**COMPONENT:** 

**PROGRAM** 

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

Total Number of Bidders:
10

Totaled By:	Signature	Date
Carol Sonders	Carl Sarders	2/13/13

Verified By:	Signature	Date
A-Mas Cal	- AM	4(4/13
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COMPONENT:	PROGRAM
OFFEROR'S NAME:	Care 1st Health Plan Arizona

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accident on March 1, 2012. After immediate stabilization at the scene, George was rushed to the Arizona General Hospital and treated in the emergency room as a trauma patient. George sustained multiple injuries including a fractured femur, internal bleeding, and trauma to the sternum. After surgery to resolve the internal bleeding, and internal fixation of the fractured femur, George was transferred to the hospital floor.	1
George has been an AHCCCS member for five years. George has a history of substance abuse which may have been a contributing factor in the accident. George is in active substance abuse treatment with a Regional Behavioral Health Authority provider but is not consistent in participating in treatment. After 21 days in the hospital, George is discharged home. George lives alone in a run-down apartment complex in Phoenix. George must navigate two flights of stairs to reach his apartment.	
Four weeks after discharge, George was found by a maintenance worker at the bottom of the stairs. Paramedics were called and George was rushed to the emergency room. George was diagnosed with a head injury, later determined to be a traumatic brain injury, and broken ribs that were sustained from the fall down a flight of stairs. George was found to be in possession of illegal substances by the paramedics, resulting in police involvement at the hospital. After an additional four day inpatient stay, George is transitioned by the hospital Social Worker to a skilled nursing facility that specializes in TBI patients. The skilled nursing facility is not a contracted provider.	
Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address these concerns?	

#### Major Observations:

Offeror presented a comprehensive and detailed team approach to care coordination that included participation by appropriate physical and behavioral health professionals.

Integrated care team included a pharmacist.

Offeror described a medical "rounding" process for the integrated care team.

Offeror included a comprehensive and detailed description of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how the member would be engaged in the care planning process.

Offeror described risks and challenges confronting the member and steps to be taken to overcome them.

Offeror's approach included effective use of technology in support of care coordination.

Offeror referred to the member's support system and involvement of family members in care management, but did not address in detail how family members would be engaged in the care planning process.

Evaluation Team Member (Print Name)	Signature	Date
Rennie Komoleye	A-O- Komola D	2-13-13
Kristen O'Hara	Bollara	2-13-13
Shamon Shiver	Shaw ()	2/13/13
Cherry Boardman	Cherry Boardinan	2-13-13
Carol Sanders	CarlEnroleis	8/15/13

Facilitator	Signature	Date
Anher Cohn	Me	2/4/13

COMPONENT:	PROGRAM
OFFEROR'S NAME:	Health Net of Arizona

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle ac March 1, 2012. After immediate stabilization at the scene, George was rushed to the General Hospital and treated in the emergency room as a trauma patient. George sustained injuries including a fractured femur, internal bleeding, and trauma to the sternum. After s resolve the internal bleeding, and internal fixation of the fractured femur, George was transithe hospital floor.	ecident on e Arizona d multiple 2 surgery to
George has been an AHCCCS member for five years. George has a history of substart which may have been a contributing factor in the accident. George is in active substart treatment with a Regional Behavioral Health Authority provider but is not consparticipating in treatment. After 21 days in the hospital, George is discharged home. George in a run-down apartment complex in Phoenix. George must navigate two flights or reach his apartment.	nce abuse sistent in orge lives
Four weeks after discharge, George was found by a maintenance worker at the bottom of Paramedics were called and George was rushed to the emergency room. George was with a head injury, later determined to be a traumatic brain injury, and broken ribs a sustained from the fall down a flight of stairs. George was found to be in possession substances by the paramedics, resulting in police involvement at the hospital. After an a four day inpatient stay, George is transitioned by the hospital Social Worker to a skiller facility that specializes in TBI patients. The skilled nursing facility is not a contracted proving the state of the state	diagnosed that were of illegal additional d nursing
Describe what processes would be used to coordinate care for George as he moves through continuum of care related to these documented health issues. What does the Offeror see as greatest setback risks/challenges for George and how will the Offeror proactively address t concerns?	s the

#### Major Observations:

Offeror presented a comprehensive and detailed team approach to care coordination that included participation by appropriate physical and behavioral health professionals.

Offeror included a comprehensive and detailed description of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how both the member and his family would be engaged in the care planning process.

Offeror described risks and challenges confronting the member and steps to be taken to overcome them.

Offeror took steps to address broader quality of care issues associated with the case.

Offeror's discussion of risks and challenges addressed polypharmacy issues but did not include a detailed discussion of pain management.

Evaluation Team Member (Print Name)	Signature	Date
Ronnie Komolage	A-O-Komodala)	2-13-13
Kristen O'Hara	Kristen Othara	2-13-13
Shaunon Stiver	Slauner 2	2/13/13
Cherry Boardman	Carry Boardinam	2-13-13
Carol Sanders	Carl Surder	2/15/13

Facilitator	Signature	Date
Anher Cohn	Alm	2/4/13
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**COMPONENT:** 

**PROGRAM** 

**OFFEROR'S NAME:** 

Bridgeway Health Solutions of Arizona, LLC

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accident on March 1, 2012. After immediate stabilization at the scene, George was rushed to the Arizona General Hospital and treated in the emergency room as a trauma patient. George sustained multiple injuries including a fractured femur, internal bleeding, and trauma to the sternum. After surgery to resolve the internal bleeding, and internal fixation of the fractured femur, George was transferred to the hospital floor.	2
George has been an AHCCCS member for five years. George has a history of substance abuse which may have been a contributing factor in the accident. George is in active substance abuse treatment with a Regional Behavioral Health Authority provider but is not consistent in participating in treatment. After 21 days in the hospital, George is discharged home. George lives alone in a run-down apartment complex in Phoenix. George must navigate two flights of stairs to reach his apartment.	:
Four weeks after discharge, George was found by a maintenance worker at the bottom of the stairs. Paramedics were called and George was rushed to the emergency room. George was diagnosed with a head injury, later determined to be a traumatic brain injury, and broken ribs that were sustained from the fall down a flight of stairs. George was found to be in possession of illegal substances by the paramedics, resulting in police involvement at the hospital. After an additional four day inpatient stay, George is transitioned by the hospital Social Worker to a skilled nursing facility that specializes in TBI patients. The skilled nursing facility is not a contracted provider.	
Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address these concerns?	

#### Major Observations:

Offeror presented a detailed team approach to care coordination that included participation by appropriate physical and behavioral health professionals.

Integrated care team included a pharmacist.

Offeror included a comprehensive and detailed description of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how both the member and his family would be engaged in the care planning process.

Offeror described risks and challenges confronting the member and steps to be taken to overcome them.

Offeror did not clearly describe the role of the medical director within the interdisciplinary care team's care planning activities.

Evaluation Team Member (Print Name)	Signature	Date
RONNIE KOMOLAFE	A-O-Komolap	2-13-13
Kristen OHara	Reston Otara	2-13-13
Shannon Shiver	Statuen / 0	2/13/13
	090	
Cherry Boardman Carol Sanders	Call Boardman	2/13-13
Larol Janders	and surders	4/15/13

Facilitator		Signature	Date
Anhen	Colon	NOU	2/14/13

**COMPONENT:** 

**PROGRAM** 

OFFEROR'S NAME:

Southwest Catholic Health Network dba Mercy Care Plan

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accident on March 1, 2012. After immediate stabilization at the scene, George was rushed to the Arizona General Hospital and treated in the emergency room as a trauma patient. George sustained multiple injuries including a fractured femur, internal bleeding, and trauma to the sternum. After surgery to resolve the internal bleeding, and internal fixation of the fractured femur, George was transferred to the hospital floor.	4
George has been an AHCCCS member for five years. George has a history of substance abuse which may have been a contributing factor in the accident. George is in active substance abuse treatment with a Regional Behavioral Health Authority provider but is not consistent in participating in treatment. After 21 days in the hospital, George is discharged home. George lives alone in a run-down apartment complex in Phoenix. George must navigate two flights of stairs to reach his apartment.	
Four weeks after discharge, George was found by a maintenance worker at the bottom of the stairs. Paramedics were called and George was rushed to the emergency room. George was diagnosed with a head injury, later determined to be a traumatic brain injury, and broken ribs that were sustained from the fall down a flight of stairs. George was found to be in possession of illegal substances by the paramedics, resulting in police involvement at the hospital. After an additional four day inpatient stay, George is transitioned by the hospital Social Worker to a skilled nursing facility that specializes in TBI patients. The skilled nursing facility is not a contracted provider.	
Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address these concerns?	

### Major Observations:

Offeror presented a detailed team approach to care coordination.

Integrated care team included a pharmacist.

Offeror included a detailed description of most of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how both the member and his family would be engaged in the care planning process.

Offeror described risks and challenges confronting the member and steps to be taken to overcome them.

Offeror took steps to address broader quality of care issues associated with the case.

Although the offeror's integrated care team included a psychiatrist, it was unclear whether this individual was a plan or RBHA provider and how the RBHA would be represented in the care planning process.

Offeror identified pain management in its assessment of the member's needs did not describe in detail how these needs would be addressed.

	Evaluation Team Member (Print Name)	Signature	Date
	Kristen Ottara	hester Offer	2-13-13
RY	Cherry Boardman	Cherry Boardman	2-13-13
• -	RomanKomolafe	Ago-Konsolako)	2-13-13
	Shaunon Shiver	Stance of	2/14/13
	Carol Sanders	Carl Sarders	2/15/13

Facilitator		Signature	Date
Anhon	Chan	199	2/14/13

COMPONENT:	F
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**PROGRAM** 

**OFFEROR'S NAME:** 

UnitedHealthcare Community Plan

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accided March 1, 2012. After immediate stabilization at the scene, George was rushed to the AGE General Hospital and treated in the emergency room as a trauma patient. George sustained in injuries including a fractured femur, internal bleeding, and trauma to the sternum. After sur resolve the internal bleeding, and internal fixation of the fractured femur, George was transfer the hospital floor.	Arizona 5 multiple gery to
George has been an AHCCCS member for five years. George has a history of substance which may have been a contributing factor in the accident. George is in active substance treatment with a Regional Behavioral Health Authority provider but is not consist participating in treatment. After 21 days in the hospital, George is discharged home. George alone in a run-down apartment complex in Phoenix. George must navigate two flights of streach his apartment.	e abuse tent in ge lives
Four weeks after discharge, George was found by a maintenance worker at the bottom of the Paramedics were called and George was rushed to the emergency room. George was dia with a head injury, later determined to be a traumatic brain injury, and broken ribs the sustained from the fall down a flight of stairs. George was found to be in possession of substances by the paramedics, resulting in police involvement at the hospital. After an adfour day inpatient stay, George is transitioned by the hospital Social Worker to a skilled facility that specializes in TBI patients. The skilled nursing facility is not a contracted provided.	agnosed at were f illegal ditional nursing
Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address the concerns?	he

### Major Observations:

Offeror presented a detailed team approach to care coordination.

Integrated care team included a pharmacist.

Offeror included a detailed description of most of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how the member's family would be engaged in the care planning process.

Offeror described risks and challenges confronting the member and steps to be taken to overcome them.

Offeror took steps to address broader quality of care issues associated with the case.

Offeror identified a primary care manager at the end of the response but did not clearly describe who would have primary responsibility for the member at each stage of the case.

Offeror's discussion of living arrangements addressed the skilled nursing facility and member's home but did not clearly describe other community-based options.

Offeror did not describe in detail how the member's pain management needs would be addressed.

Offeror referred to member-centered care and member empowerment but did not clearly describe how the member would be engaged in the care planning process.

Evaluation Team Member (Print Name)	Signature	Date
Kristen OHaia	Kresta, Oben	2-13-13
Cherry Boardman	Cherry Boardman	2-13-13
Konnie Komologie	A-O. Komolado	2-13-13
Shaunon Shiver	Somewalk	2/14/13
Carol Sanders	Cayl Sarders	2/15/13

Facilitator		Signature	Date
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**PROGRAM** 

**OFFEROR'S NAME:** 

Health Choice Arizona

	SUBMISSION REQUIREMENT No. 5	Total Ranking
	George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accident on March 1, 2012. After immediate stabilization at the scene, George was rushed to the Arizona General Hospital and treated in the emergency room as a trauma patient. George sustained multiple injuries including a fractured femur, internal bleeding, and trauma to the sternum. After surgery to resolve the internal bleeding, and internal fixation of the fractured femur, George was transferred to the hospital floor.	6
	George has been an AHCCCS member for five years. George has a history of substance abuse which may have been a contributing factor in the accident. George is in active substance abuse treatment with a Regional Behavioral Health Authority provider but is not consistent in participating in treatment. After 21 days in the hospital, George is discharged home. George lives alone in a run-down apartment complex in Phoenix. George must navigate two flights of stairs to reach his apartment.	
*	Four weeks after discharge, George was found by a maintenance worker at the bottom of the stairs. Paramedics were called and George was rushed to the emergency room. George was diagnosed with a head injury, later determined to be a traumatic brain injury, and broken ribs that were sustained from the fall down a flight of stairs. George was found to be in possession of illegal substances by the paramedics, resulting in police involvement at the hospital. After an additional four day inpatient stay, George is transitioned by the hospital Social Worker to a skilled nursing facility that specializes in TBI patients. The skilled nursing facility is not a contracted provider.	
	Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address these concerns?	

#### Major Observations:

Offeror included a comprehensive and detailed description of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how the member would be engaged in the care planning process.

Offeror did not clearly describe the composition of the integrated care team.

Offeror mentioned the member's family with respect to housing resources but did not clearly describe how the family would be engaged in the care planning process.

Offeror discussed risks and challenges confronting the member but described only in general terms the steps that would be taken to overcome these risks and challenges, including with respect to his traumatic brain injury, other physical injuries and substance abuse history.

Evaluation Team Member (Print Name)	Signature	Date
RONNIE KOMOLAFE	A-O. Xontolado	2-13-13
Kristen O'Hara	Kusten Othara	2-13-13
Cherry Boardman	Cherry Boardman	2-13-13
Shannon Shiver	Sleaner 50	-2/14/13
Carol Sanders	Can Sarders	2/15/13

Facilitator	Signature	Date
Andrew Cohon	MAC	2/14/13
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**PROGRAM** 

**OFFEROR'S NAME:** 

Maricopa Health Plan managed by University of Arizona

SUBMISSION REQUIREMENT No. 5		Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved March 1, 2012. After immediate stabilization at the scene, Georgeneral Hospital and treated in the emergency room as a trauma painjuries including a fractured femur, internal bleeding, and trauma resolve the internal bleeding, and internal fixation of the fractured fithe hospital floor.	orge was rushed to the Arizona tient. George sustained multiple to the sternum. After surgery to	7
George has been an AHCCCS member for five years. George has which may have been a contributing factor in the accident. Geo treatment with a Regional Behavioral Health Authority prov participating in treatment. After 21 days in the hospital, George is alone in a run-down apartment complex in Phoenix. George must reach his apartment.	rge is in active substance abuse rider but is not consistent in discharged home. George lives	
Four weeks after discharge, George was found by a maintenance we Paramedics were called and George was rushed to the emergency with a head injury, later determined to be a traumatic brain injury sustained from the fall down a flight of stairs. George was four substances by the paramedics, resulting in police involvement at the four day inpatient stay, George is transitioned by the hospital Soffacility that specializes in TBI patients. The skilled nursing facility	y room. George was diagnosed ury, and broken ribs that were nd to be in possession of illegal the hospital. After an additional cial Worker to a skilled nursing	
Describe what processes would be used to coordinate care for Geor continuum of care related to these documented health issues. What greatest setback risks/challenges for George and how will the Offer concerns?	does the Offeror see as the	

### Major Observations:

Offeror described a medical "rounding" process for the integrated care team.

Offeror discussed most of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how both the member and his family would be engaged in the care planning process.

Offeror took steps to address broader quality of care issues associated with the case.

Offeror presented a team approach to care coordination that included a pharmacist, but did not clearly describe who would have primary responsibility for the member's care management.

Offeror discussed the member's medication abuse but did not describe clearly how his pain management needs would be addressed.

Evaluation Team Member (Print Name)	Signature	Date
Mristen OHara	hristen O'Hara	2-13-13
Cherry Boardman	Cherry Boardman	2-13-13
Kynnie Kognoleepse	A: 0 > Kemolago	2-13-13
Lecerence / =	Syannon Thiver	2/14/13
Corol Sanders	Cast Sarles	2/15/13

Facilitator	Signature	Date
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**PROGRAM** 

**OFFEROR'S NAME:** 

University of Arizona Health Plans, University Family Care

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor ve March 1, 2012. After immediate stabilization at the scene, George was rushe General Hospital and treated in the emergency room as a trauma patient. George sinjuries including a fractured femur, internal bleeding, and trauma to the sternum. resolve the internal bleeding, and internal fixation of the fractured femur, George with the hospital floor.	d to the Arizona 7 sustained multiple After surgery to
George has been an AHCCCS member for five years. George has a history of which may have been a contributing factor in the accident. George is in active treatment with a Regional Behavioral Health Authority provider but is n participating in treatment. After 21 days in the hospital, George is discharged hospital alone in a run-down apartment complex in Phoenix. George must navigate two treach his apartment.	e substance abuse not consistent in me. George lives
Four weeks after discharge, George was found by a maintenance worker at the bo Paramedics were called and George was rushed to the emergency room. George with a head injury, later determined to be a traumatic brain injury, and broke sustained from the fall down a flight of stairs. George was found to be in possubstances by the paramedics, resulting in police involvement at the hospital. A four day inpatient stay, George is transitioned by the hospital Social Worker to facility that specializes in TBI patients. The skilled nursing facility is not a contract	ge was diagnosed en ribs that were ssession of illegal after an additional a skilled nursing
Describe what processes would be used to coordinate care for George as he moves continuum of care related to these documented health issues. What does the Offer greatest setback risks/challenges for George and how will the Offeror proactively a concerns?	or see as the

### Major Observations:

Offeror described a medical "rounding" process for the integrated care team.

Offeror discussed most of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror addressed how both the member and his family would be engaged in the care planning process.

Offeror took steps to address broader quality of care issues associated with the case.

Offeror presented a team approach to care coordination that included a pharmacist, but did not clearly describe who would have primary responsibility for the member's care management.

Offeror discussed the member's medication abuse but did not describe clearly how his pain management needs would be addressed.

Evaluation Team Member (Print Name)	Signature	Date
Kristen Ottala	husten OHara	2-13-13
Cherry Boardman	Cherry Boardman	2-13-13
Konnie Komolage	A-O. Kamolago	2-13-13
Shaunon Shiver	Shanne 5	2/14/13
Carol Sonders	Carl Sarlers	2/15/13

Facilitator	Signature	Date
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PROGRAM

OFFEROR'S NAME:

Phoenix Health Plan

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accident on March 1, 2012. After immediate stabilization at the scene, George was rushed to the Arizona General Hospital and treated in the emergency room as a trauma patient. George sustained multiple injuries including a fractured femur, internal bleeding, and trauma to the sternum. After surgery to resolve the internal bleeding, and internal fixation of the fractured femur, George was transferred to the hospital floor.	9
George has been an AHCCCS member for five years. George has a history of substance abuse which may have been a contributing factor in the accident. George is in active substance abuse treatment with a Regional Behavioral Health Authority provider but is not consistent in participating in treatment. After 21 days in the hospital, George is discharged home. George lives alone in a run-down apartment complex in Phoenix. George must navigate two flights of stairs to reach his apartment.	
Four weeks after discharge, George was found by a maintenance worker at the bottom of the stairs. Paramedics were called and George was rushed to the emergency room. George was diagnosed with a head injury, later determined to be a traumatic brain injury, and broken ribs that were sustained from the fall down a flight of stairs. George was found to be in possession of illegal substances by the paramedics, resulting in police involvement at the hospital. After an additional four day inpatient stay, George is transitioned by the hospital Social Worker to a skilled nursing facility that specializes in TBI patients. The skilled nursing facility is not a contracted provider.	
Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address these concerns?	

#### Major Observations:

Offeror included a description of member's needs within the care plan, addressing physical and behavioral health, living arrangements and potential legal issues.

Offeror took steps to address broader quality of care issues associated with the case.

Offeror referred to individuals on the integrated care team throughout the response but did not clearly describe the full composition of the team.

Offeror did not clearly indicate whether the member's PCP would be part of the integrated care team.

Offeror included member's empowerment as a goal and affirmed importance of family's participation, but did not clearly describe how the member and his family would be engaged in the care planning process.

Offeror acknowledged member's risks and challenges but did not describe in detail how post-discharge risks would be mitigated.

Evaluation Team Member (Print Name)	Signature	Date
RONNIE KOMOLAFE	A-O. Komotoro	2-13-13
Kristen OHara	husten OHara	2-13-13
Cherry Boardman	Charma Boardman	2-13-13
Shannon Shiver	Moura	2/14/13
Carol Sarders	Cast Sarders	2/15/13

Facilitator		Signature	Date
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**PROGRAM** 

**OFFEROR'S NAME:** 

Medisun Community Care Inc. dba Blue Cross

SUBMISSION REQUIREMENT No. 5	Total Ranking
George Robertson, a 29 year old AHCCCS member, was involved in a motor vehicle accident on March 1, 2012. After immediate stabilization at the scene, George was rushed to the Arizona General Hospital and treated in the emergency room as a trauma patient. George sustained multiple injuries including a fractured femur, internal bleeding, and trauma to the sternum. After surgery to resolve the internal bleeding, and internal fixation of the fractured femur, George was transferred to the hospital floor.	10
George has been an AHCCCS member for five years. George has a history of substance abuse which may have been a contributing factor in the accident. George is in active substance abuse treatment with a Regional Behavioral Health Authority provider but is not consistent in participating in treatment. After 21 days in the hospital, George is discharged home. George lives alone in a run-down apartment complex in Phoenix. George must navigate two flights of stairs to reach his apartment.	
Four weeks after discharge, George was found by a maintenance worker at the bottom of the stairs. Paramedics were called and George was rushed to the emergency room. George was diagnosed with a head injury, later determined to be a traumatic brain injury, and broken ribs that were sustained from the fall down a flight of stairs. George was found to be in possession of illegal substances by the paramedics, resulting in police involvement at the hospital. After an additional four day inpatient stay, George is transitioned by the hospital Social Worker to a skilled nursing facility that specializes in TBI patients. The skilled nursing facility is not a contracted provider.	
Describe what processes would be used to coordinate care for George as he moves through the continuum of care related to these documented health issues. What does the Offeror see as the greatest setback risks/challenges for George and how will the Offeror proactively address these concerns?	

#### Major Observations:

Offeror did not clearly define the full composition of the integrated care team.

Offeror did not clearly define the activities to be performed by APS or how APS would integrated with the remainder of the care team.

Offeror discussed using motivational interviewing with the member but did not clearly describe how the member would be engaged in the care planning process.

Offeror discussed the member's family with respect to placement options but did not clearly describe how the family would be engaged in the care planning process.

Offeror discussed risks and challenges but did not clearly address physical health issues other than the member's traumatic brain injury.

Offeror discussed use of a pharmacy lock-in but did not clearly address the member's pain management needs.

Offeror proposed to have its Chief Medical Officer take steps to prevent future occurrences but did not propose steps to address broader quality of care issues associated with the case.

Evaluation Team Member (Print Name)	Signature	Date
RONNIE KOMOLAFE	A-O-Komolape	2-13-13
Kristen O'Hara	Kristen OHara	2-13-13
Cherry Boardman	Calary Bostolylaw	2-13-13
Shannon Striver	Musica /	2/14/13
Carol Sanders	Carl Sarders	2/15/13

Facilitator		Signature	Date
A-ben	Cham	MI	- 2/14/13
			<b>,</b> , , , , , , , , , , , , , , , , , ,