpose or goals of stakeholder engagement and outreach.
- The Offeror indicated a willingness to provide in-person outreach and provided a commitment that outreach and education efforts would be culturally competent and tailored to the relevant audience. Community outreach materials align with contract requirements.