

INNOVATIONS IN SERVICE DELIVERY & TECHNOLOGY

- Awarded [Competitive Contract Expansion](#) contracts to three AHCCCS Complete Care health plans to serve individuals with a Serious Mental Illness designation.
- Submitted the [AHCCCS Housing and Health Opportunities \(H2O\) demonstration waiver request](#) to the Centers for Medicare and Medicaid Services, aimed at enhancing the availability of housing-related services and support for individuals experiencing homelessness or at risk of homelessness, including abuse, neglect, and exploitation.
- Expanded the existing [Medicaid School Based Claiming program](#) to allow all Medicaid-enrolled children to access health care services on school campuses (not just those students with an Individualized Education Program).
- Implemented the [Emergency Triage, Treat and Transport program](#) to reduce unnecessary transports to emergency departments and allow members to be transported to alternate destinations.
- Launched the [Opioid Services Locator tool](#) and fostered increased community opioid and stimulant primary prevention efforts; developed a toolkit on psychostimulants, fentanyl, and targeted strategies on counterfeit pills.
- With the state's Health Information Exchange (HIE), launched a [closed loop referral system](#) to make it easier for clinicians to connect members to needed social services.
- Implemented Arizona's [Electronic Visit Verification program](#) to ensure access to care for members who receive in-home services and supports.
- Provided behavioral health services to **6,000 students** either on school campuses or in established clinics in response to referrals for services.
- In alignment with the [Home and Community Based Services Enhanced Federal Match](#) provision allowing states to supplement existing funding, AHCCCS submitted a spending plan for more than \$1 billion detailing how the agency will use additional federal funding to strengthen and enhance the HCBS system of care for seniors, individuals with disabilities, individuals with a Serious Mental Illness designation, and children with behavioral health needs.

RESPONSE TO THE COVID-19 PUBLIC HEALTH EMERGENCY

- Maintained coverage for all beneficiaries enrolled during the federally declared public health emergency; enrollment increased nearly **24 percent** over the last 22 months.
- Implemented strategies to increase COVID-19 vaccination rates among vulnerable AHCCCS beneficiaries, including mobile-based vaccine distribution for members enrolled in the Arizona Long Term Care System (ALTCS). Achieved ALTCS vaccination rates as high as **78 percent**.
- Maintained the [Crisis Counseling Program](#) to help individuals and communities recover from the pandemic; served more than **17,000 unique individuals** statewide with crisis counseling and group counseling/public education.
- Distributed over **\$18 million** in additional pandemic relief funding to nursing facilities.