

Submission Requirement 5

Offeror	Rank*
Magellan Complete Care of Arizona, Inc.	5
UnitedHealthcare Community Plan	7
Mercy Care	6
Banner - University Family Care Plan	1
Health Net Access, Inc.	2
Health Choice Arizona, Inc. (Steward Health Choice Arizona)	4
Care1st Health Plan Arizona, Inc.	3

*If Offeror omits a submission, the requirement rank for that offeror for that submission will be an "X"

Facilitator	Signature	Date
Andrew Cohen		2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5

OFFEROR'S NAME: Banner – University Family Care Plan

NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	<p>1</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror presented a person-centered response that addressed the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror described a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described a process for enrollment of the member into care management, use of motivational interviewing and development of a care plan with goals and interventions.</p> <p>Offeror described care manager qualifications.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror addressed member's psychotropic medication management, including changing the member's schizophrenia medication to a long acting injectable to improve compliance.</p> <p>Offeror described a process for member case management at the provider level.</p> <p>Offeror discussed peer supports but did not address clearly counseling services, other than mentioning family counseling.</p> <p>Offeror addressed the member's transitional and long-term housing needs.</p>

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin, arranging lab work to check for infectious diseases, allowing the member to see her PCP for 90 days, scheduling an endocrinology appointment and assisting with outpatient provider follow-up.

Offeror addressed member's health literacy needs.

EVALUATION TEAM MEMBER		
NAME	SIGNATURE	DATE
Jakenna Lebsock	<i>Jakenna Lebsock</i>	2-20-18
Matt Fallico	<i>Matt Fallico</i>	2/20/18
Connie Williams	<i>Connie Williams</i>	2-20-18

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen	<i>Andrew Cohen</i>	2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5

OFFEROR'S NAME: Health Net Access, Inc.

NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	<p>2</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror presented a person-centered response that addressed the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror described a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described a process for enrollment of the member into care management, use of motivational interviewing and development of a care plan with goals and interventions.</p> <p>Offeror described care manager qualifications.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member; offeror's approach included escorting the member to the transitional setting.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror addressed member's medication management in general; offeror also discussed changing the member's schizophrenia medication to a long acting injectable to improve compliance.</p> <p>Offeror did not describe clearly a process for member case management at the provider level.</p> <p>Offeror addressed peer supports and counseling services in member's care plan.</p> <p>Offeror addressed member's housing needs.</p>

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin, allowing the member to see her PCP for 90 days, scheduling an endocrinology appointment and assisting with outpatient provider follow-up. Offeror did not address clearly arranging lab work to check for infectious diseases.

Offeror did not address clearly the member's health literacy needs.

EVALUATION TEAM MEMBER		
NAME	SIGNATURE	DATE
Jakenna Lebsock	<i>Jakenna Lebsock</i>	2-20-18
Matt Fallico	<i>Matt Fallico</i>	2/20/18
Connie Williams	<i>Connie Williams</i>	2-20-18

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen	<i>Andrew Cohen</i>	2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5




OFFEROR'S NAME: Care1st Health Plan Arizona, Inc.

NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	3

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not address clearly the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror described a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described a process for enrollment of the member into care management, use of motivational interviewing and development of a care plan with goals and interventions.</p> <p>Offeror described care manager qualifications.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror addressed member's medication management in general; offeror also discussed changing the member's schizophrenia medication to Haldol due to previous compliance issues.</p> <p>Offeror did not describe clearly a process for member case management at the provider level.</p> <p>Offeror mentioned connecting member to a peer support specialist but did not otherwise address clearly peer supports or counseling services.</p> <p>Offeror addressed member's housing needs.</p>

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin and assisting with outpatient provider follow-up. Offeror did not address clearly arranging lab work to check for infectious diseases, allowing the member to see her PCP for 90 days (although offeror did mention seeking a single case agreement) or scheduling an endocrinology appointment.

Offeror addressed member's health literacy needs.

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NAME	SIGNATURE	DATE
Jakenna Lebsock		2-20-18
Matt Fallico		2/20/18
Connie Williams		2-20-18

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5


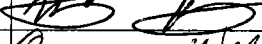

OFFEROR'S NAME: Health Choice Arizona, Inc. (Steward Health Choice Arizona)

NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	4

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not address clearly the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror described a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described member care management at a relatively high level but did not describe clearly how the member's care management needs would be identified or how the member would be engaged in the process. Offeror also did not describe clearly whether it would use motivational interviewing with the member.</p> <p>Offeror described care manager qualifications.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror discussed changing the member's schizophrenia medication to a long acting injectable to improve compliance.</p> <p>Offeror did not describe clearly a process for member case management at the provider level.</p> <p>Offeror discussed peer supports and counseling.</p> <p>Offeror addressed member's housing needs.</p>

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin and allowing the member to see her PCP for more than 90 days. Offeror did not address clearly arranging lab work to check for infectious diseases, assisting with outpatient provider follow-up (other than potential benefit from assignment to ACT team) or scheduling an endocrinology appointment.

Offeror addressed member's health literacy needs.

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NAME	SIGNATURE	DATE
Jakenna Lebsock		2-20-18
Matt Fallico		2/20/18
Connie Williams		2-20-18

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5

OFFEROR'S NAME: Magellan Complete Care of Arizona, Inc.

NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	5


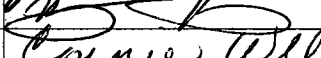

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not address clearly the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror did not describe clearly a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described assessment of member in the emergency department but did not describe clearly a process for assessment absent the nurse's intervention in this setting. Offeror also did not describe clearly whether it would use motivational interviewing with the member. Offeror described a person-centered care plan that assumed the member would be agreeable to, and compliant with, all recommended actions.</p> <p>Offeror described care manager qualifications.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror discussed changing the member's schizophrenia medication to a long acting injectable to improve compliance.</p> <p>Offeror identified Comprehensive Community Health Program as the lead party responsible for ensuring member is in treatment but did not describe clearly a process for member case management at the provider level.</p>

Offeror mentioned peer supports and counseling as part of CCHP's activities.

Offeror addressed member's housing needs.

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin, arranging lab work to check for infectious diseases, assisting with outpatient provider follow-up and scheduling an endocrinology appointment. Offeror did not address clearly allowing the member to see her PCP for 90 days.

Offeror addressed member's health literacy needs.

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Jakenna Lebsock		2-20-18
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FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5

OFFEROR'S NAME: Mercy Care




NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	<p>6</p>

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror addressed the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror did not describe clearly a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described a process for enrollment of the member into care management, use of motivational interviewing and development of a care plan with goals and interventions. Care plan did not address clearly interventions related to the member's schizophrenia.</p> <p>Offeror discussed its experience but did not describe clearly care manager qualifications for this scenario.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror did not describe clearly a strategy for addressing member's psychotropic medication compliance.</p> <p>Offeror described a process for member case management at the provider level.</p> <p>Offeror addressed peer supports and counseling services in member's care plan.</p>

Offeror addressed member's housing needs.

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin, assisting with outpatient provider follow-up and allowing the member to see her PCP for more than 90 days. Offeror did not address clearly arranging lab work to check for infectious diseases or scheduling an endocrinology appointment.

Offeror addressed member's health literacy needs.

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Jakenna Lebsock		2-20-18
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Connie Williams		2-20-18

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen		2/20/18

COMPONENT: PROGRAMMATIC – NARRATIVE SUBMISSION REQUIREMENT 5

OFFEROR'S NAME: UnitedHealthcare Community Plan

NARRATIVE SUBMISSION REQUIREMENT 5	TOTAL RANKING
<p>The Offeror has a member who is a 54 year old female with schizophrenia, opioid use disorder, brittle diabetes, and chronic pain due to peripheral neuropathy. She is estranged from her family. Since her PCP will no longer prescribe Percocet she has been using IV heroin. She is homeless, does not receive regular meals and is inconsistent with checking her blood sugars and taking her psychotropic medications. As of October 15th, 2018, she has been in the emergency department for 3 days and is medically and psychiatrically stabilized to be released. She became enrolled with the Offeror on October 1st, 2018 from an Unsuccessful Incumbent Offeror. Her PCP is not in the Offeror's network. Describe how the Offeror will manage care to achieve the best outcome for the member.</p>	7

RATIONALE:
<p><u>Major Observations:</u></p> <p>Offeror did not address clearly the AHCCCS behavioral health guiding principles for adults.</p> <p>Offeror described a process for coordinating with the member's relinquishing contractor.</p> <p>Offeror described a process for enrollment of the member into care management. Offeror did not describe clearly use of motivational interviewing and did not delineate clearly care plan goals and interventions.</p> <p>Offeror described a process for conducting a behavioral health assessment to determine the most appropriate setting to stabilize the member. Offeror discussed a skilled nursing facility as a potential setting, although it is not clear this would be feasible given the member's recent history.</p> <p>Offeror addressed provision of Medication Assisted Treatment (MAT).</p> <p>Offeror addressed member's psychotropic medication management, including changing the member's schizophrenia medication to a long acting injectable to improve compliance.</p> <p>Offeror described a process for member case management at the provider level.</p> <p>Offeror addressed peer supports and mentioned counseling services.</p> <p>Offeror discussed member's housing needs but did not address clearly the need to stabilize the member before referring her to housing options.</p>

Offeror's discussion of member's physical health needs addressed assistance with blood sugar monitoring/insulin and scheduling an endocrinology appointment. Offeror did not address clearly arranging lab work to check for infectious diseases, assisting with outpatient provider follow-up beyond monitoring activities or allowing the member to see her PCP for 90 days if the provider declines to join offeror's network.

Offeror did not address clearly the member's health literacy needs.

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NAME	SIGNATURE	DATE
Jakenna Lebsock	<i>Jakenna Lebsock</i>	2-20-18
Matt Fallico	<i>Matt Fallico</i>	2/20/18
Connie Williams	<i>Connie Williams</i>	2-20-18

FACILITATOR		
NAME	SIGNATURE	DATE
Andrew Cohen	<i>Andrew Cohen</i>	2/20/18