# Essential Specialty Provider Communication Meeting

## Agenda

### Logistics

<table>
<thead>
<tr>
<th>Time:</th>
<th>1:30PM – 3:00PM</th>
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</thead>
<tbody>
<tr>
<td>Date:</td>
<td>Thursday, October 12, 2017</td>
</tr>
<tr>
<td>Invitees:</td>
<td>Specialty Provider Agencies</td>
</tr>
<tr>
<td>Teleconference Details:</td>
<td><a href="https://goto.webcasts.com/starthere.jsp?ei=1165457&amp;tp_key=63d1ba4549">https://goto.webcasts.com/starthere.jsp?ei=1165457&amp;tp_key=63d1ba4549</a></td>
</tr>
<tr>
<td>Meeting Purpose:</td>
<td>Cenpatico updates, technical assistance</td>
</tr>
<tr>
<td>Location:</td>
<td>Webcast</td>
</tr>
<tr>
<td>Questions:</td>
<td>Feel free to email questions and agenda items to <a href="mailto:jshipley@cenpatico.com">jshipley@cenpatico.com</a></td>
</tr>
<tr>
<td>Next Meeting:</td>
<td>11/9/2017</td>
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Reminder about Medicaid Benefit Changes for Title XIX Adults with SMI Funded By C-IC

- As part of the 2017 Legislative session, the Arizona Legislature passed SB 1527 which added occupational therapy in an outpatient setting and adult emergency dental services and extractions up to $1000 as covered benefits, effective August 9, 2017. AHCCCS is seeking CMS approval to amend its State Plan through a State Plan Amendment to reflect this update. AHCCCS plans to begin coverage of these services beginning October 1, 2017. Below is more information about the proposed coverage of occupational therapy and adult dental services and extractions.


- A $1000 annual emergency dental benefit
- Occupational Therapy: 15 visits per contract year.
- These benefit changes are available to Non-SMI Title XIX members funded through their Acute Care Health Plan as well.

Contracts Updates:

Teri Krantz (Director of Contracting)

Cenpatico Contracting Department Updates

- De-Credentialing – Please make sure you notify Cenpatico when a practitioner leaves your agency. Please send the notification to cazcredentialing@cenpatico.com and cazcontracts@cenpatico.com. Having persons remain credentialed when they are no longer employed by your agency is contributing to inaccurate data for reporting and e-prescribing.

Cenpatico Provider Network Update

- Network Changes (Program, Name Changes, Mergers/Acquisitions, etc.)
  - Arizona Medical Services is now Greater Phoenix Collaborative Care PC

- Terminated Contracts:
  - Integrated Pain Center – 9/15/17

- New Behavioral Health Providers

<table>
<thead>
<tr>
<th>NAME</th>
<th>Provider Type/Specialty</th>
<th>City</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona Rehab Campus</td>
<td>B6 - Sub-Acute Facility - Level I</td>
<td>Tucson</td>
<td>Pima</td>
</tr>
<tr>
<td>Kenny E. Miller</td>
<td>85 - Licensed Clinical Social Worker</td>
<td>Marana</td>
<td>Pima</td>
</tr>
<tr>
<td>Valle del Sol, Inc.</td>
<td>77 - Outpatient Clinic; C2 - FQHC</td>
<td>Phoenix</td>
<td>Maricopa</td>
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</table>
• New Physical Health Providers

<table>
<thead>
<tr>
<th>NAME</th>
<th>Provider Type/Specialty</th>
<th>City</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>M &amp; M Medical PC</td>
<td>31 - Doctor of Osteopathic Medicine</td>
<td>Peoria</td>
<td>Maricopa</td>
</tr>
<tr>
<td>Pacific Family Medicine</td>
<td>08 - M.D. Physician; 18 - Physician Assistant</td>
<td>Chandler</td>
<td>Maricopa</td>
</tr>
<tr>
<td>Paul Wayne</td>
<td>12 - Certified Registered Nurse Anesthetist (CRNA)</td>
<td>Sierra Vista</td>
<td>Cochise</td>
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<tr>
<td>Pioneer Cardiovascular Consultants, PC</td>
<td>08 - M.D. Physicians</td>
<td>Tempe</td>
<td>Maricopa</td>
</tr>
<tr>
<td>Villa Maria Care Center, LLC</td>
<td>22 - Skilled Nursing Facility</td>
<td>Tucson</td>
<td>Pima</td>
</tr>
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**Integrated Care Updates:**

Katie Scherer (Rapid Response Specialist)

• Health Literacy
  o The degree to which an individual has the capacity to obtain, communicate, process, and understand basic health information and services in order to make appropriate health decisions.
  o 12% of the adults have proficient health literacy
  o 9 out of 10 people lack the skills needed to manage their health and prevent disease
  o 14% of adults have below basic health literacy

• Health literacy skills are needed to:
  o Find information and services.
  o Process the meaning and usefulness of the information and services.
  o Understand choices, consequences, and context of the information and services
  o Communicate needs and preferences and respond to information and services
  o Decide which information and services match needs and preferences decide on the action.

• Literacy Levels
  o **Below Basic** - no more than the most simple & concrete literacy skills
  o **Basic** - skills needed to perform simple, everyday literacy activities
  o **Intermediate** - skills needed to perform moderately challenging activities
• **Proficient** - skills needed for more complex & challenging literacy activities

• **Health Literacy Impacts Members’ Abilities**

  *Reading and writing*
  - Reading and comprehending instructions
  - Completing applications
  - Understanding health/medical coverage

  *Listening and verbal communication*
  - Understanding and remembering instructions
  - Following directions
  - Explaining symptoms
  - Ability to provide medical history in sequential order

  *Numeracy - computation, interpreting risks*
  - Administering medications – measuring, quantity, and frequency
  - Lab results, A1C levels, blood pressure
  - Appointment times and transit schedules
  - Nutrition tables
  - Co-pays

  *Self-efficacy*
  - Medical decisions
  - Asking medical provider questions
  - Taking charge of one’s health

• **Low Literacy Impact**

  - Higher risk of death
  - More emergency room visits and hospitalizations
  - Increased medical visits
  - Poor self-management skills for chronic health conditions
  - Medication errors
  - Less use of preventative services
  - Increased healthcare costs

• **Health Literacy Guidelines**

  - Do not dummy-down/smarten up
  - Commonly-used terminology
  - Center for Disease Control and Prevention guidelines
    https://www.cdc.gov/healthliteracy/index.html
  - http://www.plainlanguage.gov/
Pilot materials to target group & revise
- Provide the most useful information
  - 3 – 5 bulleted items
  - Easily recognizable pictures, icon, graphics
  - Action-oriented verbiage

Suicide Prevention
- 2017 End to Suicide in Arizona State Plan
  - Healthy individuals and communities
  - Ready access to prevention resources for clinicians and communities
  - Treatment and support services available to clinicians, communities and survivors
  - Continued evaluation and monitoring of prevention programming
- 2017 Cenpatico Integrated Care Plan
  - Workforce Training
  - Stakeholder and Provider Training
  - Assessment of Health Home Services for Members Presenting with Suicidal Ideation
    - August and September
  - Suicide Prevention Awareness Campaign

Leon Lead (Supervisor of Program Initiatives)

Employment Services
- Provider Agencies Employment Deliverables

ADES/RSA- VR Program
- AHCCCS/ADES ISA Collaborative Protocol is updated for FY17-18.
- Bi-Annual VR Taskforce Meetings will be held in Tucson (Nov. 15) and Yuma (Nov. 2). Save the Dates have been sent with specifics.

Housing Services
- Continuation Funding for Supported Housing
  - Bridge Subsidy Project concludes on December 31, 2017
HQS Inspections will occur in FY17-18 Q1 &Q2 in conjunction Permanent Supported EBP Reviews

SB 1616 Rehab. and Acquisition Funding for Adults determined Seriously Mentally Ill

SAMHSA EBP Fidelity

- FY17-18 review schedule (including the applicable city) has been established with EBP reviews starting in FY17Q1 in October
  - Electronic notification will be sent to the Provider Agency contacts 3 weeks in advance of the scheduled review date.
  - Any changes to the Provider Agency contacts for EBP please contact a member of the Fidelity Team.

Healthy Food & Diabetes

- CDC National Diabetes Prevention Program

Amy D’Arpino (Arizona Cultural Diversity Specialist)

Culturally Appropriate Care for Transgender and Gender Diverse Members

- Transgender members may seek treatment due to their gender identity, or due to unrelated mental health concerns. Discrimination, bullying, loss of support systems, and other related issues may contribute to distress and mental health concerns for transgender members. Allow members to identify the concerns and contributing factors rather than assuming that they are seeking care due to their gender identity.

- When a member identifies as transgender, you must ensure that you are utilizing the member’s preferred name and pronouns in treatment and when coordinating care with other service providers or discussing the member’s needs within your agency.

- The pronouns the member uses should be utilized in documentation. The member’s preferred name can be used by adding it alongside the member’s legal name in quotes in documentation.

- The member’s preferred name and pronouns should be utilized in calling the member from your lobby into an appointment; your agency is encouraged to create a system that allows the member’s preferred name to be available when identifying the member.

- Transgender members under 18 may not be “out” to their parents or caregivers; for the member’s safety, work with them to determine how they would like this issue to be addressed when discussing the member with their parents or caregivers.

- Resources for more supportive information include:
  - SAMHSA provides resources for treatment of transgender people: https://www.samhsa.gov/behavioral-health-equity/lgbt
The Human Rights Campaign has several resources to support transgender individuals:
- [http://www.hrc.org/explore/topic/transgender](http://www.hrc.org/explore/topic/transgender)
- [http://www.hrc.org/resources/transgender-patient-services-support-resources-for-providers-and-hospital-a](http://www.hrc.org/resources/transgender-patient-services-support-resources-for-providers-and-hospital-a)

November 20th is the annual Transgender Day of Remembrance, where we remember and honor transgender people around the world whose lives have been lost to anti-transgender violence. Additionally, during the week before, individuals and organizations around the country participate in Transgender Awareness Week activities to raise the visibility of transgender and gender non-conforming people and address the many challenges they face. Arizona has several events, for more information:

**ACA 1557-A Refresher: One Year Later**

- Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). The law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in health programs or activities that receive Federal financial assistance.
- Prohibits the denial of health care or health coverage based on an individual’s sex, including discrimination based on pregnancy, gender identity, and sex stereotyping. The final rule also requires covered health programs and activities to treat individuals consistent with their gender identity.
- Some key points include that Providers must:
  - Post nondiscrimination notices in lobbies and on websites. Notices must include:
    - The availability of interpretive assistance for members with Limited English Proficiency (LEP).
    - The availability of auxiliary aids and services for individuals with disabilities, including informing them how to obtain the aids and services.
    - The availability of a grievance procedure for discrimination complaints and information about how to file a complaint.
    - Information regarding how to file a discrimination complaint with the HHS Office of Civil Rights (OCR).
  - Take reasonable steps to provide meaningful access to each individual with Limited English Proficiency:
    - Post taglines in lobbies and on websites that notify individuals of the availability of language assistance and must include taglines in at least the top 15 languages utilized in Arizona.
    - Taglines and nondiscrimination notices must be included in correspondence sent to the member.
    - Offer language assistance at no cost to the member; this includes oral interpretation and written translation.
- For more information—[AZCulturalAffairs@centene.com](mailto:AZCulturalAffairs@centene.com) or (520) 809-6500.
Provider Manual Updates

• The Cenpatico Provider Manual has been updated effective 10/1/2017. Attached is a Summary of the Changes that have been made to the manual.

• Starting October 2017, acronyms are being spelled out throughout the Provider Manual.

• The Final Version, a Redline Version, and the Summary of Changes have been posted to the Cenpatico website at: https://www.cenpaticointegratedcareaz.com/providers/provider-resources/provider-manual.html

• Provider Manual Forms, Attachments, and Deliverable templates are also on the Cenpatico website at https://www.cenpaticointegratedcareaz.com/providers/provider-resources/provider-forms.html

Training Updates:

Rodney Staggers (Senior Manager, Training and Workforce Development)

October 2017

• Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor - 10/13/2017 8:30AM - 12:30PM

• ASAM LIVE WEBINAR PART ONE - Webinar-Remote Access - 10/16/2017 10:00AM - 11:30AM

• The Golden Thread of Medical Necessity - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - 10/17/2017 9:00AM - 12:30PM

• Core Health Care Coordinator Skills - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - 10/17/2017 1:00PM - 5:00PM

• CASII Training PO-C - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - 10/18/2017 9:00AM - 4:00PM

• Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/18/2017 1:00PM - 4:30PM

• The Golden Thread of Medical Necessity - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/19/2017 9:00AM - 12:30PM

• Question, Persuade and Refer - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/19/2017 10:00AM - 11:30AM

• Question, Persuade and Refer - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/19/2017 1:00PM - 2:30PM

• Motivational Interviewing Overview - Horizon Health and Wellness, 210 E Cottonwood, Casa Grande, AZ. 85222 - 10/19/2017 1:00PM - 4:30PM
• Core Health Care Coordinator Skills - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/19/2017 1:00PM - 5:00PM
• ASAM LIVE WEBINAR PART TWO - Webinar-Remote Access - 10/23/2017 10:00AM - 11:30AM
• CASII Training PO-C - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - 10/24/2017 9:00AM - 4:00PM
• The Golden Thread of Medical Necessity - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/25/2017 9:00AM - 12:30PM
• Motivational Interviewing Overview - CODAC, 1650 E. Fort Lowell, Tucson, AZ, 85719 - 10/25/2017 9:00AM - 12:30PM
• The Golden Thread of Medical Necessity - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/25/2017 1:00PM - 4:30PM
• Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - 10/25/2017 1:00PM - 5:00PM
• Question, Persuade and Refer - Cenpatico - IC 1501 W Fountainhead Pkwy, 5th Floor Sunset Room, TEMPE AZ - 10/25/2017 10:00AM - 11:30AM
• Core Health Care Coordinator Skills - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/25/2017 1:00PM - 4:30PM
• CC200: LGBTQ Part 1 Live - SEABHS, 611 W Union, Benson, AZ, 85602 - 10/25/2017 8:00AM - 12:30PM
• Intermediate Motivational Interviewing Series 1-5 - Our Family Services 3830 Bellevue St. Tucson, AZ 85716 - 10/26/2017 9:00AM - 11/20/2017 12:00PM
• CC200: LGBTQ Part 1 Live - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/26/2017 1:30PM - 4:30PM