

Targeted Investments Year 2 Document Validation

Core Component	Review Criteria
1 - Participate in the Targeted Investment Program Quality Improvement Collaborative (QIC)	<p>A. Attest, through the TI 2.0 Application Portal once available in Fall 2024, that the organization has attended 100% of the QICs in the program year. AHCCCS will track and review Year 2 QIC group meeting attendance records for demonstration of 100% attendance. Participants do not need to upload or provide documentation to validate QIC attendance unless there is a discrepancy.</p>
	<p>B. Submit name(s), through the TI 2.0 Application Portal once available in Fall 2024, of the individual(s) who have registered for the online learning platform and completed registration documentation (e.g., confirmation email message). Participants do not need to upload or provide documentation to validate unless there is a discrepancy.</p>
	<p>C. Attest, through the TI 2.0 Application Portal once available in Fall 2024, that the organization has submitted complete, timely projects to the ASU TIPQIC team in the program year. ASU TIPQIC will confirm that the organization has submitted all TI online projects by established due dates and the deliverables meet minimum expectations. Participants do not need to upload or provide documentation to validate unless there is a discrepancy.</p>

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Core Component	Review Criteria
<p>2 - Plan and implement the National Culturally and Linguistically Appropriate Services (CLAS) Standards</p>	<p>A. Upload a completed National CLAS Standards implementation checklist, including a plan for implementing CLAS standards that are not yet in place. (i.e., standards for which the practice selected Planning to Implement or Not Planning to Implement at this Time). The plan must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Organization review of standards 2-13 (2.2 through 2.13), <input type="checkbox"/> The timeframe in which the practice aims to implement each standard, <input type="checkbox"/> The individual(s) who leading implementation of each standard, <input type="checkbox"/> A list of actions the practice is taking to implement each standard, and <input type="checkbox"/> A description of additional resources the practice may need to implement each standard and how the practice plans to obtain such resources. <p>B. Upload documentation that demonstrates how the practice recruits and supports a diverse practice team. The documents must include a description of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> How the practice team reflects the diversity of the population the practice serves, <input type="checkbox"/> How the practice's current recruiting and hiring processes support diversity, <input type="checkbox"/> How the practice promotes diversity among various staff roles (e.g., clinical staff, practice management, clerical), <input type="checkbox"/> At least one opportunity to improve diversity throughout the practice (e.g., conducting regular assessments of hiring, retention and workforce demographics) and the practice's plan to act on that opportunity (e.g., promoting mentoring opportunities; building diversity-related performance metrics into management and leadership job descriptions and goals) <input type="checkbox"/> How the practice includes information on providing culturally and linguistically appropriate care in staff training materials, and <input type="checkbox"/> How the practice offers and incentivizes completion of training (in person or virtual) to all employees on providing culturally and linguistically appropriate care. <p>Examples for how to improve recruitment of diverse staff include: development of community-based internships; collaboration with local schools, training programs and faith-based organizations; advertisement of job postings through minority job fairs, job boards and newsletters; development of job postings that are in multiple languages, use gender neutral language, and that consider lived experience; and updating the hiring process to blind-review resumes.</p>

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3 - Implement a process for screening addressing health-related social needs (HRSN)	<p>C. Attest, through the TI 2.0 Application Portal once available in Fall 2024, that the processes described in 2B (Standards 2-4) have been implemented by 9/30/2024. Participants do not need to upload or provide documentation to validate unless there is a discrepancy.</p>
	<p>D. NCQA ONLY - Upload documentation that the practice expects will satisfy the requirements for:</p> <ul style="list-style-type: none"> <input type="checkbox"/> NCQA HE 1.A (Building a Diverse Staff), detailing: <ul style="list-style-type: none"> <input type="checkbox"/> activities completed <input type="checkbox"/> activities to be completed <input type="checkbox"/> key milestones <input type="checkbox"/> key dates for completion <input type="checkbox"/> HE 1.B. (Promoting DEI amongst staff), detailing: <ul style="list-style-type: none"> <input type="checkbox"/> activities completed <input type="checkbox"/> activities to be completed <input type="checkbox"/> key milestones <input type="checkbox"/> key dates for completion <p>AHCCCS will confirm it meets other milestone elements (at minimum) and provide suggestions for what additional documentation NCQA may be looking for.</p>

Core Component	Review Criteria
3 - Implement a process for screening addressing health-related social needs (HRSN)	<p>A. Upload documentation that outlines how the practice educates the member, obtains consent, performs HRSN screening and discusses screening results. The documents must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The name of the screening tool and included domains (containing, at minimum: housing instability, utility assistance, food insecurity, transportation needs, interpersonal safety, employment, and justice involvement,). If the HRSN screening is combined with other intake or screening tools, provide a copy. <input type="checkbox"/> The languages in which the screening tool is available; <input type="checkbox"/> A description of the population from whom data are being collected; <input type="checkbox"/> When data are being collected (e.g., prior to the visit, during the visit);

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- Where data are being collected (e.g., in the waiting room, in the visit room);
- How data are being collected (e.g., paper form, electronic survey);
- Who collects data/conducts the screen (e.g., community health worker, medical assistant);
- A script (if the screen is administered live) and/or written description (if the screen is administered through a survey) that explains for the member/family/caregiver:
 - why the practice is conducting the screening,
 - how the information will be used,
 - how the information will be shared,
 - what happens if a need is identified, and
 - how the practice will obtain and document member consent for performing the screening. This must include educating members of the option to opt out of screening;
- The practice's process for reducing over screening of members that have recently been screened by a partner organization (e.g., MCO, community service provider) and for which the practice has complete screening data;
- How the practice confirms the screening results correctly identify all of the member's HRSN,; and
- How the practice obtains member consent to referrals to a resource or intervention.

B. Upload documentation on the practice's process to document screening and referral results in the practice EHR. The documents must include:

- The practice's policies for appropriately documenting a positive screen in the EHR (e.g., if practice chooses to document the level of severity for an HRSN, it should be able to aggregate data to provide a yes/no assessment as to whether the member has a positive need).
- The practice's process for documenting the components from 3A in the EHR.

C. Attest, through the TI 2.0 Application Portal once available in Fall 2024, that G and Z codes are utilized to document screening and referral details through claims by 9/30/2024. **Participants do not need to upload or provide documentation to validate unless there is a discrepancy.**

D. Upload documentation on the practice's process to protect data sharing and confidentiality. The documents must include:

- Information on which practice staff can access which level of data and how the practice periodically updates such access,
- Policies for how access to data may vary based on device (e.g., laptop, cell phone, paper records),

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- Policies for how the practice protects data based on device (e.g., password protection policies for electronic data, locks to limit access to physical data),
- Details on permissible and impermissible use of data, and
- Information on how the practice communicates with members about its policies and procedures around maintaining the privacy and security of individual data.

E. NCQA ONLY - Upload documentation that the practice expects will satisfy the requirements for:

- NCQA HE 2.F (Privacy Protections for Data), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion
- NCQA HE 2.G (Notification of Language Services), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion

AHCCCS will confirm it meets other milestone elements (at minimum) and provide suggestions for what additional documentation NCQA may be looking for.

F. Upload documentation on the practice's processes to maintain a registry of community service providers. If the organization is using the Arizona CommunityCares system or another CLRS, upload:

- A signed scope of work to use of the Arizona CommunityCares closed loop referral system or attestation that all members are covered under an MCO, ACO, or CIN with a sponsored closed-loop referral system (i.e., the system's resources are maintained by an external entity) automatically satisfies this criteria.

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	<p>G. If the organization is not using the Arizona CommunityCares system, upload:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Signed attestation from a senior practice leader that the practice has developed and is actively maintaining a registry of CBOs in the practice service area. The practice should upload the most recent registry of CBOs with the attestation. <input type="checkbox"/> A current copy of the CBO registry. <input type="checkbox"/> The practice's process for selecting community service providers with which to establish agreements. The documents must, at a minimum, include a description of how the practice performs assessments of: <ul style="list-style-type: none"> <input type="checkbox"/> whether the community service provider delivers services that address social needs that are prevalent within the practice population, <input type="checkbox"/> whether the community service provider has the capacity and capability to serve the practice's members, and <input type="checkbox"/> whether the community service provider delivers specialized services for a specific subpopulation that aligns with the provider's member population (note: it may not always be feasible to select such partners). <p>*Participants are not required to satisfy 3G if using CommunityCares for this milestone.</p>
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<p>4 - Connect to and demonstrate effective use of the statewide closed loop referral system (CommunityCares), or</p>	<p>A. Upload the practice's CommunityCares scope of work and onboarding plan. Documentation must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The plan and timeline for onboarding the practice onto the platform (e.g., establish legal partnerships, create user accounts, develop custom reports and/or screening tools) and <input type="checkbox"/> The plan and timeline for training providers on how to use the platform and troubleshooting any issues that arise with the platform (e.g., issues making or checking the status of a referral).

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<p>other closed loop referral system(s) that can report referral-level information</p>	<p>B. Upload a signed attestation from senior practice leadership (e.g., medical lead, financial lead, lead executive, or other practice leadership) that team members have accounts to log into CommunityCares. Must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The name(s) and title(s) of practice team member(s) who have accounts to log into CommunityCares, <input type="checkbox"/> The name and title of the individual who will serve as the administrator responsible for generating reports using CommunityCares data, and <input type="checkbox"/> The name, role, and signature of the senior practice leader.
	<p>C. Upload documentation identifying the team member(s) responsible for utilizing the administrative functions of CommunityCares, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Periodically updating information about practice operations: <ul style="list-style-type: none"> <input type="checkbox"/> team member(s) responsible, <input type="checkbox"/> the frequency of these updates, <input type="checkbox"/> the specific data the practice updates, e.g., office hours, including weekend and after-hours availability, address, telephone number, service offerings (e.g., primary care, behavioral health care), <input type="checkbox"/> cultural and linguistic capabilities, including languages (including American Sign Language) offered by the practice, either by providers or skilled medical interpreter (indicate if the interpreter is onsite or offsite), availability to accept referrals), <input type="checkbox"/> website URL, and <input type="checkbox"/> whether the practice location has accommodations for individuals with physical disabilities, including in offices, exam room(s), equipment. <input type="checkbox"/> Generating reports: <ul style="list-style-type: none"> <input type="checkbox"/> team member(s) responsible <input type="checkbox"/> the types of reports that the practice generates (e.g., most common member needs, number of types of referrals made, individuals who are making referrals, referral status), and <input type="checkbox"/> the frequency each report is generated.
	<p>D. Upload documentation that describes the practice's policies and procedures for using CommunityCares and/or other MCO, ACO, or CIN HRSN referral programs, as appropriate to make electronic service referrals to CBOs. Documentation must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to request and document consent from patient to share information and refer to CBO for services; <input type="checkbox"/> Description of explanation to member/family/caregiver of steps to expect once a referral is made;

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	<ul style="list-style-type: none"> <input type="checkbox"/> Description of practice process for making electronic referrals, including determining the need for referral based on screening results, member/family/caregiver consultation and consent, practice team member responsible for making referral, practice workflows for making and documenting referrals <input type="checkbox"/> Description of process upon notification of fulfillment from CBO, including how the information will be transmitted to the practice and process for documenting referral into member's EHR. <input type="checkbox"/> If using a system other than CommunityCares: Documentation of processes to send referral data to AHCCCS, including: AHCCCS ID, date screened, screening results, referral to (community service provider), referral date, referral method (e.g., telephone), and current referral status. <input type="checkbox"/> If leveraging an MCO, ACO, or CIN referral program reports: Documentation of an implemented data sharing agreement and processes for the entity to send screening and referral data, as described above, to AHCCCS on a monthly basis by 4/30/2025.
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Core Component	Review Criteria
5 - Identify health inequities prevalent within the population	<p>A. Submit a completed AHCCCS Health Equity Collaboration Analysis using the template provided by AHCCCS via Google Form or submitting the completed xls to TargetedInvestments@azahcccs.gov. Due 5/31/2024.</p>

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attributed to the practice and implement plans to reduce them

B. NCQA ONLY - Submit an update on compliance with all required HE Accreditation elements applicable to providers as listed on the formal gap analysis and any relevant information related to the gap analysis, including initial findings, key dates, completed activities, remaining activities, etc. **Due 7/31/2024.**

AHCCCS will provide the template before July, 2024. Participants can prepare by reviewing the NCQA Gap Analysis tool in the NCQA IRT portal. NCQA will demonstrate how to use the IRT portal in a workgroup this May.

C. Upload documentation that demonstrates the practice's process for collecting, documenting and maintaining member-reported demographic data for race/ethnicity, primary language, disability status, geography, sex assigned at birth, gender identity and sexual orientation. The documents must include:

- Process for collecting these data from members (i.e., when data are being collected, where data are being collected, how data are being collected, who collects the data, the questions and/or script being used to collect the data, which should include an explanation to the member of why the data are being collected, how data will be used, how it will not be used, and with whom it will be shared and for what purpose(s)),
- Processes for reconciling differences in the member's EMR between the most recent member-reported data vs. data reported by AHCCCS and/or health plans,
- Procedures for sharing demographic data with members of the care team (i.e., information on which practice staff can access which level of data, how access to data may vary based on device, how the practice protects data based on device, permissible and impermissible use of data and how the practice communicates with members and updates its policies and procedures related to data sharing and confidentiality), and
- Screenshots of the fields in the practice EHR and intake forms to document each of the demographic variables for which the practice collects data, including the question format as well as the member response options for each variable, confirming:
 - response options align with statewide data standards where specified by AHCCCS and
 - if applicable, the timeframe in which changes will be made to align with these standards.

AHCCCS will define these standards consistent with Federal and State guidance in the Summer, 2024. Participants will have a reasonable timeframe to implement these changes.

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D. NCQA Only - Upload documentation that the practice expects will satisfy the requirements for:

- NCQA HE 2.A (Systems for Individual-Level Data), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion
- NCQA HE 2.B (Factor 1) [Collection of Data on Race/Ethnicity - Direct Collection of Data from All Individuals], detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion
- NCQA HE 2.C (Factor 1) [Collection of Data on Language - Direct Collection of Language Needs from All Individuals], detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion
- NCQA HE 2.D (Collection of Data on Gender Identity), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion
- NCQA HE 2.E. (Collection of Data on Sexual Orientation), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion

AHCCCS will confirm it meets other milestone elements (at minimum) and provide suggestions for what additional documentation NCQA may be looking for.

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E. Upload documentation that demonstrates the practice’s policies and procedures for stratifying performance on quality incentive measures using clinical data stratified by (a) member-reported demographic data (i.e., the variables specified in milestone 5.C) and/or (b) HRSN data collected in milestone 3 in the practice EHR. Practices should report stratified performance for all subpopulations, regardless of the size of the denominator. Documentation must include:

- Description of the source of referenced data (e.g., EMR, MCO gap-reports), including:
 - frequency of receiving the data
 - processes to pull or otherwise receive the data
- Description of how, if more than one source is used, the data are matched from one system to another (i.e. “primary index”)
- Description of how stratified metrics are generated (e.g., which EMR report)
- If an ACO/CIN is assisting the practice with this effort, describe:
 - how each ACO/CIN supports the clinic for mutual members
 - how the practice completes this effort for AHCCCS members not enrolled with the ACO/CIN.

F. NCQA Only - Upload documentation that the practice expects will satisfy the requirements for:

- NCQA HE 6.A (Reporting Stratified Measures), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion
- NCQA HE 6.B (Use of Data to Assess Disparities), detailing:
 - activities completed
 - activities to be completed
 - key milestones
 - key dates for completion

AHCCCS will confirm it meets other milestone elements (at minimum) and provide suggestions for what additional documentation NCQA may be looking for.

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Core Component	Review Criteria
<p>6 - Implement a process to place Dental Varnish and educate members seen about the importance of oral health in the PCP office and follow-up with Dental providers.</p>	<p>A. Submit documentation that contains the name(s) of the provider(s) within the practice with responsibility for placing dental fluoride varnish at the time of a member's visit. For practices with multiple clinics, provide this information by clinic.</p> <p>The providers indicated must meet the requirements of AHCCCS AMPM Policy 430 and AMPM Policy 431.</p>
	<p>B. Submit documentation, including copies of training certificates, that describes the qualifications of the provider(s) named in milestone 6.A with responsibility for placing the dental fluoride varnish. The qualifications should clearly demonstrate that the individual(s) has completed appropriate training in application of dental fluoride varnish (e.g., provide documentation that the individual has completed Smiles for Life or other similar training program and is up-to-date on their training.)</p>
	<p>C. Upload documentation that describes the practice's workflow, processes, and policies for application of dental fluoride varnish. Documentation must include the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Written materials, scripts, and other documents used to educate and discuss dental fluoride varnish application with members and present guardians, risks and benefits of receiving treatment, risks and benefits of not receiving treatment, and any associated financial information (e.g., no copayment or charge); <input type="checkbox"/> Process for obtaining written consent to place dental fluoride varnish and entering member's decision to receive/not receive dental fluoride varnish at the time of the visit into the member's medical record; <input type="checkbox"/> Process to obtain and record the member's dentist in the EHR; <input type="checkbox"/> Process for discussing with the member and present guardian the last dental visit (as recalled by the member/caregiver/guardian) and entering this information into the member's medical record.
	<p>D. Upload documentation that describes the practice's policies and procedures for ensuring that the dental services referred by the practice were scheduled and performed by the member's identified dentist/dentist to whom the practice referred the member. Documentation must describe:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Process for identifying and referring member to a dentist should the member not already have one, including recommended frequency of dental visits, and transportation assistance, as applicable; <input type="checkbox"/> Process for confirming with the member and/or dental provider that the follow-up dental service was scheduled;

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- Process for confirming with the member and/or dental provider that the follow-up dental service was performed within 6 months of referral;
- Description of the process for following up with member if the individual(s) do not show for appointment, including support to reschedule appointment.
- Process for documenting completion of referral and dental services in the member's EMR.

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Core Component	Review Criteria
<p>7 - Educate and screen caregiver(s) and guardian(s) of a newborn for anxiety and depression and coordinate with appropriate behavioral health</p>	<p>A. Upload documentation that describes the policies and processes for educating caregiver(s) and guardian(s) about postpartum depression, screening for postpartum depression, obtaining consent to screen, and discussion of results and steps to support an identified need. The documents must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The name(s) of the screening tool(s) used; <input type="checkbox"/> The languages in which the screening tool(s) is/are available; <input type="checkbox"/> A description of the population from whom data are being collected and how the practice will identify individuals for screening; <input type="checkbox"/> When the data are collected (e.g., during the visit); <input type="checkbox"/> Where data are being collected (e.g., visit/exam room); <input type="checkbox"/> How the data are being collected (electronically, paper survey); <input type="checkbox"/> The individual(s) in the practice who will collect the data/perform the screening and their qualifications/credentials; <input type="checkbox"/> Written materials, scripts, and other materials used to educate caregiver(s)/guardian(s) about anxiety and depression after childbirth, including signs and symptoms of depression, availability of treatment and counseling services, and how to receive help; <input type="checkbox"/> Documentation and process for screening caregiver(s)/guardian(s) for postpartum depression according to the frequency identified in the milestone, including how the practice incorporates this into the workflow, individual(s) responsible for discussing results with caregiver(s)/guardian(s), discussion of screening results with caregiver(s)/guardian(s), including available services for follow-up treatment and care for identified need, risks/benefits of screening/not screening, caregiver(s)/guardian(s) consent, and explanation of how the information will be used and shared; <input type="checkbox"/> Processes for recording in the member's electronic health record the caregiver(s)/guardian(s) present at the visits, consent for screening, consent for sharing results, information about how screening results will be used/shared, screening tool administered, reason for not administering screening tool, if applicable;

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- Process and communication to caregiver(s)/guardian(s) of signs and symptoms of postpartum depression that should result in a call to the primary care or other provider.

B. Upload documentation that describes the practice's processes for completing the following activities:

- Developing, maintaining, and updating a registry of behavioral health providers who can meet a need identified from the screening, including name, credentials, including certifications, address, availability of in-person and/or telehealth services, website (as applicable), languages spoken by the provider, availability of skilled interpreter services;
- Providing caregiver(s)/guardian(s) with a copy of the registry of behavioral health providers who can support an identified need;
- Obtaining and documenting information regarding status of behavioral health providers Perinatal Mental Health Certification status and communicating status in registry provided to caregiver(s)/guardian(s);
- Obtaining and documenting information regarding insurance accepted by behavioral health providers on the registry and communicating that information to caregiver(s)/ guardian(s);

The registry should include behavioral health providers who are 1) accepting new patients, and 2) are able to see a new patient consistent with the standards in [ACOM 417](#).

Submit current copy of registry of behavioral health providers, including name, credentials, address, availability of telehealth services, website (as applicable), languages spoken by the provider, availability of skilled interpreter services.

C. Submit written documentation of **care coordination and referral protocols** for when caregiver(s)/guardian(s) screen positive for anxiety and/or depression. Documentation must include protocols and processes with the following entities/providers:

- AHCCCS Health Plans (when the caregiver is an AHCCCS member), including process for identifying whether caregiver(s) is an AHCCCS member and referral to health plan for questions regarding coverage of benefits;
- Behavioral health providers, including the practice's processes for prioritizing care coordination and referral to behavioral health providers with Perinatal Mental Health Certification and Perinatal Mental Health Certification for Pharmacological interventions. Description should include processes for sending and receiving referrals, timelines for outreach to caregiver(s)/guardian(s), communication regarding status of referral, and documentation in the member's medical record;

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- Care managers and/or case managers to communicate and document screening results and referral.

Submit written materials, scripts, or other educational materials the practice uses with caregiver(s)/guardian(s) to discuss referral process steps, transportation assistance, as available.

Submit written documentation of other practice interventions or follow-up procedures for diagnosing and treating depression for caregiver(s)/guardian(s).