JUNE 2016 INTAKE PROVIDER CALL

Rob Neely
Teri Krantz, Director Network Management & Operations

NETWORK MANAGEMENT & CONTRACT UPDATES
New Cenpatico Integrated Care – Executed Contracts (thru May 20, 2016)

Behavioral Health Contracts
- Santos, Joe A. (Sierra Vista) – LCSW

Physical Health Contracts
- Abundant Health Family Practice-PCP
- Arizona Advanced Imaging-Specialty
- Arizona Medical Transport LLC-Transportation
- Arizona Women's Health Center-OB/GYN
- Biltmore Cardiology Cardiologist
- Cardiac Arrhythmia Institute (Dr. Himanshu Shukla)-Specialty
New Cenpatico Integrated Care – Executed Contracts (thru May 20, 2016)

- Comprehensive Women's Healthcare-OB/GYN
- Da Vinci Healthcare, Inc. dba Mountain View Care Center-SNF
- Dependable Home Health-Specialty
- Dependable Medical Equipment-Specialty
- Dependable Nurses-Specialty
- Desert Bloom Family Practice-PCP
- Desert Pain and Rehab Specialists-Specialty
- Desert Rose Neurology-Specialty
- East Tucson IM Geriatrics-Specialty
- Ensign Group - Catalina Health Care Center-SNF
- Ensign Sabino, LLC dba Sabino Canyon Rehabilitation & Care Center-SNF
- Focused Imaging of Arizona, Inc.-Specialty
- Genesis OB-GYN-Specialty
- Gering, Stanley MD-PCP
New Cenpatico Integrated Care – Executed Contracts (thru May 20, 2016)

- Halili Physical Therapy dba Adi Halili-Specialty
- Kokopelli OBGYN-Specialty
- Marchand OBGYN-OB/GYN
- Medical Services of Southern Arizona-PCP
- Mesa Verde Medical Group, PC-PCP
- Mesquite Medical Associates-PCP
- Mingus Medical Care PLLC (Nancy Pierce)-PCP
- Neurology Associates of the East Valley-Specialty
- Option 1 Nutrition Solutions-Specialty
New Cenpatico Integrated Care – Executed Contracts (thru May 20, 2016)

- Park Waverly Healthcare, LLC dba Park Avenue Health and Rehabilitation-Specialty
- Phoenician Medical-Specialty
- Phoenix Neurological Institute Inc.-Specialty
- Pima Heart Physicians-Specialty
- Pima Neurology-Specialty
- Radiant Medical Imaging-Imaging
- Radiology Ltd.-Radiology
- Reyes, Martha L. MD-PCP
- San Tan Foot & Ankle-Specialty
- Scottsdale Center for Advanced Pain Management-Specialty
- Sentinel Peak Healthcare dba Casa Adobes Post Acute Rehabilitation Center-SNF
New Cenpatico Integrated Care – Executed Contracts (thru May 20, 2016)

• Tortolita Healthcare, Inc. dba La Canada Care Center-SNF
• Tucson Clinica Medica Familia-PCP
• Tucson Family Care (Brenda Wells)-PCP
• Tucson Medical Center (TMC)-Hospital
• Twin Peaks Family Medicine-PCP
• Vital Sight (ASC Only - part of SW Eye)-ASC
• Yuma Regional Medical Center-Hospital
No terminated contracts this month.
FY16 Cenpatico Integrated Care Provider Manual has been updated. Attached is a summary of the changes. Both the final version, red-line version and summary of change have been posted to the website located at:

http://www.cenpaticointegratedcareaz.com/for-providers/provider-resources/provider-manual
Cenpatico Contracting Mailbox
Name Change

📅 Old name: caz_contracts@cenpatico.com
📅 New name is: cazcontracts@cenpatico.com
Administrative Reviews

It has been determined that a majority of supporting documentation required for the Annual Provider Administrative Review is duplicative of provider deliverables already submitted and/or duplicative of information obtained during provider onboarding; therefore, Cenpatico has decided to discontinue these annual audits.

If you have any questions/concerns, please contact Teri Krantz, Director of Network Management/Contracting.
Kathleen Bryant, Pharmacy Administrator

MEDICAL MANAGEMENT UPDATES
Pharmacy Drug Lists

- Changes to the Comprehensive and Behavioral Health Drug Lists have been updated to reflect changes approved by the AHCCCS Pharmacy & Therapeutics Committee on May 17, 2016.
- These changes are effective July 1, 2016.
- Please see the attached list of the changes.
- Please share this information with the appropriate staff at your agency.
Action Steps Required

Distribute to appropriate staff.

Any questions please contact Kathleen Bryant, Pharm.D. Pharmacy Administrator at: KBryant@cenpatico.com. Cenpatico – Office: 1-866-495-6738 ext. 26133.
Andrea Hartwig, Director Crisis Services

NETWORK DEVELOPMENT UPDATES
Urgent Enrollments-New Reminders

- For all Urgent Enrollments, ICCAs are expected to call NurseWise **upon arrival** to the facility.
- If you are unable to complete the Urgent Enrollment due to the member not being available at the time of arrival, this also needs to be communicated to NurseWise prior to the deadline.
- C-IC will be notified if arrival times have not been reported to NurseWise by the ICCA in the expected time frame.
- Beginning June 6th, C-IC will generate emails to the ICCAs to inform them arrival times for Urgent Enrollments have not been recorded with NurseWise. ICCA will have an opportunity to call NurseWise and record their arrival time.
Urgent Enrollments-New reminders

Starting July 1st ICCAs that have not followed the outlined process of notifying NurseWise of their Urgent Enrollments arrival times will be issued a CAL.

NurseWise will discontinue calling ICCAs in order to obtain this information as of July 1st.

Pasadera Community Observation Center in Pima County will start requesting Urgent Enrollments and NurseWise will be dispatching providers to this facility as well. (Providers will be notified of the exact start date soon).
Urgent Enrollments at Behavioral Health Inpatient Facilities

Cenpatico Integrated Care completes urgent enrollments through ICC Agencies (only ICC Agencies) for eligible members who are admitted to a Behavioral Health Inpatient Facility. Eligible members include those living in the Cenpatico covered service area, not in a current episode of care, AND are either:

- T19 ONLY
- SMI (T19 or NT19)
- T19, SMI and Medicare
- SMI, NT19 and Medicare.

Reminder: Acute Care Health Plans are responsible for T19 Medicare GMH/SA members.
Urgent Enrollment Process

- Hospital identifies a person as eligible for RBHA services.
- Hospital calls NurseWise.
- NurseWise checks eligibility and dispatches an ICC Agency based on the member’s choice of providers. If the member is not able to choose or requests assistance, NW will assist in choosing an ICC Agency that is geographically close to the member’s home.
- The agency has 24 hours to respond to the urgent enrollment. *If the ICC Agency does not call NW to report when they have arrived in scene (in real time) the response will be counted as late.*
ICC Agencies travel statewide to complete the intake.

Note: We developed this process to engage people into care, rather than fulfilling an administrative function. After trial and error, we found this system to be the most effective in facilitating coordination of care, engaging members into care and facilitating effective discharge planning. Once the ICC Agency completes the urgent enrollment, they are the entity that is responsible for coordinating with the inpatient team in regards to discharge planning.
Urgent Enrollments at a Community Observation Center

This includes the CRC, Yuma 23 hour Observation Unit, Living Room Programs, and Pasadera 23 hour Observation unit in Pima County.

Cenpatico Integrated Care completes urgent enrollments through ICC Agencies (only ICC Agencies) for every eligible member that receives crisis services at a COS. Eligible members include those living in the Cenpatico covered service area, not in a current episode of care, AND are either:

- NT19
- T19 ONLY
- SMI (T19 or NT19)
- T19, SMI and Medicare
- SMI, NT19 and Medicare

Reminder: Acute Care Health Plans are responsible for T19 Medicare GMH/SA members.
Urgent Enrollments at Community Observation Centers

- Community Observation Center (COC) identifies a person as eligible for RBHA services
- COS calls NurseWise
- NurseWise checks eligibility and dispatches an ICC Agency based on the member’s choice of providers. If the member is not able to choose or requests assistance, NW will assist in choosing an ICC Agency that is geographically close to the member’s home.
- The agency has ONE hours to respond to the urgent enrollment. **If the ICC Agency does not call NW to report when they have arrived in scene (in real time) the response will be counted as late and is subject to corrective action.**
- All ICC Agencies are required to have a person available 24 hours a day, 7 days a week for this purpose.
Urgent enrollments are part of the admission and treatment process. The goal is to avoid a further crisis by ensuring follow up and ongoing services. Community Observation Center staff will advise the person of the process and will offer a choice of treatment providers (ICC Agencies). NurseWise will dispatch the ICC Agency who is required to arrive within one hour.

IMPORTANT: Please call NurseWise upon arrival to complete the Urgent Enrollment! These times are tracked and corrective action letters will be issued for providers who do not meet the timeline.
General Reminders

- The enrollment should not be lengthy but should be an abbreviated intake in order to gather the information needed quickly and without further trauma to the member in an active crisis (one half hour max). The intake process can be completed in the follow up appointment (completed preferably in the next 24-48 hours).

- The ICC Agency responding will need to check in with the Community Observation Center staff when arriving and leaving in order to coordinate care. The responding ICC Agency will also participate in discharge planning and should incorporate natural supports to prevent return visits to the facility in times of crisis. A follow up meeting with the member should be scheduled prior to discharge by the ICC Agency. The Community Observation Center can get emergency follow up and intake appointments through NurseWise (My Health Direct) if needed.
Providers must maintain an administrator-on-call to address any after-hours, weekend or holiday concerns or issues related to coordination of care or the health and/or safety of Members. The Administrator-on-call must respond to all requests, including requests from Cenpatico IC's contracted Crisis Line Provider, within one (1) hour of being called.

The Administrator-On-Call is to be available by calling the main phone line of the agency where the caller is prompted as to the method to reach the administrator on call. We have advised the crisis system to use this option if there is an issue that cannot wait until regular business hours. This includes NurseWise, CMTs, and facility based crisis services such as the CBI facilities, CRC, Yuma 23 hour and the ROC.

It is understood that the Administrator-on-Call may not have access to records needed for everyday coordination of care but in an urgent situation, the AOC must be able to problem solve and ensure the members needs are met.
CMT Update

When completing a hospital evaluation at the ED, the CMT must be sure to use the correct code for the place of service (23). Please use this code for all work done in the ED, including hospital re-evaluations.

These codes are being pulled for reporting purposes and we need to accurately identify persons assessed in an ED.

Billing codes are found at the following location:

DCS Rapid Response

ICC Agencies are required to respond to a DCS Rapid Response request by NurseWise as follows:

- 72 hours-initial assessment (the member must be present at this assessment is to ensure that they are doing well).
- 5 days-parent engagement (must be face to face).
- 21 days-meaningful service (This is a change due to Jacob’s Law. Previous timeline was 23 days).
ICC Agencies are required to call into NurseWise upon arriving to the placement for completion of the timelines.

- If the intake agency fails to call and report their arrival, the timeline is considered not met and is subject to corrective action.
- Beginning in early June, ICC Agencies will be receiving notifications from Cenpatico regarding missed timelines. It is the ICC Agency’s responsibility to call NurseWise and report this information. NurseWise is not the responsible entity in this situation.
If upon arriving at the placement, the ICC Agency is not able to meet the required activity, they must call NurseWise to report they have arrived and the reason why they can not complete the required activity.

- The ICC Agency is responsible to continue outreach and engagement until contact is made or the Rapid Response is no longer needed.
- “Coordination issue with placement” will no longer be an acceptable reason to miss a Rapid Response timeline. It is very important that the ICCA calls NurseWise and states exactly what occurred (placement did not answer the door, wrong address, etc.).
- The ICC Agency should ask NurseWise to document the call to ensure they are not identified as missing a timeline.

This process will be monitored closely and will be subject to corrective action and sanction if not followed.
NETWORK DEVELOPMENT UPDATES

Tiffany Booth, Manager Provider Performance
Specialty Provider Referral Process

As a reminder, the Specialty Provider Referral Checklist has been updated. The revised checklist dated 4/26/16 should be utilized going forward.

- Revised checklist includes contact information for the person responsible for ensuring packet accuracy. If packet is not complete please call this person first for any noted issues.
- Revised checklist also includes a list of service descriptions. Moving forward all ISPs for specialty provider services must contain the service descriptions and frequencies of those services, at a minimum.
- Lastly the new Checklist provides the ICC Agency the ability to note a member’s physical address should this be different from the address of a legal guardian.

The Monthly Summary Progress Note form has been updated. The revised form dated 4/26/16 should be utilized going forward.

- The revised form includes key contact for the specialty agency contact.
Specialty Provider Referral Process

ART/CFT Reminders (Collaboration Requirements)

• Step 2 of the Specialty Provider Referral Process includes an ART/CFT Meeting to collaborate with the ICC Agency regarding the referral.

• If the ART/CFT Meeting is not possible, this can be a phone call with or without the member present and should occur before the packet is sent.

• Do note that ART/CFT Meetings are required post referral. There continue to be several issues regarding coordination of care across the network and the ART/CFT meetings should be utilized to address these issues.
Corrective Action Plan (CAP) Due Date

CAPs have historically been due within 21 calendar days of the receipt of the CAL. This due date has been extended to 30 calendar days effective immediately.

The purpose of this is to allow more face-to-face technical assistance sessions between the provider and the Provider Mentor for CAP development as all CAPs require Provider Mentor input and approval.
Physician Extender Requirements

Per PM 3.17.5.19, providers delivering services through telemedicine must utilize extenders at all times whenever telemedicine is being provided, ensuring Members are accompanied by the extender during the telemedicine sessions.

At a minimum an extender must have the appropriate education, training and experience equal to that of a Medical Assistant. In order to work as a Medical Assistant, a person must complete an approved accredited training program; a certification is recommended.

For more information visit https://www.azmd.gov/FAQ/MedicalAssistant.aspx and http://www.caahep.org/search/?q=medical%20assistants.
Cenpatico Email Address Updates

Cenpatico email addresses have been updated to align with the naming following convention CAZEmailBoxName@cenpatico.com, no underscores or spaces.

A list of Cenpatico email addresses for contracted provider utilization has been attached. This information has also been updated on the Cenpatico website and can be found at: https://www.cenpaticointegratedcareaz.com/providers/provider-resources/provider-support-email-addresses.html.

If you have any questions please feel free to email Tiffany M. Booth, Manager of Provider Performance, at tbooth@cenpatico.com.
Alison Pautsch, Provider Mentor I

NETWORK DEVELOPMENT UPDATES
Provider Procedure for CAL/CAP Process

In order to ensure timely, thorough and correct submissions of Corrective Action Plans (CAPs), and to ensure efficient and effective use of Provider Mentor Technical Assistance sessions, a provider workflow was developed for the CAL/CAP process. See attachment.

Areas for Improvement:

• Preparing for your TA sessions: Once a Corrective Action Letter is received, providers need to begin preparing for the TA sessions. This includes beginning the root cause analysis, preparing any questions regarding the nature of the CAL, sending your policy/procedure/process to your provider mentor for review, and formulating potential strategies and performance measures to be included in the CAP response. Providers should be ready to present this material to the provider mentor during TA sessions.

• Timely Submission: Final CAP responses are to be submitted to CAZCorrectiveActions@cenpatico.com 30 days after receipt of CAL. The provider mentor is now required to approve your CAP response prior to final submission. You should be reviewing a final version during your TA sessions or sending a draft to your mentor at least 3-5 days prior to the CAP due date to allow time for review and revision.

If you have any questions please feel free to email your assigned provider mentor or Tiffany M. Booth, Manager of Provider Performance, at tbooth@cenpatico.com
NETWORK DEVELOPMENT UPDATES
Envolve Peoplecare (Nurtur)

C-IC has partnered with Envolve Peoplecare (formerly known as Nurtur) to provide training and resources to enhance provider knowledge and skill to better coordinate care and assist members in managing their chronic health conditions.

 Quarterly trainings.

 Health information library and other resources available on this website (for providers only!) went live 5/11.

 - https://cenpaticophysicians.mynurturlife.com
 - Registration guide can be found in the attachments.

 For questions, comments, or technical issues related to the website, please contact Jennifer Keogh (jkeogh@cenpatico.com)
JUSTICE SYSTEM & SYSTEM PARTNER RELATIONS

Sarah Darragh, Senior Manager of Justice Systems
Community Re-Entry Referrals and Evaluations

Beginning July 1st NurseWise will no longer follow up with the ICC Agencies to confirm a CRE evaluation was completed.

It is the ICC Agencies responsibility to provide the date the evaluation was completed to NurseWise so the referral process can be closed in the NurseWise system. The communication from the ICC Agency should occur in real time as soon as the evaluation is completed.

In many cases the ICC Agencies have been providing the completion date and we want to thank you for the quick response. However, there are also many times that it requires one or more follow up calls from NurseWise to obtain the date and close the referral. NurseWise has been doing this as a courtesy to assure the referral process was closed out and ICC Agencies did not receive a Corrective Action Letter for not meeting the timeline for completion requirements.
Community Re-Entry Referrals and Evaluations

During the month of June, the Justice Team will be calling the CRE points of contact at the ICC Agencies when we identify an open CRE request as a reminder for the ICC Agency to call NurseWise and report back. The Justice Team will also send reminders via email during the month of July.

For those CRE referrals that do not have a completion date they will be reported as not completed timely.

Beginning in July, if a CRE referral is not completed according to the timelines stipulated in the CRE protocol or does not have a completion date a Corrective Action Letter will be distributed.
Pima County Consolidated Justice Court - Warrant Resolution Court in Pima County

Pima County Court Administration and Judges have come together and created the Warrant Resolution Court.

The first court will be held on June 11th at 240 N. Stone Ave.

Services available include: Quash warrants, create a payment plan, reinstatement of driver’s license, scheduling of a new court date and parking is free.

Please share the attached flyer with your members.
Moral Reconciliation Therapy (MRT) Training

We have received multiple inquiries as to when the next MRT Training will be available in Tucson.

Correctional Counseling, Inc. will be conducting the next training workshop June 14th – 17th, this is a 32 hour workshop that will cover everything you need to know to successfully implement the MRT treatment system.

All participants receive a certificate of attendance/completion and CEUs will be available from Louisiana State University at Shreveport.

Please see attached flyer.
Terry Randolph, Senior Manager, Adult Program Development

PROGRAM DEVELOPMENT UPDATES
Brief Intervention Program admission process changes

If the member is in the community or in an outpatient clinic in crisis and a BIP placement is determined to be needed:

- The ICC agency must call NurseWise to request that a CMT be dispatched to complete a BIP assessment.
- The CMT will arrive within 1 hour and will be making the final approval for the admission based on their assessment and the outlined criteria.
- The CMT will meet with the member and collect collateral information.
- The ICC agency should remain with the member if at home or in the community throughout the assessment process.
- If the placement is approved, the CMT will coordinate with NurseWise who will call the BIP facilities to find an open bed. NurseWise will communicate with the ICC agency when they determine which facility has openings.
- The ICC agency then coordinates the admission with the BIP provider and provides all necessary documentation and transportation if necessary.
- If the placement is not approved, the ICC agency is responsible for all services and safety planning to meet the member’s needs.
Brief Intervention Program admission process changes

If the member is in a crisis facility (CRC, Pasadera, HHW, ROC) and a BIP placement is determined to be needed:

• The crisis facility will call NurseWise to request a BIP placement and NurseWise will call the BIP facilities to find an open bed.
• NurseWise will notify the crisis facility which BIP facility has an opening.
• The crisis facility will notify the ICC agency of the BIP admission and which facility.
• The ICC agency then coordinates the admission with the BIP provider and provides all necessary documentation and transportation if necessary.
Brief Intervention Program admission process changes

If the member is in a Level 1:

- BIPs should not be used as a step down. If the member requires ongoing therapeutic placement, a prior auth. request for a BHRF should be submitted by the ICC Agency. The level 1 facility should notify the Cenpatico inpatient UM reviewer that a request has been made and a determination should be made within 24 hours.

- If the level 1 facility is still requesting a BIP placement, they should work with the Cenpatico inpatient UM reviewer who will approve or deny this request.

- If the request is approved, NurseWise will be contacted to find an open BIP bed and notify the level 1 facility of which facility has openings.

- The level 1 facility will notify the ICC agency of the BIP admission and facility.
Brief Intervention Program admission process changes (continued)

- The ICC agency then coordinates the admission with the BIP provider and provides all necessary documentation and transportation if necessary.
- If the placement is not approved, the ICC agency is responsible for all services and safety planning to meet the member’s needs.

⚠️ Brief Intervention Programs are not approved for placement issues and/or in lieu of proper discharge planning.

⚠️ Do not send members to the CRC for BIP evaluations.
The next Road 2 Recovery meeting for rural areas will take place by phone on June 16\textsuperscript{th} at 3:00 pm.

The next Road 2 Recovery meeting for Pima County will take place LIVE on June 21\textsuperscript{st} at 3:00. We are going to be meeting at a different location as usual, so please make note that you will be getting an email and updated invite with the location for the meeting this month. Next month it will return to our office—currently there is work being done on the AV in our meeting rooms.

We are at the “coach certification phase” of the High Fidelity Wraparound pilot roll-out. Your agency’s coaches are working closely with Dr. Rast through phone calls and three live group coaching sessions between now and October. They should complete the certification process in the beginning of October. Please support your coaches in attending these important sessions.
The coaches will also be working with one to two Dedicated Recovery Coaches to start teaching them how to be High Fidelity Wraparound facilitators, as well as working with one to two adult members to begin the engagement and processes involved in High Fidelity Wraparound. Your coaches have been given suggestions on how to best choose the first DRCs and the first members to work with; if you have any questions about how they are choosing, please contact Jenifer Kent or myself.

We continue to work with the CRC, Cenpatico departments, and HNRCs on reducing returns to the CRC. Everyone we have spoken to has felt that having meetings and staffings has been beneficial. If you have members that you would like to involve in this process, please let us know.

Please let us know if you have any questions or have met any barriers with the Information Liaisons of the Day or with receiving the daily census from the CRC. If you do not have members at the CRC, you should not receive an email that day. If you feel that the list is inaccurate in any way, please let us know.
PROGRAM DEVELOPMENT UPDATES

Lyle Ford, Program Specialist - Adult Program Development
Specialized Peer-Run Organizations for Specific Populations

We are seeking to add and develop specialized PROs to provide services for specific populations including a PRO specialized in serving LGBT members, a PRO specialized in serving Latino members, and a PRO specialized in serving Veterans.
PRO Feedback from ICCAs

I am currently meeting individually with PRO leaders to provide feedback regarding coordination and referrals based on interviews I conducted with ICCAs’ clinical leadership. The next phase of this project will involve a similar process of asking PROs about their coordination and referral experience with each ICCA, then providing that consolidated feedback to the ICCAs. The goal of this project is for both PROs and ICCAs to be aware of trends and specific issues so agencies can make informed and targeted decisions regarding coordination of member care.
ICCA/PRO Coordination Meetings

Regular coordination meetings among ICCAs and PROs are being conducted across the region (please see attached schedule). The coordination meetings are facilitated by Cenpatico and are hosted by various PROs and in some cases at Cenpatico locations. The goal of these meetings is for ICCAs and PROs have a regular forum to ensure close coordination and continued quality care for members.

The expectation is that ICCA and PRO staff who coordinate member referrals to PROs and ongoing coordination for those members between ICCAs and PROs be invited to these meetings. At a minimum, each ICCA and PRO that provides services in the community should have a representative at that community’s coordination meetings. If ICCAs have specific staff that should be invited to the coordination meetings, please provide their contact info to lyford@cenpatico.com.

For questions regarding PROs or starting a new PRO, please contact Lyle Ford at 520-431-4197 or lyford@cenpatico.com.
The Community Engagement Specialists were formerly known as Outreach Specialists. Cenpatico funds 23 positions throughout our 8 counties. These specialists help members get engaged with services and reduce barriers that might be hindering access to services. As a result, the specialists have made 3,810 individual member contacts which resulted in 450 new intakes so far this year.

- If you are one of the agencies with the Community Engagement Specialists please note the name change and feel free to contact me if you have any questions at josерamirez@cenpatico.com
Old Pueblo Housing Second Responders

Old Pueblo Community Services will be launching in July a second responder program for members recently in crisis and in need of supportive services to maintain their housing. This service will help members achieve stability through the provision of case management and mental health services designed to help members stay in their home. Additionally, OPCS has access to a limited amount of temporary housing for those who are currently homeless. Initial services will be provided within 24 hours of request. All requests for second responder services must go through Nursewise.

For specific information on services offered, please contact OPCS Clinical Manager, Jacque Rex, at JRex@helptucson.org
Community Health Associates is proud to announce the implementation of a program dedicated to the reintegration needs of individuals exiting local jails and prisons. This program will help individuals with not only the general logistical issues presented to someone leaving a correctional institution (i.e. housing, transportation, insurance, etc.), but also the barriers associated with the reintegration process with family, friends, and the community as a whole. Members will be identified and screened before their release to ensure smooth and consistent service provision, and introduced to multiple provider services based on their specific needs. Members will also be provided services to help address underlying mental health and substance abuse issues which may have contributed to their current involvement in the criminal justice system.

For more information on this program, and the details surrounding the services it will provide, please contact program coordinator Jim Jackson at 520-622-8357 x1425, or via e-mail at jjackson@chaarizona.com.
High Need Recovery Centers

- All High Needs Recovery Centers are expected to employ the contracted number of Dedicated Recovery Coaches as well as maintain DRC ratios within the required parameters. No more than 20 members may be assigned to a DRC for services including sibling sets.

- HNRCs are monitoring members placed in an Out of Home placement to ensure that members are being successfully reintegrated into their home and community. HNRCs are expected to be able to construct plans with intensive community and home based services to support children as they transition back to their home and community.

- HNRCs are contractually required to have available DRC and DSS staff to support a child and family for as much time as necessary 24 hours per day/7 days per week/365 days per year in order to help support and maintain the child in the community.
The second round of face to face coach training that occurred May 9-12, 2016 in Tucson was successful. The staff working toward coach certification are excited and enthusiastic about rolling the High-Fidelity Wraparound process in their agencies. Over the next four months coaches will participate in biweekly phone calls with Dr. Rast as they complete elements and work toward certification. Additionally, they will be participating in a day of live coaching in June, July and September. Thank you to all the agencies that agreed to host the days of live coaching!
Collaboration with Crisis Response Center in Pima County

Morning rounds with children ICCAs and the CRC began May 1, 2016 as was introduced in May’s intake provider meeting. The CRC and ICCAs are reporting that this has been successful and that they feel coordination of care for members has improved. Additionally, the CRC and ICCAs report that having the allocated CFT time slots appears to be used appropriately and working well.
Hilary Mahoney, Program Specialist Trauma Informed Care

PROGRAM DEVELOPMENT UPDATES
Clarification on the Boost Foster Care Stabilization Program

Program intended to be 7-10 days, up to 8 hours per day.

The CFT must occur within 3 days to establish plan for after the program. Team should be prepared to put other services in place.

Service is for kinship placements and licensed foster homes, not group homes, shelters or DCS offices.
Jacob’s Law-House Bill 2442

Provider manual will be updated to include new requirements.

No wrong way for DCS children and foster families to access services.

The first service after Rapid Response must occur within 21 days.

Implementation of Jacob’s Law will require ongoing training and collaboration with system partners.
Trauma Focused CBT

Trained 36 clinicians that will be completing consultation and certification.

These clinicians are from a variety of agencies and communities.

When appropriate please refer children to a Trauma Focused CBT or another Evidenced Based Program.
Engagement of DCS involved parents

- Our providers have an important role in the reunification process.
- The purpose of the 5 day engagement is to engage parents in the CFT process and to help parents get involved in services. The 5 day face to face contact is just the beginning of the necessary engagement.
- Engagement of natural parent/parents of removal must be frequent and constant throughout the case.
Karena Cason,

PROGRAM DEVELOPMENT UPDATES
Family Run Organizations

ICCAs are reminded to make referrals to Family Run Organizations for a number of services, including:

- Family Support
- Respite Care ages 5-17
- Skills Development
- After School Programs
- In Home Support
- After School Support
- Referrals to Community Resources
- Support Groups
Family Run Organizations

Birth to 5 Respite services are available through Family Run Organizations.

Services and supports from Family Run Organizations can be an important element with the High Fidelity Wraparound process and can help teams support children and families obtain their goals in community settings.

Karena Cason, the Family Run Program Specialist will be reaching out to each ICCA to schedule time for presentations about the services that FROs provide.

If you have questions, concerns, or would like to schedule a time for a presentation please contact Karena Cason at kacason@cenpatico.com (520) 809-6498.
SPECIAL PROGRAMS

Haley Horton, Manager of Special Programs

SPECIAL PROGRAMS
UPDATES
Frequency of Service Requirements for Special Populations

Effective June 1, 2016.

Goal: 100% of member receive services monthly.

Minimum Performance Standard: 90% of member receive services monthly.

Under 90% will result in Corrective Action.

• Corrective Actions will begin in October 2016.
# Services to Individuals with SUDs

Data for February 2016

<table>
<thead>
<tr>
<th>ICC AGENCY</th>
<th>TOTAL MEMBERS</th>
<th># OF MEMBERS SERVED THIS MONTH</th>
<th>% OF SUD MEMBERS SERVED (MPS = 90%)</th>
</tr>
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<tbody>
<tr>
<td>ACTS</td>
<td>365</td>
<td>332</td>
<td>91%</td>
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<tr>
<td>ARIZONAS CHILDREN ASSOCIATION</td>
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<td>62%</td>
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<tr>
<td>ASSURANCE HEALTH AND WELLNESS</td>
<td>286</td>
<td>238</td>
<td>87%</td>
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<tr>
<td>BLAKE FOUNDATION</td>
<td>4</td>
<td>4</td>
<td>100%</td>
</tr>
<tr>
<td>CASA DE LOS NINOS</td>
<td>18</td>
<td>17</td>
<td>94%</td>
</tr>
<tr>
<td>CODAC BEHAVIORAL HEALTH</td>
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</tr>
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<td>90%</td>
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<tr>
<td>CORAZON INTEGRATED HEALTH</td>
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<td>137</td>
<td>93%</td>
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<tr>
<td>CROSSROADS MISSION</td>
<td>34</td>
<td>33</td>
<td>97%</td>
</tr>
<tr>
<td>DESERT SENITA</td>
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<td>1</td>
<td>25%</td>
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<tr>
<td>EL RIO COMMUNITY HEALTH CENTERS</td>
<td>16</td>
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<tr>
<td>EMPACT SUICIDE PREVENTION</td>
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<tr>
<td>HELPING ASSOCIATES</td>
<td>62</td>
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<td>97%</td>
</tr>
<tr>
<td>HOPE INC</td>
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<td>61%</td>
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<td>INTERMOUNTAIN</td>
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<td>74%</td>
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<td>PASADERA</td>
<td>141</td>
<td>108</td>
<td>77%</td>
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<tr>
<td>PATHWAYS OF AZ</td>
<td>102</td>
<td>89</td>
<td>87%</td>
</tr>
<tr>
<td>PINAL HISPANIC COUNCIL</td>
<td>110</td>
<td>107</td>
<td>97%</td>
</tr>
<tr>
<td>SEABHS</td>
<td>108</td>
<td>85</td>
<td>79%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>11398</strong></td>
<td><strong>9006</strong></td>
<td><strong>79%</strong></td>
</tr>
</tbody>
</table>
Comparison of Substance Use Disorder Audit Results

- Pathways: 50.00%
- Marana HC: 16.67%
- LaFrontera: 0.00%
- Intermountain: 0.00%
- HOPE, Inc: 0.00%
- HHW: 83.33%
- El Rio: 0.00%
- Desert Senita: 0.00%
- COPE: 28.57%
- CODAC: 57.14%
- CDLN: 100.00%
- CBI: 41.67%
- AzCA: 0.00%
- Assurance: 12.50%
- SEABHS: 50.00%
- PHC: 0.00%
- Helping Assoc: 83.00%
- Empact: 67.00%
- Corazon: 100.00%

Quarter 1
- Quarter 2

Comparison summary:
- HHW, Helping Assoc, and Corazon achieved 100.00% in Quarter 2.

Overall MPS: 85%
Q1&Q2 SUD Audit Trends

 Agencies are **not completing ASAM** on members with a SUD.

 Agencies are not **updating the ASAM** at least every 6 months.

 Agencies are not providing members with **TB testing information** (also required in HSAG audit).
SUD Audit Next Steps

- Each agency is receiving TA from Program Development following the first audit.
- Subsequent audits falling below 85% will result in Corrective Action.
In April, SUD BHRF providers were required to submit ASAM with concurrent review packets.

- ASAM is not consistently submitted with Concurrent Review packets.
- This may result in denied authorizations = **no payment for BHRF providers!**

Authorizations for SUD BHRFs are specific to the member & level of care. Moving a member from one SUD BHRF to another SUD BHRF does **not** extend the member’s current authorization period.
Subacute Detox Admission Updates

Effective June 6th, 2016

• Subacute Detox admissions will be entered through web portal only.
• CON will be uploaded in the web portal.
• Facesheet is no longer required upon admission.
• Contact Gaby Frayjo for training at: GFRAYJO@cenpatico.com
Member Enrollment Process in Detox

Effective July 6th, ICCAs will be required to respond to detox facilities to complete intake within a 1 hour specified timeframe.

Providers are currently being trained on this process.

Goal is to reduce recidivism into detox.
Considerations for Service Provision

Many individuals who frequent detox are not ready to stop using.

Not all members need or are ready for traditional SUD treatment services.

Providers should offer peer support, living skills, personal care, etc.

- Peer visits at member’s home.
- Assistance with personal hygiene, budgeting, etc.
- Discuss resources, ways to avoid law enforcement involvement, etc.
Detox Recidivism

Program Development will begin monitoring detox census reports to trend:

- Recidivism
- Substances used
- Lengths of Stay

Census data will be shared with providers.
Cara Lewandowski, TAY Program Specialist

TRANSITION-AGED YOUTH UPDATE
Increase penetration rate for Transition-Aged Youth (16-21) by 15% in the next 7 years.

- 10% in year one.
- Every ICC Agency has a role in this.
- Continued feedback from community:
  - ICC Agency tells youth they have to transition at 18.
  - Don’t know what to do with Transition Checklist.
  - Youth can’t keep Child & Family Team.
# Services to Transition-Aged Youth

Data for Quarter 2 (Jan – Apr) 2016

<table>
<thead>
<tr>
<th>ICC AGENCY</th>
<th>TOTAL MEMBERS</th>
<th># OF MEMBERS SERVED THIS QUARTER</th>
<th>% OF MEMBERS SERVED (MPS = 90%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTS</td>
<td>377</td>
<td>330</td>
<td>88%</td>
</tr>
<tr>
<td>ARIZONAS CHILDREN ASSOCIATION</td>
<td>411</td>
<td>300</td>
<td>73%</td>
</tr>
<tr>
<td>ASSURANCE HEALTH AND WELLNESS</td>
<td>93</td>
<td>62</td>
<td>67%</td>
</tr>
<tr>
<td>BLAKE FOUNDATION</td>
<td>6</td>
<td>4</td>
<td>67%</td>
</tr>
<tr>
<td>CASA DE LOS NINOS</td>
<td>105</td>
<td>83</td>
<td>79%</td>
</tr>
<tr>
<td>CODAC BEHAVIORAL HEALTH</td>
<td>497</td>
<td>275</td>
<td>55%</td>
</tr>
<tr>
<td>COMMUNITY BRIDGES INC</td>
<td>28</td>
<td>15</td>
<td>54%</td>
</tr>
<tr>
<td>COMMUNITY HEALTH ASSOCIATES</td>
<td>407</td>
<td>286</td>
<td>70%</td>
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<tr>
<td>COPE COMMUNITY SERVICES</td>
<td>602</td>
<td>485</td>
<td>81%</td>
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<tr>
<td>CORAZON INTEGRATED HEALTH</td>
<td>100</td>
<td>81</td>
<td>81%</td>
</tr>
<tr>
<td>CROSSROADS MISSION</td>
<td>5</td>
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<td>100%</td>
</tr>
<tr>
<td>DESERT SENITA</td>
<td>3</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>EL RIO</td>
<td>3</td>
<td>2</td>
<td>67%</td>
</tr>
<tr>
<td>EMPACT SUICIDE PREVENTION</td>
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<td>90</td>
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<tr>
<td>HELPING ASSOCIATES</td>
<td>57</td>
<td>52</td>
<td>91%</td>
</tr>
<tr>
<td>HOPE INC</td>
<td>75</td>
<td>52</td>
<td>69%</td>
</tr>
<tr>
<td>HORIZON HEALTH AND WELLNESS</td>
<td>275</td>
<td>202</td>
<td>73%</td>
</tr>
<tr>
<td>INTERMOUNTAIN</td>
<td>516</td>
<td>379</td>
<td>73%</td>
</tr>
<tr>
<td>LA FRONTERA CENTER</td>
<td>1089</td>
<td>593</td>
<td>54%</td>
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<tr>
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<td>211</td>
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<td>43%</td>
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<tr>
<td>PASADERA</td>
<td>72</td>
<td>42</td>
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<tr>
<td>PATHWAYS OF AZ</td>
<td>504</td>
<td>346</td>
<td>69%</td>
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<tr>
<td>PINAL HISPANIC COUNCIL</td>
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<td>77</td>
<td>89%</td>
</tr>
<tr>
<td>SEABHS</td>
<td>105</td>
<td>72</td>
<td>69%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>5732</strong></td>
<td><strong>3920</strong></td>
<td><strong>68%</strong></td>
</tr>
</tbody>
</table>
Programs for Transition-Aged Youth

Centers of Excellence.

• Blended teams with experience in child & adult services.
• Independent Living Skills using EBP.
• Outcome measure tracking.
  o Remaining engaged in services through 18th birthday.
  o Stable housing.
  o Engagement in school.
  o Involvement in pro-social activity.
  o ED Visits.
  o EPSDT Visit.
Scharlie Wolfe, DDD Program Specialist

PROGRAM DEVELOPMENT UPDATES
RFP GOAL - IDD

Reduce the number of ED days for youth with IDD to less than 10 days per year.

- Collective measure.
- ED data will soon be available, by ICCA.
- Developing programs to reduce ED visits.
## Services to Individuals with IDD/ASD

Data for Q1 (Oct – Dec 2015)

<table>
<thead>
<tr>
<th>ICC AGENCY</th>
<th>TOTAL MEMBERS</th>
<th># OF MEMBERS SERVED THIS MONTH</th>
<th>% OF MEMBERS SERVED (MPS = 90%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTS</td>
<td>134</td>
<td>120</td>
<td>90%</td>
</tr>
<tr>
<td>ARIZONAS CHILDREN ASSOCIATION</td>
<td>114</td>
<td>104</td>
<td>91%</td>
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<tr>
<td>ASSURANCE HEALTH AND WELLNESS</td>
<td>2</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>CASA DE LOS NINOS</td>
<td>24</td>
<td>22</td>
<td>92%</td>
</tr>
<tr>
<td>CODAC BEHAVIORAL HEALTH</td>
<td>266</td>
<td>219</td>
<td>82%</td>
</tr>
<tr>
<td>COMMUNITY HEALTH ASSOCIATES</td>
<td>118</td>
<td>114</td>
<td>97%</td>
</tr>
<tr>
<td>COPE COMMUNITY SERVICES</td>
<td>115</td>
<td>111</td>
<td>97%</td>
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<tr>
<td>CORAZON INTEGRATED HEALTH</td>
<td>25</td>
<td>25</td>
<td>100%</td>
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<tr>
<td>EMPACT SUICIDE PREVENTION</td>
<td>37</td>
<td>37</td>
<td>100%</td>
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<td>HELPING ASSOCIATES</td>
<td>13</td>
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<td>92%</td>
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<tr>
<td>HOPE INC</td>
<td>15</td>
<td>11</td>
<td>73%</td>
</tr>
<tr>
<td>HORIZON HEALTH AND WELLNESS</td>
<td>97</td>
<td>91</td>
<td>94%</td>
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<tr>
<td>INTERMOUNTAIN</td>
<td>193</td>
<td>182</td>
<td>94%</td>
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<td>LA FRONTERA CENTER</td>
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<td>MARANA HEALTH CARE</td>
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<td>PASADERA</td>
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<td>100%</td>
</tr>
<tr>
<td>PATHWAYS OF AZ</td>
<td>143</td>
<td>118</td>
<td>83%</td>
</tr>
<tr>
<td>PINAL HISPANIC COUNCIL</td>
<td>30</td>
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<td>93%</td>
</tr>
<tr>
<td>SEABHS</td>
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<td>64</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1932</strong></td>
<td><strong>1685</strong></td>
<td><strong>87%</strong></td>
</tr>
</tbody>
</table>
Programs for Individuals with IDD/ASD

- Crisis Second Responder.

- Consultation & Clinical Intervention (CCI) Program.
  - Expansion to other regions.

- New Pima BHRF – University House.


- FBAs – Capacity in all regions.

- Development of inpatient unit – Pima.
Consultation and Clinical Intervention (CCI)

Deliverable OI-230 has been updated to collect additional data each month to monitor fidelity of the CCI program and to track outcomes within the CCI program that are required by DBHS/AHCCCS.

Additional data to be collected on each member involved in the CCI program is:

- Number of contacts w/ Law Enforcement
- Number of Elopements from Placement
- Number of Incidents of DTS and DTO.
Consultation and Clinical Intervention (CCI)

- Updated OI-230 template has been published on the website for the June revision of the Provider Manual.
- This updated template will be sent to all of the agencies that currently submit this deliverable.
- It is expected that June’s updates be placed on this template, which will be due July 5th.
Consultation and Clinical Intervention (CCI)

Further discussion regarding this update will occur at our next CCI meeting which is Friday, June 10th.

Reminder that in-person participation is required for all ICC Agencies with members participating in the CCI program.

For any questions regarding the above information, please feel free to contact Scharlie Wolfe at scwolfe@Cenpatico.com or 480-772-6914.
Leon Lead, Supervisor Program Initiatives Rehabilitation & Employment Services

PROGRAM DEVELOPMENT UPDATES
AHCCCS   Employment Group Modifier

**H2025 (Ongoing Support to Maintain Employment) & H2027 (Psycho-educational Services, Pre-Job) now have a group modifier (HQ).**
Employment Demographic Precision Project

**Purpose:** For all ICCAs to provide accurate, reliable and timely employment demographics.

**Project Focus:** Evaluate the large percentage of adult members reported as either unemployed or disabled.

**Project Status:** Provided the ICCAs with member specific data and requested a project leader and project completion date.

Ongoing technical assistance will be provided by C-IC.
Employment Specialty Providers including Peer Run Organizations offering SE Services

The following agencies are accepting referrals for Supported Employment:

• TLCR-Yuma County & Pinal County-Casa Grande.
• Wellness Connections-Cochise, Graham, Greenlee, Santa Cruz Counties.
• NAZCARE-Yuma County.
• Beacon Group-Cochise, Pima, Santa Cruz Counties.
• DKA-Pima County.
Employment Specialty Providers including Peer Run Organizations offering SE Services

- Simply Clean & Green-Pima County.
- Coyote Taskforce-Pima County.
- WEDCO-Pima County.
- Focus Employment-Pinal County.

Friendly reminder to utilize the Specialty Provider Referral Process for Supported Employment referrals sent to all these agencies.
Access to Care aka RTI aka IT-702

- RTI files are to be submitted to https://sftp.centene.com/EFTClient/Account/Login.htm under the “INBOUND/GSA9” folder.
- Files **must** conform to the naming convention of “<ABBREVIATION>_RTI_yyyymm.txt” or they **will not be retrieved** from the FTP.
- Only a notification of posting, with a screenshot, is due to CAZ Deliverables.
Access to Care aka RTI aka IT-702

Errors

- Monthly error file sent with error records and error codes.
- Resubmission of data not required; error file intended for agency to identify issues to prevent errors in next submission.
- No fields may be left blank; valid values in spec provide for unknown values.
Access to Care aka RTI aka IT-702

- First available date occurring BEFORE referral date.
- First Scheduled Date occurring BEFORE first available date.
- Delayed appointment offered (i.e. > 7 days after referral date) with no delay reason.
- See error file for more descriptions.
- Eventually error file will only be a text file; excel file will be discontinued beginning 10/1/16.
Access to Care aka RTI aka IT-702

Corrective Actions

• Corrective actions will be issued for agencies who have 3 or more months of data with a > 5% error rate starting in September 2015.

• Looking at July, August, and September’s submissions to determine 3+ month error rate.
Access to Care aka RTI aka IT-702

**Missing Deliverable Sanctions.**
- Beginning July 2016, sanctions will be issued if a deliverable is not received.
- Deliverables will not be accepted unless they are sent via FTP, named appropriately, and CAZ Deliverables is notified.

**If you are unable to post to the Centene FTP, contact Phyllis Bentlage at PBENTLAGE@cenpatico.com**
Cindy Gaither, Director

CLAIMS AND CREDENTIALING
Providers must be in CAQH

 çarpıcı “practitioner” needing to be credentialed must be enrolled with CAQH.

 C After 6/1/2016 we will not be accepting the Standardized Credentialing Applications for practitioners.

 C Applications that have been received, prior to 6/1, if submitting using our standardized credentialing application will still be processed.

 C To start the credentialing process, you only have to complete a Demographic Form, which can be found on our public website.
Site Survey Requirements for PCPs and OBs

Per State Policy initials applications submitted for PCP’s or OBGYN require a site visit!

- Visits need only be done once, per site, not for each doctor separately. C-IC Credentialing completed these site visits.
- We will verify that the location is in compliance with the following items:
  - Vaccine and Drug Storage Regulations
  - Emergency and resuscitation equipment & policies
  - Americans with Disabilities Act Requirements

If there is a Site Visit form on file with the AZ Credentialing Alliance or a State Site Survey available, we can use that site visit instead of doing our own if it was conducted within 2 years from date of receipt and approved.
# Claims Performance as of end of April – ICCAs

<table>
<thead>
<tr>
<th>AGENCY NAME</th>
<th>TOTAL Claims Adjudicated Received in Month</th>
<th>% of Claims Paid</th>
<th>% of Claims Denied</th>
<th>Count of Claims Paid</th>
<th>Count of Claims Denied</th>
<th>Count of Claims Rejected</th>
<th>No Program</th>
<th>Average Age of Claims Received</th>
<th>Met Overall Spend Expectations in Month (&gt;90% Encounter Value)</th>
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</thead>
<tbody>
<tr>
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<td>8%</td>
<td>31,418</td>
<td>2,720</td>
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<td>2%</td>
<td>14,703</td>
<td>236</td>
<td>595</td>
<td>$774.59</td>
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<td>N</td>
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<td>ASSURANCE HEALTH AND WELLNESS</td>
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<td>7%</td>
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<td>236</td>
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<td>62%</td>
<td>7,497</td>
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<td>128</td>
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<td>33,350</td>
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<td>715</td>
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<td>1%</td>
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<td>53</td>
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<td>92</td>
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<td>10%</td>
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<td>1,681</td>
<td>1,879</td>
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<td>8%</td>
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<td>2,338</td>
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<td>$61,281.07</td>
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<td>11%</td>
<td>12,492</td>
<td>1,621</td>
<td>452</td>
<td>$1,397.29</td>
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<td>2,074</td>
<td>25,989</td>
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<td>MARANA HEALTH CARE</td>
<td>6,582</td>
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<td>9%</td>
<td>6,006</td>
<td>576</td>
<td>463</td>
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<td>84%</td>
<td>16%</td>
<td>5,674</td>
<td>1,042</td>
<td>559</td>
<td>$109,792.98</td>
<td>46</td>
<td>Y</td>
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<td>PATHWAYS OF AZ</td>
<td>12,566</td>
<td>73%</td>
<td>27%</td>
<td>9,153</td>
<td>3,413</td>
<td>426</td>
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<td>0%</td>
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<td>28</td>
<td>40</td>
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<td>3%</td>
<td>5,930</td>
<td>170</td>
<td>44</td>
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<td>16%</td>
<td></td>
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<td><strong>Goal</strong></td>
<td></td>
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<td>95%</td>
<td>5% or Less</td>
<td>5% or Less</td>
<td>5% or Less</td>
<td>N/A</td>
<td>Less than 30 Days</td>
<td>90%</td>
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# Claims Performance as of end of April – Block BH Specialty

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<tr>
<th>AGENCY NAME</th>
<th>TOTAL Claims Adjudicated Received in Month</th>
<th>% of Claims Paid</th>
<th>% of Claims Denied</th>
<th>Count of Claims Paid</th>
<th>Count of Claims Denied</th>
<th>Count of Claims Rejected</th>
<th>No Program</th>
<th>Average Age of Claims Received in Month (&lt;90% Encounter Value)</th>
<th>Met Overall Spend Expectations in Month</th>
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<td>ACHIEVE HUMAN SERVICES</td>
<td>1,704</td>
<td>100%</td>
<td>0%</td>
<td>1,598</td>
<td>5</td>
<td>1</td>
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<td>CARING CONNECTIONS</td>
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<td>1%</td>
<td>4,515</td>
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<td>7</td>
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<td>1%</td>
<td>314</td>
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<td>6</td>
<td>50.00</td>
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<td>CHILD AND FAMILY SERVICES OF YUMA INC</td>
<td>639</td>
<td>98%</td>
<td>2%</td>
<td>624</td>
<td>15</td>
<td>0</td>
<td>50.00</td>
<td>23</td>
<td>Y</td>
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<td>CHILD AND FAMILY SUPPORT SERVICES</td>
<td>2,615</td>
<td>98%</td>
<td>2%</td>
<td>2,589</td>
<td>46</td>
<td>81</td>
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<td>0%</td>
<td>892</td>
<td>0</td>
<td>53</td>
<td>50.00</td>
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<td>COMMUNITY PARTNERSHIP CARE COORDINATION (CPCC)</td>
<td>6,112</td>
<td>50%</td>
<td>50%</td>
<td>3,044</td>
<td>3,068</td>
<td>282</td>
<td>564.02</td>
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<td>29%</td>
<td>2,010</td>
<td>829</td>
<td>279</td>
<td>524.30</td>
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<td>COYOTE TASK FORCE</td>
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<td>513</td>
<td>14</td>
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<td>DEVEREUX AZ-SCOTTSDALE</td>
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<td>23%</td>
<td>2,112</td>
<td>646</td>
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<td>0</td>
<td>0</td>
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<td>HIGHER GROUND A RESOURCE CENTER</td>
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<td>3%</td>
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<td>50.00</td>
<td>12</td>
<td>Y</td>
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<tr>
<td>HOPE LIVES VIVE LA ESPERANZA</td>
<td>965</td>
<td>59%</td>
<td>41%</td>
<td>567</td>
<td>388</td>
<td>77</td>
<td>50.00</td>
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<td>JEWISH FAMILY AND CHILDREN S SERVICE OF SOUTHERN AZ</td>
<td>754</td>
<td>98%</td>
<td>2%</td>
<td>742</td>
<td>12</td>
<td>22</td>
<td>50.00</td>
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<td>MENTALLY ILL KIDS IN DISTRESS</td>
<td>2,661</td>
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<td>0%</td>
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<td>6</td>
<td>4</td>
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<td>611</td>
<td>20</td>
<td>1,038</td>
<td>528.07</td>
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<td>14%</td>
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<td>83</td>
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<td>50.00</td>
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<td>33%</td>
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<td>10%</td>
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<td>0%</td>
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<td>50.00</td>
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<tr>
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<td>3%</td>
<td>1,415</td>
<td>37</td>
<td>39</td>
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<td>THE HAVEN</td>
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<td>43%</td>
<td>199</td>
<td>149</td>
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<td>385</td>
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<td>51,294.63</td>
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<td>3,573</td>
<td>142</td>
<td>61</td>
<td>53,676.60</td>
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<td>3%</td>
<td>238</td>
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<td>0</td>
<td>50.00</td>
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<tr>
<td>TURTLE BAY CAFE OF YUMA</td>
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<td>96%</td>
<td>4%</td>
<td>233</td>
<td>9</td>
<td>23</td>
<td>50.00</td>
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<tr>
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<td>1,185</td>
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<td>4%</td>
<td>1,140</td>
<td>45</td>
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<td>50.00</td>
<td>43</td>
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<td>ZAFERPATH INC</td>
<td>864</td>
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<td>1%</td>
<td>941</td>
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<td>13</td>
<td>50.00</td>
<td>15</td>
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<tr>
<td><strong>GRAND TOTAL</strong></td>
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<td><strong>43,553</strong></td>
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<td><strong>2,310</strong></td>
<td><strong>30,467.76</strong></td>
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<tr>
<td><strong>Cerepoint Average</strong></td>
<td><strong>80%</strong></td>
<td><strong>12%</strong></td>
<td></td>
<td></td>
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</table>

<table>
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<tr>
<th>Goal</th>
<th>N/A</th>
<th>95%</th>
<th>5% or Less</th>
<th>5% or Less</th>
<th>5% or Less</th>
<th>N/A</th>
<th>Less than 30 Days</th>
<th>90%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N/A</td>
<td>95%</td>
<td>5% or Less</td>
<td>5% or Less</td>
<td>5% or Less</td>
<td>N/A</td>
<td>Less than 30 Days</td>
<td>90%</td>
</tr>
</tbody>
</table>
Claim Projects Underway

- **H0046 -SE Modifier.**
  - Authorization requirement was removed. Any claims previously denied will be automatically reprocessed to pay without action from you.

- **Any authorization denials for Place of Service 12 and 99.**
  - Will be automatically reprocessed to pay without action from you.

- **Any authorization denial code of EXHT and EXHF.**
  - Will be automatically reprocessed to pay without action from you.
Claims Adjustments (for correction or reversal)

- If your system has limitations on submitting adjustments electronically, use the Provider Portal.
  - Correct Claim Function
  - For Voids, apply all zero’s in the Correct Claim function, note this voids out the claim.

- 837 (Adjustments/Corrections/Reversals)
  - These are denoted in loop 2300, segment CLM05-3.
  - Applicable values for corrections and reversals are:
    - 7 = Replacement of Prior Claim
    - 8 = Void/Cancel of Prior Claim

- Submitting new claims as opposed to adjustments can cause reconciliation issues within your system and ours as well as increased denials!

- Submitting new claims as opposed to an formal adjustments may also cause the claim to hit timely filing edits as new claims have 180 days, adjusted have 365.
Claims Adjustments (for correction or reversal)

Having a process for adjustments is critical!

• For example “Retro Rate Changes”
  o If billing your “current” contracted rate as the billed amount you have to submit an adjustment if there was a retro rate increase.
  o Our system can not do claims projects for rate increases if the billed charges is less than the allowed amount.
Brenda Kiner, Director

MEMBERSHIP DATA MANAGEMENT
Demographic Processing Updates

Invalid Referral Dates – CPSA Demographic Resync.
- 1,498 total records updated.
- Demographics with errors due to the referral date being after EOC Start Date can be resubmitted – your teams have been notified.

Substance Abuse Logic Changes.
- In Production on 5/13/2016 – your teams have been notified.
- Logic is as follows for demographics effective 10/1/2015 to current:
  - If demographic is submitted with BHC of G, the following conditions must be met:
    - Member age 18+ on effective date.
    - Valid Substance Abuse eligible dx code.
    - Corresponding Substance Abuse Type(s) for provided dx codes.
  - If a demographic is submitted with BHC of C, M, S or Z and valid Substance Abuse eligible dx code, substance abuse types are NOT required but strongly suggested if member has a Substance Abuse type.
  - In a nutshell – Substance Abuse are now required based on BHC rather than dx code.
Membership Reminders

Due to AHCCCS Retro Enrollment Changes we have implemented a Claims Recovery Project. Providers affected by the recovery efforts will receive a notification from CAZMembership@Cenpatico.com.

ICCA Enrollment staff are sending NT834 request on the CAZ Membership template without actually submitting the NT834 file via batch files. We will be rejecting/returning these Tas.

REMINDER - for quickest TPL Updates call AHCCCS 602-417-4230.

(TPL Update Requirements: Member ID & Termination Date).
Demographic Data Sanctions

- May Sanctions will apply to the ICCAs who’s % of members in an open EOC with assessment in last 365 days has DECREASED (gotten worse) since April.
  - Though we initially cautioned we would sanction all ICCAs under 95% on this measure and under 70% on the timeliness measure, we are allowing for one more month of progress.

- June Sanctions will be applied to both the Timelines sand Assessment Date measures, if below the goal (70% and 95%, respectfully).

- Sanctions on data non-compliance are $2,000 per measure not compliant and double each month until the measure becomes compliant.

- Your teams have been given sanction appeal rights and process details.
# Membership Dashboard May 2016

<table>
<thead>
<tr>
<th>Intake Agency</th>
<th>Count of EOCs Open (Crisis/Short excl.)</th>
<th>Count of EOCs Open &gt;90 Days (Crisis/Short excl.)</th>
<th>% Members in OEC w/Assessment in last 365 Days</th>
<th>% of Members in OEC w/Claim in Past 90 Days</th>
<th>% of DEMOGS Submitted Timely</th>
<th>% of DEMOGS Submitted Timely</th>
<th>Count of Type 5s (Crisis/Short EOC) Open After 45 days</th>
<th>Count of Members with Claims and No OEC</th>
<th>MBRs with Claims and No OEC as % of Total OECs</th>
<th>Amount of Claims Impacted by No OEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARIZONA COUNSELING AND TREATMENT SERVICES</td>
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<td>2,995</td>
<td>94%</td>
<td>92%</td>
<td>84%</td>
<td>13%</td>
<td>4</td>
<td>799</td>
<td>25%</td>
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<td>2,742</td>
<td>90%</td>
<td>77%</td>
<td>58%</td>
<td>65%</td>
<td>0</td>
<td>127</td>
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<td>1,632</td>
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<td>86%</td>
<td>69%</td>
<td>15%</td>
<td>0</td>
<td>78</td>
<td>7%</td>
<td>1,792</td>
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<td>66%</td>
<td>70%</td>
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<td>4%</td>
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<td>93%</td>
<td>43%</td>
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<td>0</td>
<td>430</td>
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<td>89%</td>
<td>88%</td>
<td>13%</td>
<td>1</td>
<td>207</td>
<td>11%</td>
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<td>84%</td>
<td>85%</td>
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<td><strong>&lt; 5%</strong></td>
<td><strong>&lt; 5%</strong></td>
<td><strong>&lt; 5%</strong></td>
<td><strong>&lt; 5%</strong></td>
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<tr>
<td><strong>Centpatico Average</strong></td>
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<td><strong>= 0</strong></td>
<td><strong>&lt; 5% of OECs</strong></td>
<td>n/a</td>
<td><strong>&lt; 5% of OECs</strong></td>
</tr>
</tbody>
</table>

*RED indicates an unsuccessful score*

% of Demog File Acceptance: null value indicates no files received, 0% reflects files received - all rejected.

Performance based upon April 2016, with data through May 12, 2016
Gaby Frayjo, Website Applications Specialist
Brian T. Smith, Website Applications Specialist

PROVIDER TECHNICAL TRAINING AND WEB APPLICATIONS UPDATES
Scheduled Technical Trainings

Current Available Scheduled Trainings for Providers:

- Public Website Overview and Registering for Provider Portal.
- Claims Processing.
- Membership & Eligibility Data and Processes.
- Health Passport Application & Health Risk Assessment Processes.
- Authorizations Process.
- Technical Assistance (TA) Processes for Membership & Claims.
- ICCA to ICCA Transfer Process.

To find available trainings go to: http://www.cenpaticointegratedcareaz.com/providers/event-calendar/

- Register for the webinar via Relias Learning!
Health Passport Consents

- New Health Passport Consent form was distributed to ICCA Health Passport Administrators 2/12/2016.
- The new consent form will have to be signed all Cenpatico members even if they signed a previous version.
- Health Passport Consent forms are processed daily. The Application is updated every Friday.
- Health Passport Consent documents should not use the Health Passport Fax Coversheet. Consent forms should be sent to the Fax number on the consent form with a standard agency coversheet.
Health Passport Consents

Top reasons forms are not accepted.

1. Incorrect form
2. Missing Information from the form
3. Member does not initial form in all 4 locations.
4. Initials are Xs and not real initials

To assist with our processing times: If the member declines to sign the form, or did not properly initial in all of the 4 locations in the document please do not send us the form.
Health Passport Consents

Health Passport Administrators have began to receive daily notifications of Health Passport consent documents that were received but are unable to be processed.
 Coming Soon: New Provider Search 

Find a HealthCare Provider

Quick Name Search

Detailed Search

My Favorites
Contact System Ops for Technical Issues on the Web Platforms ONLY!

- Please Email us at CAZSystemsOPS@cenpatico.com.

How do I request training on the Provider Portal?

- Signup for existing Training by visiting the Provider Event Calendar.
- Additional Training Requests can be sent to CAZProviderTechTraining@cenpatico.com.
Thanks to those agencies who hosted or participated in events that helped to Raise awareness in May.

Special thanks to TLCR for coordination of the Recovery Palooza events in Yuma and Casa Grande and to SEABHS who hosted their annual 5K run to raise awareness and “Stomp out Stigma”. These events reached over 1,000 people in our communities connecting them to resources, raising awareness and reducing stigma.
If your agency hosted any Mental Health Awareness events in May or will be hosting any in the future, please let us know so that we can recognize and support your efforts.

If you have questions please contact Amy Friedman (amfriedman@cenpatico.com)
Family Affairs


Senate Concurrent Resolution 1005 – Recognizing the Rights of Family Members, Caregivers and Guardians of Individual with a Serious Mental Illness.
Yvette Tucker, Administrator Cultural Affairs

CULTURAL & COMMUNITY AFFAIRS UPDATES
Language Assistance Services

See attached: Language Assistance Poster.
Provider Manual, Section 3.15- Cultural Competence.

- Providers must clearly inform Members of the availability of language assistance services in their preferred language, verbally and in writing.
- Providers must offer language assistance to individuals who have limited English proficiency and/or other communication needs such as sign language interpreters and American Sign Language-fluent staff, at no cost to them, to facilitate timely access to all health care services.
- Language assistance services must be available during all hours of operation.
Language Services Report Excel Language Proficiencies

TEMPLATE available on
http://www.cenpaticointegratedcareaz.com/

ICC Agencies and Specialty providers paid on a block payment basis must inventory and report staff that speak a language other than English- identifying if employees have been tested for language proficiency and record their skill level with speaking, interpretation, and /or translation. Reporting must also include information on the interpretation and translation services organization(s) and/or vendor(s) used by your agency.

Previous submissions and/or old templates will not be accepted.

This is an inventory of ALL current staff who interact/communicate with members/families AND are bilingual.

Review the template ASAP to allow time to ask any questions you may have.
There are 3 TABS for reporting information.

- **TAB 1 Interpretation (Oral Communication):** Report all bilingual staff- include Provider ID, County, Provider Name, Staff Name, Title, Language, Tested (Yes or No). If Yes- Proficiency Tested for: (Speaking and/or Interpretation), Testing Organization, Issue Date, Level of Proficiency.
- **TAB 2 Translation (Written Communication):** Report all bilingual staff reported on.
- **TAB 3 Vendor Info (Contracts/agreements your agency has with other organizations for language assistance, interpretation, and translation services).**

Follow the examples provided (highlighted/in yellow)

- Enter only one provider ID; enter multiple counties as applicable; enter languages separately on new line item.
Deliverable-Language Services Report
Excel Language Proficiencies

- Add your agency information in the cells provided below the examples highlighted/in yellow.
- Add more lines if necessary.
- Do not leave any cells blank.
- Fill out the INVENTORY COMPLETED BY (Name and Title) section at the bottom of each TAB.
- Ensure accuracy and timeliness.
  - This deliverable is tied to a State deliverable. Cenpatico-IC’s timeliness is dependent on your timeliness in submitting this deliverable.
  - Avoid sanctions by completing and submitting prior to the due date.
  - Due JULY 15, 2016.

Submit to CAZDELIVERABLES@cenpatico.com

To improve tracking and receipt when sending in deliverables make sure you insert into the subject line of the email the Deliverable Number, Due Date and Provider Name.
Cultural Affairs Committee

Next Meeting: June 10.
Regularly Reoccurring 2nd Friday 10AM-11AM.

The purpose of this meeting is to provide guidance, support, and technical assistance to Cenpatico network providers centered on further developing cultural competency, upholding the CLAS Standards ensuring compliance with State and Federal rules and regulations- focused on advancing health equity, improving quality, and helping eliminate health care disparities.

Intended Audience: Provider Network Cultural Contacts, Cultural Diversity Advocates.

To be added to the distribution list for this meeting, please email CAZCulturalAffairs@cenpatico.com
Rodney Staggers, Sr. Manager
Training and Workforce Development

TRAINING UPDATES
E-mail Notifications

- **Many emails are incorrect in Relias** – We recently sent out a mass email to Relias learners and received a lot of undeliverable emails back due to bad addresses.

- **No “Notification Recipient” is selected in a hierarchy** – this would cause a supervisor not to receive email notifications about their staff such past due training or promotion from waitlist. Every hierarchy has to have a person with the role of supervisor or administrator and one of them must be identified as the Notification Recipient.

- **User is not in a hierarchy** – if a learner is not in a hierarchy then only they will receive emails about past due trainings.

- C-IC Certification Process.
June 2016

- Understanding Arizona's Education System - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - Jun 01, 2016 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Jun 02, 2016 1:00PM - 5:00PM.
- Destination: Recovery & Wellness (DRAW) - Horizon Health and Wellness, 210 E Cottonwood, Casa Grande, AZ. 85222 - Jun 03, 2016 8:00AM - 12:00PM.
- Understanding Arizona's Education System - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jun 07, 2016 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 07, 2016 9:00AM - 1:00PM.
- Best Practices for Healthcare Professionals with Deaf and Hard of Hearing Patients - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - Jun 07, 2016 10:00AM - 12:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 07, 2016 1:00PM - 3:30PM.
June 2016

- CASII Training PO-C - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 08, 2016 9:00AM - 4:00PM.
- Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 09, 2016 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 14, 2016 8:30AM - 12:30PM.
- Data Elements (DUG) #34/35 Live training III and IV - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 14, 2016 1:00PM - 3:30PM.
- Advance ART Facilitator Training - Empact 21476 N. John Wayne Pkwy. #C101 Maricopa, AZ 85139 - Jun 15, 2016 9:00AM - 4:00PM.
- Unique Needs for Kids and Families Involved with DCS - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 15, 2016 9:00AM - 4:00PM.
- DB101 DISABILITY BENEFITS TRAIN THE TRAINER IN SOUTHERN AZ - Cenpatico Integrated Care, 333 E. Wetmore, 6th floor, Tucson, AZ, 85705 - Jun 15, 2016 12:30 - 5:00PM.
- CASII Training PO-C - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 16, 2016 9:00AM - 4:00PM.
June 2016

Data Elements (DUG) #34/35 Live training III and IV - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jun 20, 2016 9:00AM - 12:00PM.

Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jun 21, 2016 8:30AM - 12:00PM.

CFT Advance Facilitator Training - Helping Associates, Inc. 1901 N. Trekell Rd. Casa Grande, AZ 85122 - Jun 21, 2016 9:00AM - 4:00PM.

Best Practices for Healthcare Professionals with Deaf and Hard of Hearing Patients - Cenpatico Yuma Office 2285 S 4th Avenue, Suite F, Yuma AZ - Jun 21, 2016 10:00AM - 12:00PM.

Understanding Arizona's Education System - Cenpatico Yuma Office 2285 S 4th Avenue, Suite F, Yuma AZ - Jun 23, 2016 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 1501 W. Fountainhead Pkwy, Tempe, AZ. 85282 - Jun 24, 2016 9:00AM - 1:00PM.

Cultural Competency 101: Embracing Diversity - La Frontera-Training Room Admin Bldg-504 W 29th St, Tucson AZ 85713 - Jun 28, 2016 8:30AM - 12:30PM.

Cultural Competency 101: Embracing Diversity - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 28, 2016 9:00AM - 1:00PM.
June 2016

- Data Elements (DUG) #34/35 Live training III and IV - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - Jun 28, 2016 1:00PM - 3:30PM.
- Data Elements (DUG) #34/35 Live training III and IV - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 28, 2016 2:00PM - 5:00PM.
- Unique Needs for Kids and Families Involved with DCS - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - Jun 29, 2016 9:00AM - 4:00PM.
- CASII Training PO-C - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 29, 2016 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Jun 29, 2016 1:00PM - 5:00PM.
- CASII Training PO-C - La Frontera Training Room Admin Bldg-504 W 29th St, Tucson AZ 85713 - Jun 30, 2016 9:00AM - 4:00PM.
- Unique Needs for Kids and Families Involved with DCS - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 30, 2016 9:00AM - 4:00PM.
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jun 30, 2016 1:00PM - 4:30PM.
July 2016

Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 01, 2016 8:00AM - 12:00PM.

Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 01, 2016 1:00PM - 5:00PM.

CASII Training PO-C - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 06, 2016 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jul 12, 2016 9:00AM - 1:00PM.

Data Elements (DUG) #34/35 Live training III and IV - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jul 12, 2016 2:00PM - 4:30PM.

Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 13, 2016 9:00AM - 4:00PM.

CFT Advance Facilitator Training - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jul 13, 2016 9:00AM - 4:00PM.
July 2016

- **CASII Training PO-C** - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 14, 2016 9:00AM - 4:00PM.

- **Advance ART Facilitator Training** - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jul 14, 2016 9:00AM - 4:00PM.

- **Cultural Competency 101: Embracing Diversity** - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 19, 2016 9:00AM - 1:00PM.

- **Data Elements (DUG) #34/35 Live training III and IV** - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 19, 2016 1:30PM - 4:00PM.

- **Unique Needs for Kids and Families Involved with DCS** - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 20, 2016 9:00AM - 4:00PM.

- **Motivational Interviewing Overview** - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jul 21, 2016 1:00PM - 4:30PM.

- **Cultural Competency 101: Embracing Diversity** - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Jul 27, 2016 1:00PM - 5:00PM.
August 2016

- Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Aug 05, 2016 8:00AM - 12:00PM.
- Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Aug 05, 2016 1:00PM - 5:00PM.
- Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 09, 2016 9:00AM - 1:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 09, 2016 2:00PM - 4:30PM.
- Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 10, 2016 9:00AM - 4:00PM.
- CASII Training PO-C - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 11, 2016 9:00AM - 4:00PM.
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Aug 11, 2016 1:00PM - 4:30PM.
August 2016

Data Elements (DUG) #34/35 Live training III and IV - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - Aug 16, 2016 1:30PM - 4:30PM

Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - Aug 17, 2016 9:00AM - 4:00PM.

CASII Training PO-C - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - Aug 18, 2016 9:00AM - 4:00PM.

ASAM Live Training Portion - Community Health Associates, 2851 South Avenue B., Yuma, AZ, 85364 - Aug 19, 2016 1:00PM - 5:00PM.

Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 23, 2016 9:00AM - 1:00PM.

Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 23, 2016 2:00PM - 4:30PM.

Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 24, 2016 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Aug 24, 2016 1:00PM - 5:00PM.

CASII Training PO-C - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 25, 2016 9:00AM - 4:00PM.
Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Sep 06, 2016 9:00AM - 1:00PM.

Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Sep 06, 2016 2:00PM - 4:30PM.

Unique Needs for Kids and Families Involved with DCS - Catholic Community Services Conference Room - 140 W. Speedway Blvd. TUCSON AZ - Sep 07, 2016 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - Sep 20, 2016 9:00AM - 1:00PM.

Data Elements (DUG) #34/35 Live training III and IV - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - Sep 20, 2016 1:30PM - 4:00PM.
September 2016

Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Sep 21, 2016 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Sep 21, 2016 1:00PM - 5:00PM.

CASII Training PO-C - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Sep 22, 2016 9:00AM - 4:00PM.

Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Sep 22, 2016 1:00PM - 4:30PM.
QUESTIONS