

COMPONENT: METHOD OF APPROACH - 04

**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 - 04	TOTAL RANKING
Describe the Offeror’s plan for training system stakeholders involved in the SMI Eligibility Determination process; include how the Offeror will implement the training plan. [4 page limit]	<b>1</b>

RATIONALE:
<p><u>Major Observations:</u></p> <ul style="list-style-type: none"> <li>• The Offeror proposed a training program which is Arizona specific and goal-based; training is utilized to meet identified objectives, with a primary focus on improving the quality and comprehensiveness of information submitted by behavioral health (BH) providers in SMI Evaluation Packets.</li> <li>• The Offeror’s training plan was well developed and detailed extensive collaboration with primary system stakeholders (i.e. RBHAs, TRBHAs, BH providers); however discussion of ALTCS, Tribal ALTCS and other system stakeholders lacked detail.</li> <li>• The Offeror’s training plan includes a comprehensive review and analysis of submitted SMI Evaluation Packets to identify areas for system improvement/enhancement and identify training needs. For example, two audits are conducted on each SMI Evaluation Packet submitted; audits focus on administrative elements (complete packets, signatures etc.) and clinical components.</li> <li>• The Offeror emphasized working collaboratively with RBHAs to support provider oversight and monitor SMI Evaluation Packet accuracy/comprehensiveness.</li> <li>• The Offeror proposes the use of technology to enhance system processes and streamline the oversight and monitoring of training needs. Examples include, displaying behavioral health provider dashboard error rates in real-time, providing instant notification to providers of errors in submitted SMI Evaluation Packets, and access to an electronic clinical feedback form for providers to request clinical guidance training.</li> <li>• The Offeror detailed an approach to training which prioritizes collaboration and provides hands-on assistance to system stakeholders. The Offeror described three training facilities located in Arizona’s major metropolitan areas and stated training will be delivered in-person, telephonically, and via video conference, depending on audience preference. The Offeror stated a willingness to travel and provide trainings upon request and in a location of choice. Training materials and training schedule</li> </ul>

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will be available on the Offeror's website.

- The Offeror echoed its commitment to developing training based on provider input and demonstrated flexibility to training topics/identified needs. The Offeror indicated its use of provider/stakeholder feedback to inform future training topics/processes.
- The Offeror detailed extensive experience working collaboratively with Arizona Tribes to provide culturally sensitive trainings.
- The Offeror successfully demonstrated the effectiveness of their training plan in lowering errors with SMI Evaluation Packet submissions.
- The Offeror described a thorough monitoring process, which includes establishing data quality requirements and error thresholds, which if not met, would require additional training.

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**OFFEROR'S NAME:** FasPsych, LLC

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Describe the Offeror’s plan for training system stakeholders involved in the SMI Eligibility Determination process; include how the Offeror will implement the training plan. [4 page limit]	2

RATIONALE:
<p><u>Major Observations:</u></p> <ul style="list-style-type: none"> <li>• The Offeror identified training Arizona system stakeholders; however, it did not thoroughly discuss the training non-crisis behavioral health providers and collaboration with RBHAs/MCOs within the SMI Eligibility Determination system.</li> <li>• The Offeror discussed outreach with TRBHAs and Tribal ALTCS and demonstrated a commitment to providing tailored, culturally sensitive trainings, and training materials.</li> <li>• Training topics were identified by the Offeror and were appropriate to the Scope of Work. The Offeror’s training approach detailed a three-phase training strategy to address pre-implementation, initial implementation, ongoing monitoring with general timeline goals provided.</li> <li>• The Offeror detailed how the training plan will be informed by the collection of data to identify system issues and target training needs.</li> <li>• The Offeror discussed some provider monitoring efforts to guide their training plan; however, the Offeror’s monitoring approach lacked detail regarding the monitoring of clinical and administrative quality of submitted SMI Evaluation Packets.</li> <li>• The Offeror echoed its commitment to developing trainings based on provider input and demonstrated flexibility to training topics/identified needs. The Offeror described utilizing feedback to inform future training topics/processes.</li> <li>• The Offeror detailed a training approach which includes the use of webinars and in-person training for stakeholders throughout the State and appears responsive to stakeholder request for training.</li> <li>• The Offeror proposes utilizing technology to enhance their training plan: website training resources, webinars and electronic training request option in web-portal.</li> </ul>

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OFFEROR'S NAME:

Maximus Health Services, Inc.

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METHOD OF APPROACH - 04	TOTAL RANKING
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**RATIONALE:**

Major Observations:

- The Offeror's response lacked sufficient detail and elements of the Offeror's response were not specific to the question (i.e. training for general public).
- The Offeror detailed a commitment to providing ongoing training for stakeholders and tailoring training as necessary; however, the response was general and lacked necessary details.
- The Offeror's training approach detailed a four-phase training strategy with relevant training topics to address pre- and ongoing implementation; however, the response lacked necessary detail. Training goals and the Offeror's rationale for providing trainings as a means to contribute to system/process improvements was not well described.
- The Offeror provided a statewide training plan but the plan was not specific to Arizona. The provider training delivery method is limited to live and pre-recorded webinars. Additionally, outreach to schedule training for providers is not proactive; providers have to join Offeror's email list for information regarding trainings.
- The Offeror did not sufficiently address outreach and training with Tribes.
- The Offeror's response lacked detail regarding provider monitoring efforts to inform their training plan.
- The Offeror demonstrated a commitment to providing tailored, culturally sensitive trainings and materials and proposed to seek AHCCCS approval on all disseminated materials.
- The Offeror described its utilization of post-training evaluations and survey data to enhance and inform future efforts; however, specific details were not included.