

Arizona Health Care Cost Containment System (AHCCCS) 2013 Aging 2020 Updates By Goal

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Enhance information systems to improve access to information related to senior health issues.	AHCCCS		Completed	
b. Review and revise the AHCCCS Web site to ensure its suitability for an aging population.	AHCCCS		Ongoing	AHCCCS continues to make improvements to its website in order to ensure optimal access for AHCCCS/ALTCS members.

Objective 1.3: Ensure access to health care for seniors of all socio-economic levels.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Offer affordable premium-based insurance (i.e. Health Care Group) to small businesses.	AHCCCS		Completed	The Affordable Care Act provides healthcare coverage options for small businesses
b. Evaluate emerging technological opportunities such as telemedicine.	AHCCCS		Completed	AHCCCS offers guidance to Contractors in the AHCCCS Medical Policy Manual Chapter 320 regarding parameters for the use of telemedicine in the provision of services
c. Improve accessibility to care by enhancing medically necessary transportation services.	AHCCCS		Completed	AHCCCS has incorporated specific language in its contract mandating that all transportation, prior authorization and member services representatives be trained in the geography of any/all GSA(s) in which the Contractor/Health Plan holds a contract and have access to mapping search engines (e.g. MapQuest, Yahoo Maps, Google Maps, etc) for the purposes of authorizing services in; recommending providers in; and transporting members to the most geographically appropriate location.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

Objective 3.1: Conduct research and monitor trends and outcomes to better inform policy and program development.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
d. Evaluate the efficiency, effectiveness, and cost-benefit of technological advancements that allow individuals to remain safely in their homes.	AHCCCS		Ongoing	No specific report for 2013. AHCCCS continues to research options for Electronic Visit Verification for home and community based services provided in the Member's home.

Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
i. Collaborate with ADHS to enhance prevention and wellness program outreach efforts.	AHCCCS		Ongoing	
j. Expand disease management programs designed for chronic conditions to include those at all stages of the disease process.	AHCCCS		Ongoing	<p>During CYE 2011, AHCCCS measured three components of the HEDIS-like measure of Comprehensive Diabetes Care among ALTCS Contractors/Health Plans that serve the elderly and physically disabled (E/PD) population. Based on the measurement period of CYE 2010, AHCCCS overall rates HbA1c and Lipid screenings demonstrated a statistically significant decrease while the rate for Eye Exams demonstrated a statistically significant increase and exceed the most recent HEDIS national means for Medicaid managed care plans. The AHCCCS overall rate for eye exams also exceeds the national average for commercial health plans for the fifth consecutive year. Results were affected by low performance of some AHCCCS ALTCS Contractors that were not successful in the RFP to provide services beginning in CYE 2012 (new ALTCS contracts were awarded in 05/2011 for an effective date of 10/01/12). However, it should be noted that, among the four continuing Contractors (were awarded contracts in 05/2011), the overall HbA1c performance rate was 87.1 percent. This rate is an increase from the previous year and is above both the AHCCCS Minimum Performance Standard (MPS) and HEDIS national Medicaid Mean. The Lipid Screening overall</p> <p>rate for the continuing Contractors was 80.7 percent. This rate is an increase from the previous year and is above both the AHCCCS MPS and HEDIS national previous year and is above both the AHCCCS MPS and HEDIS national Medicaid Mean.</p>

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.					
STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Identify additional opportunities to expand home and community based services (e.g. consumer-directed care, transitional living assistance).		AHCCCS, DES	Area Agencies on Aging	Completed	AHCCCS implemented the Agency with Choice, member-directed option January 1, 2013. This model will allow ALTCS members to self-direct their services while being afforded the security of continuing to work with an attendant care agency. The new model completes the continuum of member-directed options including self-directed attendant care that has been available to members since 2008.
b. Facilitate and support caregiver education and ongoing access to useful caregiver resources.		AHCCCS, DES	Area Agencies on Aging	Completed	AHCCCS, on 10/01/12, implemented a policy, mandating the training of Direct Care Workers (DCWs). As of that date, any DCWs serving ALTCS members in their home will be required to have demonstrated proficiency against a standard set of competencies, aimed at ensuring that DCWs have the knowledge and skills needed to provide quality care to members. This policy is the result of a multi-year effort, involving the participation of agency and community stakeholders as well as ALTCS members.
Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.					
STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Cooperate with State medical schools to support professional training programs that produce gerontological specialists and fill gaps in medical service availability.		AHCCCS		Completed	AHCCCS has incorporated specific language in its contract, requiring that AHCCCS Contractors/Health Plans support medical residency and dental student training programs in the state of Arizona. The contract encourages plans to contract with or otherwise support the many Graduate Medical Education (GME) Residency Training Programs currently operating in the state and to investigate opportunities for resident participation in Contractor medical management and committee activities. Annually, AHCCCS Contractors/Health Plans are required to address workforce development and the GME program in their network planning.
b. Expand the use of physician extenders in underserved areas, such as nurse practitioners and physician assistants.		AHCCCS		Completed	AHCCCS regulations provide for the appropriate use of physician extenders.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.1: Develop programs and approaches to close the Adult Protective Services in the state's current aging services infrastructure and delivery system especially to underserved areas.

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Investigate alternatives for financing currently uncovered services, specifically vision, hearing, and dental services.	AHCCCS		Ongoing	The current economic climate requires that AHCCCS focus on the preservation of existing services.
b. Support the infrastructure of Federally Qualified Health Centers and other existing providers in underserved areas.	AHCCCS		Completed	The AHCCCS contract encourages its Contractors/Health Plans to use FQHCs/RHCs in Arizona to provide covered services. Contractors/Health Plans are also required to submit member month information for Title XIX members for each FQHC/RHC on a quarterly basis to the AHCCCS Division of Health Care Management.

Objective 6.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Explore how assisted living facilities can be used to provide services to nursing facility residents with special health care needs (behavioral, medically involved).	AHCCCS		Completed	AHCCCS requires its ALTCS Contractors/Health Plans to develop networks that meet the needs of their membership. This includes the development of special programs in assisted living facilities.

Goal 7: Promote quality of care in all aging services.

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
b. Require Arizona Long Term Care System (ALTCS) contractors to submit an Annual Network Development and Management Plan that describes strategies for improvement.	AHCCCS		Completed	ALTCS Contractors/Health Plans are required, by contract, to develop and maintain a Network Development and Management Plan that ensures the adequacy and sufficiency of the Plan's provider network. The Plan is evaluated and updated annually. Additionally, AHCCCS adopted minimum network standards, and ALTCS Contractors/Health Plans are required to submit quarterly network summaries of all providers, and demonstrate that they meet these standards in each service area. Recurring gaps must be addressed and explained in the annual Network Development and Management Plan.
c. Require ALTCS contractors to involve member-provider councils in the identification of methods to improve member accessibility to services.	AHCCCS		Completed	The AHCCCS contract requires that ALTCS Contractors/Health Plans establish a Member Council that will participate in providing input on policy and programs. The council must be chaired by the Contractor's Administrator/CEO or designee and must meet at least quarterly. Every effort must be made to include a cross representation of both members/families/significant others, member advocacy groups and providers that reflect the population and community served. Members/families/significant others and member advocacy groups must make up at least 50% of the membership (new requirement for CYE 12).
d. Prepare for the needs of a growing ethnically diverse population by promoting cultural competency in healthcare education and throughout the healthcare delivery system.	AHCCCS		Completed	The AHCCCS contract mandates that ALTCS Contractors/Health Plans develop a Cultural Competency Plan. The plans are reviewed annually by AHCCCS to ensure compliance.
e. Develop additional incentives for health plans, program contractors and providers of care to meet quality standards and prevention goals (e.g., Pay for Performance strategies).	AHCCCS		Completed	Language pertaining to Pay for Performance and other physician incentive programs has been incorporated into the AHCCCS contract with the ALTCS Contractors/Health Plans. Additionally, AHCCCS incorporated language requiring ALTCS Contractors/Health Plans to develop shared savings initiatives aimed at enhancing the quality of care provided to members while also realizing cost savings.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
d. Take advantage of federal waiver opportunities to offer flexible long term care and establish principles, programs and payments strategies that encourage and support the delivery of cost-effective, quality services in the least restrictive settings.	AHCCCS (ALTCS)		Completed	AHCCCS makes every effort, through its 1115 waiver and through its contracts, policies and procedures to ensure that services are offered in the most appropriate, least restrictive, most cost effective manner possible. The AHCCCS/ALTCS contracts and Chapters 1200 and 1600 of the AHCCCS Medical Policy Manual clearly outline the commitment to these principles. Lastly, ALTCS Contractors/Health Plans are required to discuss their strategies for ensuring members are placed in the least restrictive setting possible in their Network Development and Management Plan.

Objective 8.3: Use cross-agency collaboration to reduce administrative costs and maximize results.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Partner with the Center for Medicare and Medicaid Services to integrate services for dual eligible seniors.	AHCCCS		Ongoing	All ALTCS Contractors/Health Plans are SNPs. AHCCCS continues to explore options for alignment of dual eligible members.

Key:	Participating State Agencies and Boards
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging