

ACUTE CARE/CRS RFP CONSENSUS RANKING  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

SUBMISSION REQUIREMENT NO. 4	
Ranking No.	Offeror
1	UnitedHealthcare Community Plan
2	Maricopa Health Plan managed by University of Arizona
2	University of Arizona Health Plans, University Family Care
4	Health Choice Arizona
5	Bridgeway Health Solutions of Arizona, LLC
6	Southwest Catholic Health Network dba Mercy Care Plan
7	Care 1 <sup>st</sup> Health Plan Arizona
8	Health Net of Arizona
9	Medisun Community Care Inc. dba BlueCross BlueShield of Arizona Community Care
10	Phoenix Health Plan

<b>Total Number of Bidders:</b>
10

Totaled By Team Lead:	Signature	Date
LINDA VRABEL		2/28/13

Verified By Facilitator:	Signature	Date
Scott Wittman		2/27/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

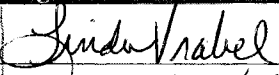


OFFEROR'S NAME: UnitedHealthcare Community Plan

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	1

Rationale:
<p><u>Major Observations:</u></p> <p>Offeror describes several approaches to facilitate sharing of information among providers and care coordinator, including use of web portal with case management/provider notes and daily electronic hospital feeds.</p> <p>Offeror described a member-centered care planning process, including consideration of language and health literacy, culture and religion.</p> <p>Offeror described care planning process for integrated and coordinating services using six health home service elements.</p> <p>Offeror described a comprehensive care planning process for evaluation of member's needs and exploration of a broad array of service and support opportunities.</p> <p>Offeror described several approaches for engaging the member in care and outcomes, such as peer support, health coaches, journaling.</p> <p>Offeror indicated that all high-risk case managers are required to become certified.</p> <p>Offeror did not adequately demonstrate use of evidence-based guidelines.</p>

**CONSENSUS RATIONALE**

**Contract/RFP No. YH14-0001**

<b>Evaluation Team Member (Print Name)</b>	<b>Signature</b>	<b>Date</b>
LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3/1/13

<b>Facilitator</b>	<b>Signature</b>	<b>Date</b>
Scott Wittman		2/27/13



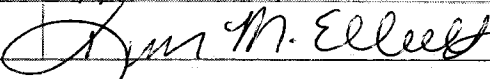
ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4


COMPONENT: PROGRAM

OFFEROR'S NAME: Maricopa Health Plan managed by University of Arizona

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	2

Rationale:
<p><u>Major Observations:</u></p> <p>Offeror described a team-based approach that includes a broad array of providers.</p> <p>Offeror described availability of physical and behavioral health care managers.</p> <p>Offeror described coordination of care with hospital ED case managers.</p> <p>Offeror described innovative approaches for encouraging member engagement.</p>

Evaluation Team Member (Print Name)	Signature	Date
LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3/1/13

Facilitator	Signature	Date
		2/27/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

OFFEROR'S NAME: University of Arizona Health Plans, University Family Care

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	2

**Rationale:**

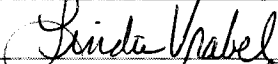

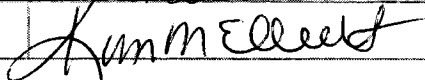
Major Observations:

Offeror described a team-based approach that includes a broad array of providers.

Offeror described availability of physical and behavioral health care managers.

Offeror described coordination of care with hospital ED case managers.

Offeror described innovative approaches for encouraging member engagement.

Evaluation Team Member (Print Name)	Signature	Date
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Facilitator	Signature	Date
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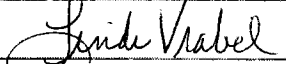


ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

OFFEROR'S NAME: Health Choice Arizona

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	4

Rationale:
<p><u>Major Observations:</u></p> <p>Offeror described approaches for real-time data sharing.</p> <p>Offeror's described an approach that enables the member to decide who should be involved in the care planning process.</p> <p>Offeror described innovative and proactive approaches for care planning and navigation, including arrangement of after-hours care and exploration of the use of in-home respiratory therapist.</p> <p>Offeror described a process that places the member at the center of the care planning/decision process and focuses on the member's perceptions.</p>

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LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3/1/13

Facilitator	Signature	Date
		2/27/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

OFFEROR'S NAME: Bridgeway Health Solutions of Arizona, LLC

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	5

**Rationale:**






Major Observations:

Offeror described use of technology, including web portal and telemonitoring, to support care coordination.

Offeror described a comprehensive care planning process for evaluation of member's needs and exploration of a broad array of service and support opportunities.

Offeror described several approaches to engage member (health coaches, telemonitoring, development of self-management skills, community volunteers).

Offeror described innovative approach for improving care coordination and provider engagement through hosting of luncheons for physical and behavioral health providers.

Evaluation Team Member (Print Name)	Signature	Date
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Michelle Kolbe		2-28-13
Kim Elliott		3/1/13
Facilitator	Signature	Date
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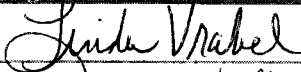

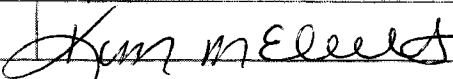


ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

OFFEROR'S NAME: Southwest Catholic Health Network dba Mercy Care Plan

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	6

Rationale:
<p><u>Major Observations:</u></p> <p>Offeror described a comprehensive care planning process that addresses the member's needs in a holistic manner.</p> <p>Offeror described innovative approaches for addressing member's isolation.</p> <p>Offeror described process for exploring other, available benefits (e.g., tribal, VA).</p> <p>Offeror described approach for assisting member with ALTCS application process.</p> <p>Offeror's proposed approach did not include specialists as part of the inter-disciplinary team while developing the care plan.</p> <p>Offeror did not provide detailed information regarding access to after-hours care coordination supports.</p>

Evaluation Team Member (Print Name)	Signature	Date
LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3/1/13
Facilitator	Signature	Date
		2/27/13



**ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4**

**COMPONENT:** PROGRAM

**OFFEROR'S NAME:** Care 1<sup>st</sup> Health Plan Arizona

<b>SUBMISSION REQUIREMENT No. 4</b>	<b>Total Ranking</b>
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	7

**Rationale:**



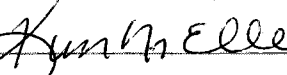
Major Observations:



Offeror described a process that explores a broad and creative array of service and support opportunities.

Offeror described a process that seeks to engage member in care management and planning process.

Offeror did not describe how member and PCP would be involved in the care planning process.

Offeror did not adequately demonstrate use of evidence-based guidelines.

<b>Evaluation Team Member (Print Name)</b>	<b>Signature</b>	<b>Date</b>
LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3/1/13

<b>Facilitator</b>	<b>Signature</b>	<b>Date</b>
		2/27/13

**ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4**

COMPONENT: PROGRAM

OFFEROR'S NAME: Health Net of Arizona

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	8

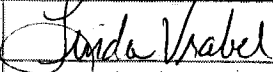

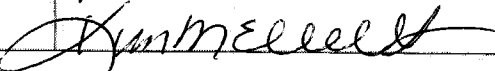
**Rationale:**

Major Observations:

Offeror described offering member pre-programmed cell phone for contacting case manager and provide.

Offeror's proposed approach did not include specialists as part of the inter-disciplinary team while developing the care plan.

Offeror's proposed approach would require member to have more than one chronic condition in order to participate in disease management program.

Evaluation Team Member (Print Name)	Signature	Date
LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3/1/13

Facilitator	Signature	Date
		2/27/13

ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4

COMPONENT: PROGRAM

OFFEROR'S NAME: Medisun Community Care Inc. dba BlueCross BlueShield of Arizona

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	9

**Rationale:**

Major Observations:

Offeror described innovative approaches for care coordination, including in-person visits by care manager to emergency department and PCP office, and web portal.

Offeror's proposed approach did not include specialists as part of the inter-disciplinary team while developing the care plan.

Offeror did not describe how PCP would be involved in development of the care plan (Offeror states that care plan would be shared with PCP after completion).

Evaluation Team Member (Print Name)	Signature	Date
LINDA VRABEL	<i>Linda Vrabel</i>	2/28/13
Michelle Kolbe	<i>Michelle Kolbe</i>	2-28-13
Kim Elliott	<i>Kim Elliott</i>	3-1-13

Facilitator	Signature	Date
<i>Scott Whitman</i>	<i>Scott Whitman</i>	2/27/13

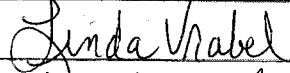


ACUTE CARE/CRS RFP RATIONALE  
SUBMISSION REQUIREMENT NO. 4



COMPONENT: PROGRAM

OFFEROR'S NAME: Phoenix Health Plan

SUBMISSION REQUIREMENT No. 4	Total Ranking
<p>Mr. Andrews is a member in your plan. He is extremely overweight, and spends long periods in bed due to ill health and complete exhaustion. He has no family. He can not walk 100 feet without resting. His medical diagnosis is COPD and he has a chronic cardiac condition following two heart attacks and stent insertions. When he becomes short of breath, he becomes very anxious and calls 911 to take him to the ER. He has been to the ER 12 times in the last six months. His PCP has referred him to the health plan for disease management.</p> <p>Please describe how the Offeror would address the needs of Mr. Andrews. Describe what systemic processes the Offeror will use to improve health care outcomes for members with one or more chronic illnesses.</p>	10

Rationale:
<p><u>Major Observations:</u></p> <p>Offeror described offering member cell phone for contacting case manager and providers.</p> <p>Offeror described use of inpatient hospital setting for the purpose of assessing the member's needs.</p> <p>Offeror did not provide a detailed approach for disease management.</p> <p>Offeror did not describe a member-centered approach to care planning and management.</p> <p>Offeror described a care planning process that includes limited communications with member.</p>

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LINDA VRABEL		2/28/13
Michelle Kolbe		2-28-13
Kim Elliott		3-1-13

Facilitator	Signature	Date
		2/27/13