Essential Specialty Provider Meeting

Agenda

Logistics

<table>
<thead>
<tr>
<th>Time:</th>
<th>1:30PM – 3:00PM</th>
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<tbody>
<tr>
<td>Date:</td>
<td>Thursday, June 08, 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=1150400&amp;tp_key=eeeca737cf">https://goto.webcasts.com/starthere.jsp?ei=1150400&amp;tp_key=eeeca737cf</a></td>
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<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>7/13/2017</td>
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Administrative Updates:

Dr. Jay Gray (Chief Integrated Care Officer)

Targeted Investments Program

- On June 9, 2017 AHCCCS will hold a public meeting for primary care and behavioral health providers interested in participating in the Targeted Investments Program
- We strongly encourage our providers to attend this by online webinar in order to learn about the program’s objectives, requirements, incentive payments, and application process.
- Registration information is at https://www.azahcccs.gov/PlansProviders/TargetedInvestments/

Transportation Reminders

- Transportation is not required to be on the ISP for a member to obtain transportation.
- Transport standing orders with Veyo to Methadone clinics will only be set up at the request of Health Homes and verification of Medical Necessity.
- Methadone providers are required to ensure members have medically necessary transportation; including; Non-TXIX SMI, SABG, and MHBG.
- Specialty providers can provide transportation but are not required to provide transportation.
- After hours transportation for Urgent Transportation (transports to urgent care, pharmacy, etc.) can be requested through NurseWise by calling C-IC Customer Service and the call will be transferred to NurseWise to arrange a transport through Veyo.

CFT and ART Reminders

- Health Homes are required to invite system partners and specialty providers to CFT/ARTs.
- Specialty provider attendance is not required but should be based on the clinical needs of the member.
- CFTs and ARTs should occur at a frequency level based on the needs of the member. They do not need to occur monthly unless clinically indicated.
- A CFT or ART can be composed of a Therapist/Health Care Coordinator and the member.
Governor Ducey Declares Statewide Health Emergency in Opioid Epidemic

- As part of this public health emergency, the Arizona Department of Health Services will identify ways to:
  - prevent prescription opioid drug abuse through appropriate prescribing practices,
  - develop guidelines to educate healthcare providers on responsible prescribing practices,
  - expand access to treatment, especially Medication Assisted Treatment (MAT), and
  - reverse overdoses through the distribution of naloxone.

CDC released 12 recommendations on best practices on prescribing opioids

- Focused on primary care clinicians
- Treatment of chronic pain
- Pain lasting longer than 3 months or past normal tissue healing time
- Excludes active cancer treatment, palliative care, and end-of-life care
- Addresses when to initiate or continue opioids, selection criteria, and assessing the risks of opioid use.
- Pearls
  - Non-pharmacological therapy and non-opioid medications are preferred for chronic pain
  - Establish realistic treatment goals for pain and function
  - Begin with immediate-release opioids at lowest effective dose for chronic pain
  - For acute pain if opioids are used, 3 days or less of therapy often sufficient
  - Evaluate benefits vs risks of opioid therapy within 1-4 weeks for chronic pain
  - Consider offering naloxone to high risk patients (>50 MEDs, concurrent use of benzodiazepines)
  - Review the prescription drug monitoring program at least every 3 months
  - Avoid prescribing opioids and benzodiazepines concurrently whenever possible.
RNs may prescribe Buprenorphine for Opiate Use Disorders (OUD)

- **Advisory Opinion from State Board of Nursing, approved March 24, 2017**

- **Overview and Rationale**

  Registered Nurse Practitioners (RNs) provide accessible, equitable and responsible healthcare in the context of the increasing opioid epidemic in Arizona. RNs are a critical component of the healthcare team promoting, developing, and expanding efforts to prevent opioid overdose deaths. Medication-assisted treatment using buprenorphine has demonstrated positive treatment outcomes for opioid users. Federal regulations, specifically the Comprehensive Addiction and Recovery Act (CARA) (P.L. 114-198) addresses the full continuum of care from primary prevention to recovery support, including significant changes to expand access to addiction treatment services and overdose reversal medications. The CARA act authorizes RNPs to prescribe and manage opioid dependence therapy. RNPs who qualify for the waiver are required to complete buprenorphine training, provide their training certificate and submit the Waiver Notification Form. The waiver application is forwarded to the DEA, which assigns the RNP a special identification number/designation. DEA regulations require this number to be included on all buprenorphine prescriptions for opioid dependency treatment, along with the RNPs regular DEA registration number.

- Registered Nurse Practitioners (RNP) may prescribe buprenorphine for opioid use disorders
  - For adults only (18+)
  - Within population focus in which nurse is certified
  - RNP has obtained prescribing and dispensing authority from board of nursing
  - RNP has authority from DEA (requires training on prescribing of buprenorphine)
  - Educationally prepared and competency has been established and maintained

- **Recommended Course of Instruction**
  - Regarding opiate use disorders, didactic instruction includes epidemiology, neurobiology, FDA approved treatments, CDC guidelines
  - Understand risks, screening, and considerations for pregnant women and infants
  - Understand non-pharmacologic treatments, including counseling, recovery services, and motivational interviewing
  - Understand safety issues, especially around combinations with benzodiazepines
  - Explain importance of Evidence Based Practices
  - Encourage access to MAT
  - Have training in OUD for pregnant women
  - Understand appropriate clinical treatments for FDA-approved medications for OUD, including buprenorphine, naltrexone, and methadone
  - Have competence in general assessment and assessment for OUD
  - Explain UDT methodology
- Understand issues, risks, and treatment of overdose
- Manage co-occurring disorders
- Have competency around pain management
- Understand issues around diversion control

Pharmacy Spending is on the Rise, especially for GMH/SA members

![Pharmacy Spend, January 2017](chart1.png)

![Pharmacy Spend PMPM](chart2.png)
### Top 5 Medications by Cost

<table>
<thead>
<tr>
<th>SMI</th>
<th>GMH/SA</th>
<th>CHILDREN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brand</strong></td>
<td><strong>Generic</strong></td>
<td><strong>Brand</strong></td>
</tr>
<tr>
<td>ABILIFY</td>
<td>DIVALPROEX SODIUM ER</td>
<td>ABILIFY</td>
</tr>
<tr>
<td>INVEGA SUSTENNA</td>
<td>PALIPERIDONE ER</td>
<td>INVEGA SUSTENNA</td>
</tr>
<tr>
<td>HARVONI</td>
<td>CHLORPROMAZINE HCL</td>
<td>LATUDA</td>
</tr>
<tr>
<td>LATUDA</td>
<td>DULOXETINE HCL</td>
<td>ABILIFY MAINTENA</td>
</tr>
<tr>
<td>ABILIFY MAINTENA</td>
<td>GABAPENTIN</td>
<td>ABILIFY MAINTENA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QUETIAPINE FUMARATE</td>
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![Pharmacy PMPM for GMH/SA Adults](chart.png)
- **Focus Areas to Review**
  - Members on Latuda and Invega Sustenna
  - Adults on 8 or more medications
  - Children on 4 or more medications
  - Members on 2 or more medications from the same class (e.g. benzodiazepines, antidepressants, etc.)
  - Ensure GMH/SA members on long-acting antipsychotics are evaluated for SMI.

- Please complete analysis **by August 4, 2017**
- Submit findings and analysis to Richard Rhoads.

**Claims Updates:**

*Alex Alvarez (Claims Manager)*

**Coordination of Benefits**

- Medicare non-covered services
  - We are finding that Medicare is covering codes that previously were not being covered. Examples of these claims include Behavioral Health Claims
  - Please ensure you are submitting claims to Medicare and Commercial first, if Medicare does not cover the service, coordinate benefits.
Emergency Indicator

- Please ensure you are submitting claims using the Emergency Indicator when applicable
  - Crisis Services for Dual GMH/SA – Crisis Only members
    - 837 – Loop 2400, Segment Data Element SV109
    - Paper Claims (HCFA) input “Y” in box 24c.

Network Contracts Updates:

Teri Krantz (Director, Network Management/Contracting)

Cenpatico Provider Contracting Updates

- **Contract Amendments** - Will be sent to providers in the next two weeks and will contain the new modifiers as well as adjustments to funding (as applicable).

- **AHCCCS Minimum Subcontractor Requirements** – AHCCCS has updated the Minimum Subcontractor Requirements that are effective October 1, 2017. Attached is a redline version for your review. These updates are to be incorporated into Cenpatico’s contracts and into the Provider’s subcontracts. The sub-contractor version of the RBHA attachment is currently being revised to include these changes as applicable.

- **Sub-contracted Transportation Provider Requirements Reminder** - Cenpatico is receiving an increase in AHCCCS denials for transportation claims. As a reminder, per the Cenpatico Provider Manual, Section 3.17.2.4 Transportation, “Providers must offer transportation when a Title XIX/XXI Member or non-Title XIX/XXI adult with SMI needs medically necessary transportation for services including pharmacy. Providers must contract with at least one taxi cab or transportation service or be able to provide/arrange twenty-four (24) hour, seven (7) days per week, 365 days per year transportation services within their agency for Members. Providers must complete and submit to AHCCCS an AHCCCS Group Billing Packet located https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html in order to bill for subcontracted transportation services. The subcontracted transportation provider is required to be credentialed with Cenpatico. When billing for the transportation services, the rendering provider field must include the NPI of the subcontracted transportation provider.”
  
  - If you are subcontracting with a transportation vendor, you are required to:
    - Go to https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html and complete the Group Biller Packet as instructed on the AHCCCS website.
    - Send Cenpatico a copy of all sub-contracted transportation providers contracts to cazcontracts@cenpatico.com
    - Complete a Cenpatico Organizational Credentialing Application for each sub-contracted transportation provider. Forms are located at https://www.cenpaticointegratedcareaz.com/providers/join-our-network/credentialing-program.html and send them to cazcontracts@cenpatico.com.
If you haven’t already done so, please send a copy of your sub-contracts to Cenpatico and complete the Group Biller Packet and Cenpatico Demographic Form & Credentialing Applications. Once the Group Biller ID is established and the sub-contracted transportation provider is credentialed with Cenpatico, you may proceed with billing Cenpatico using NPI of the sub-contracted provider in the Rendering Provider field of the electronic claim.

If you have any questions on the credentialing forms, please contact the Cenpatico Credentialing Department at cazcredentialing@cenpatico.com or Contracting Department at cazcontracts@cenpatico.com. Please direct all questions regarding the Group Biller Packet to AHCCCS directly.

**Cenpatico Provider Network Updates**

- Network Changes (Program, Name Changes, Mergers/Acquisitions, etc.)
  - Helping Associates – Moved from ICC Agency to Specialty Provider effective 06/01/2017
  - Palo Verde Behavioral Health Hospital – Addition of Intensive Outpatient Treatment to their contract.

- Terminated Contracts:
  - Hector A. Jeffrey (Respite provider)
  - Odyssey Healthcare dba Gentiva Hospice
  - Our Family Services [08/01/2017]
  - Pamela Hays
  - San Jose Health Clinic (Jose M. Piscoya, MD)
  - Sierra Vista Regional Health Medical Group dba Hereford Patient Express

- New Behavioral Health Providers (2)

<table>
<thead>
<tr>
<th>NAME</th>
<th>Provider Type/Specialty</th>
<th>City</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona Behavioral Care Homes LLC</td>
<td>B8 – Behavioral Health Residential Facility</td>
<td>Gilbert, Goodyear,</td>
<td>Maricopa</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mesa</td>
<td></td>
</tr>
<tr>
<td>Pastalino Manor LLC</td>
<td>B8 – Behavioral Health Residential Facility</td>
<td>Chandler</td>
<td>Maricopa</td>
</tr>
</tbody>
</table>
• New Physical Health Providers (5)

<table>
<thead>
<tr>
<th>NAME</th>
<th>Provider Type/Specialty</th>
<th>City</th>
<th>County</th>
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</thead>
<tbody>
<tr>
<td>Advanced Open MRI of Tucson</td>
<td>04 – Laboratory; 08 – MD-Physician</td>
<td>Tucson</td>
<td>Pima</td>
</tr>
<tr>
<td>Bio Family Clinic</td>
<td>08 – MD-Physician; 10 – Podiatrist</td>
<td>Yuma</td>
<td>Yuma</td>
</tr>
<tr>
<td>James Rough, MD, PLLC</td>
<td>08 – MD-Physician</td>
<td>Tucson</td>
<td>Pima</td>
</tr>
<tr>
<td>Up 2 Par Medical</td>
<td>08 – MD-Physician; 18 – Physician Assistant; 19 – Nurse Practitioner</td>
<td>Yuma</td>
<td>Yuma</td>
</tr>
<tr>
<td>White Mountain Dermatology</td>
<td>08 – MD-Physician</td>
<td>Apache Junction</td>
<td>Pinal</td>
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Network Department Updates:

Karin Uhlich (Director of Housing Administration)

Reductions in Homelessness, July 2016 –April 2017

• Numbers of Members (OEC) Experiencing Homelessness Across C-IC Network
  • Homeless Transition-Age Youth (18-21), 30% Reduction (112 to 78)
  • Homeless SMI, 11.5% Reduction (683 to 604)
  • Homeless GMHSA, 29% Reduction (1718 to 1221)
  • Homeless ALL, 24% Reduction (2401 to 1825)

• Rates of Homelessness (Members in OEC) by Subpopulation
  • SMI, Reduction from 4.8% to 4.35%
  • SA, Reduction from 8.8% to 8.4%
  • GMH, Reduction from 2.8% to 2.3%

Impacts on Member Health and Utilization (65 Members Housed from April 2016 –September 2016)

• Emergency Department Visits
  • Oct-Mar 2015: 158
  • Oct-Mar 2016: 68
  • 57% Reduction
• Inpatient Stays
  o Oct-Mar 2015: 18
  o Oct-Mar 2016: 17
  o 5.5% Reduction

• Readmissions
  o Oct-Mar 2015: 2
  o Oct-Mar 2016: 2
  o Level

• Utilization Reflects Housing Stability
  o Members Who Lost Housing from April 2016 – September 2016, Typically Experienced Related Increases in Utilization.

C-IC Network Participation in Area HUD HMIS and Local Continuums of Care
• Pima County
  o 25 New Licenses Across 11 Providers Plus Cenpatico (3 Additional Providers Pending)
  o Prior Number of Licenses within Network Totaled 70 (6 Providers)

• Balance of State (ADOH)
  o 33 New Licenses Across 8 Providers Plus Cenpatico
  o Prior Number of Licenses within Network Totaled 6 (3 Providers).

SAMHSA EBP FIDELITY UPDATES
C-IC Network Fidelity to SAMHSA Evidenced Based Practices
• Permanent Supportive Housing
  o 2017 Ave Score 21 (Score of 18 Indicates EBP Compliance; Max Score Possible 24)
  o 10 Providers, 9 Compliant with 6 Achieving Scores Above 20

• Supported Employment
  o 2017 YTD Ave Score 55 (Up from 2016 Ave of 51)
  o Scoring Scale: 66-75 Max=Good Compliance, 56-65 Fair Compliance, 55 or Below Noncompliant
  o 11 of 25 SE Providers Audited YTD; 7 Scored Above 55

• Peer
  o 2016 Ave Score 201 (Max Score Possible 208)
  o 2016 High Score 204, Low Score 189
  o 2017 Fidelity Reviews Planned
• ACT
  o Max Score Possible 140
  o Two C-IC Providers
  o 2016 High Score 137 (98%), Low Score 129 (92%)
  o 2017 Fidelity Reviews Planned

WORKFORCE DEVELOPMENT UPDATES
C-IC Development of Online Coordination of Care Certificates (w UA College of Nursing)
• Three Levels of Certification
  o Basic Coordination of Care Certification
  o Advanced Coordination of Care Certification
  o Professional Coordination of Care Certification
• Summer/Fall 2017 Rollout
• CEUs by Certification Level Being Pursued Prior to Rollout
• C-IC Provider Pricing Discount of 25% and Additional Bulk Pricing Discounts (>50 Registrations) will be Offered.

Tiffany M. Booth, MBA—Senior Manager of Provider Relations
(Attachments 03-09)

AHCCCS Policy Updates
• AHCCCS Medical Policy Manual (AMPM) Updates
  o Chapter 300 Policy 310-X, Rehabilitation Therapies (Occupational, Physical and Speech)
• AHCCCS Contractor Operations Manual (ACOM) Updates
  o There were no revisions made to the ACOM per the AHCCCS Memo dated 5/2/17. There are several revised and approved policies mentioned in this member that will go into effect at a later date. Providers are encouraged to stay informed regarding these upcoming revisions.
  o The memo to this effect can be found at: https://www.azahcccs.gov/shared/Downloads/ACOM/revisions/2017/5-02-17.pdf and the ACOM at this link https://azahcccs.gov/shared/ACOM/.
Appointment Availability per ACOM Policy 417 and PM 3.2 Requirements

- Cenpatico Integrated Care contracts with a third party vendor to conduct Quarterly Appointment Availability Surveys telephonically. Please alert your teams that this is occurring every quarter. The vendor will ask basic questions regarding how soon your agency could get a member in for a particular service. Provider mentors also do quarterly in-person surveys with all Health Homes.

- Cenpatico Integrated Care has established a Minimum Performance Standard (MPS) of 85% across all aspects of this requirement.

- Providers that do not meet the MPS may be subject to Corrective Actions or Performance Improvement Projects that target this AHCCCS requirement.

- General Appointment Standards for all Contractors
  
  o **Primary Care Provider Appointments:**
    
    - Immediate need appointments the same day or within 24 hours of the member’s phone call or other notification, or as medically appropriate
    - Urgent care appointments within 2 days of request
    - Routine care appointments within 21 days of request.

  o **Specialty Provider Referrals:**
    
    - Immediate need appointments within 24 hours of referral
    - Urgent care appointments within 3 days of referral
    - Routine care appointments within 45 days of referral.

  o **Dental Provider Appointments:**
    
    - Immediate need appointments within 24 hours of request
    - Urgent appointments within 3 days of request
    - Routine care appointments within 45 days of request.

  o **Maternity Care Provider Appointments**
    
    - Initial prenatal care appointments for enrolled pregnant members shall be provided as follows:
      
      - First trimester within 14 days of request
      - Second trimester within 7 days of request
      - Third trimester within 3 days of request
      - High risk pregnancies within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists.
General Behavioral Health Appointment Standards for Acute, CRS and RBHA Contractors

- **Behavioral Health Provider Appointments:**
  - Immediate need appointments within 24 hours from identification of need
  - Routine care appointments
  - Initial assessment within 7 days of referral or request for service
  - The first behavioral health service following the initial assessment within the timeframe indicated by the behavioral health condition, but no later than 23 days after the initial assessment
  - All subsequent behavioral health services within the timeframe indicated by the behavioral health condition, but no later than 45 days from identification of need.

- **Psychotropic Medications:**
  - Assess the urgency of the need immediately
  - Provide an appointment, if clinically indicated, with a Behavioral Health Medical Professional within a timeframe that ensures the member a) does not run out of needed medications; or b) does not decline in his/her behavioral health condition prior to starting medication, but no later than 30 days from the identification of need.

**Reminders Regarding Consent for Release of Confidential Information for COC with Re-disclosure**

- **Purpose of Consent to Release Form**
  - If information pertaining to a member’s substance abuse diagnosis, treatment or health needs will be shared with Cenpatico then the abovementioned form must be signed by the member and sent to Cenpatico. This form allows your agency to release substance abuse related information to Cenpatico to help diagnose, treat, manage or get payment for these health needs.
  - This form, if authorized by the member, also allows for Cenpatico to re-disclose this information.
  - Re-disclosure is the act of sharing or releasing health information that was received from another source (e.g., external facility or provider) and made part of a patient’s health record or the organization’s designated record set.
  - 42 CFR Part 2--The federal rules prohibit agencies from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization requires that a statement prohibiting re-disclosure accompanies the patient information that is disclosed.
  - A training, a desktop and the form are attached. Completed forms should be emailed to CAZROI@cenpatico.com. This training will be placed on Relias in the near future. If an in-person training is needed please contact your assigned provider mentor.
Reminders Specialty Provider Services

- Member Voice and Choice
  - Members have voice and choice in determining their care team and the providers that will deliver their medically necessary services.
  - Members may receive their medically necessary services from their assigned Health Home or from any Cenpatico in-network/contracted provider.
  - Members may self-refer to specialty agencies for medically necessary services if the specialty agency has the capacity to write their own Specialty Assessments and Specialty Service Plans.
  - Health Homes honor member, guardian and/or stakeholder requests for referrals to Specialty Agencies for medically necessary services if that is the member’s preference/choice.

- Medical Necessity
  - The provider at the point of service is responsible for determining medical necessity.
  - Medical necessity must be clearly documented utilizing the Assessment, Service Plan and ongoing progress notes.

- Requirements Involved in Specialty Services
  - Specialty services must meet medical necessity. Medical necessity for specialty services can be determined by the Health Home or by the Specialty Provider.
  - If a Specialty Agency is determining medical necessity by writing their own Specialty Assessments and Specialty Service Plans then both those documents must be submitted to the Health Home within 30 days of initiation, to include revised or updated documents.
  - The Specialty Agency must submit a Monthly Summary Progress Note to the Health Home for each member receiving services from their agency. The Specialty Agency must keep this form in the E.H.R., along with the evidence that the Progress Note was sent (fax confirmation, email confirmation).
  - Health Homes must invite Specialty Agencies to ART/CFT Meeting and attendance in these meetings by the Specialty Agency are expected.
  - Specialty Agencies may also facilitate ART/CFT Meetings when a need presents.

- Issues Regarding Specialty Services
  - There are many changes occurring in the network and Cenpatico and the Provider Performance team is here to assist in adjusting to these changes.
  - Issues regarding specialty service referrals will be addressed collaboratively across the network in order to facilitate change and alignment.
  - Our approach will not be punitive but we do need for notification of issues to be addressed and fully vetted with provider leadership. This will include identifying the source of misunderstanding or miscommunication, indicating the steps that will be taking to clear these up, supporting evidence that those things have occurred, and then outreach to the member, family, guardian, stakeholders and other agencies involved in the issue.
We believe over time as we align to the new expectations and models of service delivery we will these issues decrease and member outcomes improve.

Please report issues regarding specialty services directly to Tiffany Booth at tbooth@cenpatico.com.

Also don’t forget to utilize the Information Liaison of the Day or other key contacts to get issues resolved.

Amy Devins (First Responder Liaison)

Pima County Process: Verbal Revocations for Residents on Court Ordered Treatment

- When a member is in crisis at their placement:
  - The Out of Home (OOH) Placement will assess if the Health Home is able to become involved.
  - If the Health Home can respond, they will follow their process for determining what steps need to be taken next.
  - If the Health Home cannot be involved, the OOH placement will call NurseWise, who will triage the situation and can dispatch the CMT.

- If CMT is dispatched, CMT will assess if the member can be stabilized at the OOH placement.
  - If member cannot be stabilized at the placement, the CMT will consult on revocation recommendations with the Health Home doc on call.
  - If the Health Home doctor does not recommend revocation, the CMT will determine next steps needed.

- If the Health Home doctor does recommend revocation, the CMT will call the CRC Intake Coordinator and staff member’s care.

- The CRC will complete their internal paperwork to document the verbal revocation.

- The CRC will contact law enforcement to request Verbal Revocation Transport.

- Law Enforcement will verify name, date of birth, and authorizing doctor and Health Home with the CMT.

- Law Enforcement will transport the member to the CRC.

- The Health Home will be responsible the next business day for completing and filing with the courts the amendment in order to complete the verbal revocation process.
Pharmacy Updates:

Dr. Kathleen Bryant (Pharmacy Administrator)

Prior Authorization Forms

- Medication prior authorization forms have been changed effective 4/1/17.
- Many providers are continuing to use outdated forms. The new forms are intended to provide information that will help assist the pharmacy staff with the medication review.
- Check to see if you are using the most current forms and that you are sending them to the correct location for review.
  - PMF 10.11.1: Non-Specialty Medication Authorization Request
    - Standard Requests: Fax to (1) 866-399-0929
    - **Expedited Requests: Fax to (1) 855-766 1554**
  - PMF 10.11.2: Specialty Medication Prior Authorization Request
    - Fax completed form to (1) 855-766-1554
  - PMF 10.11.3: Exclusive Pharmacy / Prescriber Request
    - Fax completed form to (1) 855-766-1554
  - PMF 10.11.4: Makena Prior Authorization Form / Prescription
    - Fax completed form to (1) 855-766-1554
  - PMF 10.11.5: Long Acting Opioid Prior Authorization Form
    - Standard Requests: Fax to (1) 866-399-0929
    - **Expedited Requests: Fax to (1) 855-766-1554**

- Discontinue emailing PA requests to CAZPharmacy@cenpatico.com. All requests are to be faxed.
- Medication forms marked as expedited and not meeting the clinical definition for an expedited request are subject to downgrade to allow additional time for clinical review. Providers who continually submit PA requests as expedited and the request does not meet the definition of an expedited review will be reviewed for corrective action.
- All forms can be found at the following link:
  [https://www.cenpaticointegratedcareaz.com/providers/provider-resources/pharmacy.html](https://www.cenpaticointegratedcareaz.com/providers/provider-resources/pharmacy.html)
Pain Management

- Short-Acting Opioids limited for members who have not filled a short-acting opioid in the previous 60 days
  - Initial fill is limited to a 7 day supply
  - If additional medication is needed after the first 7 days, the member will be able to fill the medication without a request for prior authorization as long as the total quantity does not exceed 180 tablets in a 30-day period.

- Long-Acting Opioids
  - Members on long-acting opioids prior to 1/1/17 were allowed to continue those medications until 5/31/17
  - Effective 6/1/17, all long-acting opioids require that a prior authorization request must be submitted for review (if we have not already rendered an approval).
  - Approval or denial reasons will be addressed in the additional information section of the determination form.
    - Please review this section carefully as it contains information that will be needed for future requests.
    - Length of approval may be shorter than requested

- Consider writing a prescription for one of the naloxone products on our drug list when issuing a prescription for an opioid medication. Naloxone does not require prior authorization.

Formulary Updates

- The following medications will be added to the Comprehensive Drug List effective 7/1/17:
  - Kombiglyze XR (PA required)
  - Onglyza (PA required)
  - Bydureon Pen (PA required)
  - Bydureon Vial (PA required)

Quarterly Pharmacy Buzz Webinars (Only 2 presentations this quarter)

- Thursday, June 15th: 12:00 – 1:00pm
- Thursday, June 29th: 12:00 – 1:00pm
  - Use Relias to register to attend one of these presentations.
  - Presentation will be available through Relias after the June 29th Webinar session.
- Please direct any questions to KBryant@cenpatico.com
Program Development Updates:

Ron Copeland (Senior Manager, Children’s Program Development)

Regional System of Care Meetings
- Safford (Graham and Greenlee counties) – Monday June 12, 2017 from 1:00 p.m. - 3:00 p.m. at SEABHS Safford location, 1615 S. 1st Ave.
- Southeastern (Cochise and Santa Cruz counties) - Thursday June 15, 2017 from 10:00 a.m. – 12:00 p.m. at Blake’s Sierra Vista office, 55 S. 5th St.
- Pima County – Tuesday July 25, 2017 from 10:00 a.m. – 12:00 p.m. at Devereux 6141 E Grant Rd Tucson.

Leon Lead (Supervisor of Program Initiatives) (Attachment 15)

Employment Services
- Employment Demographics (C-IC Network wide data as of 5/15/17)
  - Competitively Employed 25.2% (Goal is 32%)
  - Unpaid Rehabilitation 45.5% (Goal is 45%)
  - Unemployed 9.9% (Goal is 10%)
  - Disabled 4.4% (Goal is 5%)
- DES/RSA Vocational Rehabilitation Program
  - Order of Selection Fact Sheet* (See Attached)
- Health Home Referrals to Employment Specialty Providers.

Employment Specialty Providers

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<tr>
<th>Agency</th>
<th>January 2017</th>
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<th>April 2017</th>
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<td><strong>87</strong></td>
<td><strong>86</strong></td>
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Cenpatico Provider Manual Updates

- The Cenpatico Provider Manual has been updated effective 6/1/2017. Attached is a summary of the changes that have been made to the 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.

Quality Management Updates:

Quality Management Updates:

Update to the Annual Guide to Medical Record Compliance for Adult BH Residential Facilities

- New Indicator:
  - #2.a. For an adult member that has completed an advance directive, the document is kept confidential but readily available for staff and the member.

Update to the Guide to Medical Record Compliance for Outpatient Specialty Agencies

- New Indicator:
  - #6.a. The Specialty Assessment and/or Specialty Service Plan is sent within 30 days of completion to the assigned Health Home for coordination of care.

QI Audit Team has updated all audit tools effective 6/1/17

- Replaced Intake and Coordination of Care (ICC Agency) verbiage with Health Home
- Replaced Case Manager (CM) or Recovery Coach (RC) verbiage with Health Care Coordinator
- Please see the attached audit tools effective 6/1/17 for review of the operational definitions in order to meet compliance
- Please distribute the revised audit tools to appropriate staff at your agency
- If you have any additional questions, please contact David Widen, QI Audit Supervisor at dwiden@cenpatico.com
Tina Griffith (Interim Credentialing Manager)

Provider Call/Quality Improvement
- Issues with the 7&30 day follow-up after hospitalization for mental health are still being resolved. As soon as they are addressed, this measure will be re-run for the first 2 quarters of FY17

Credentialing
- Update on new Credentialing Manager:
  - Tina Griffith
  - Contact Information:
    - CAZCredentialing@cenpatico.com
    - Tgriffith@cenpatico.com
- Update on credentialing processes:
  - The AMPM requires Cenpatico IC to use the Credentialing Verification Organization (CVO) to gather primary source verification on all individual and re-credentialing files.
    - The CVO has processing times of up to 45 days
    - Because the use of the CVO is required, Cenpatico IC is unable to accommodate expedited credentialing requests
  - Provisional credentialing is available for providers in medically underserved areas
    - This is assessed by Network and Credentialing departments on a quarterly basis
    - Providers currently eligible for provisional credentialing include:
      - Counties
        - Pinal
        - Yuma
        - Yavapai
        - Santa Cruz
        - Santa Cruz
        - Graham
        - Greenlee
      - Providers
        - FQHC
        - FQ look-alikes
        - Hospitalists
        - Cardiologist
        - Neurologist
        - Podiatrist
        - OB/GYN
  - The process for adding a tax identification number (TIN) to an existing credentialed provider has been improved!
    - When this process is required, please submit the following documents to CAZCredentialing@cenpatico.com:
- Demographic form
- Certificate of Insurance (COI)
- W9
- Copy of a site visit in the last year (if applicable)
  - Goal is to improve credentialing turnaround time and member service delivery
  - Delegated Entities
    - Reminder that annual delegate audits are upcoming (June-September)
    - Shannon Ott, Credentialing Specialist, will be in contact to schedule the audit and coordinate audit process
    - Definition: Cenpatico IC may delegate the responsibility of credentialing activities to participating provider entities such as Independent Practice Association (IPA), hospital groups, Federal Qualified Health Centers (FQHC) and Rural Health Centers (RHC) (generally those with over 50 providers).
    - If you feel your agency would benefit from becoming a delegated entity and are interested in learning more, please email CAZCredentialing@cenpatico.com

**Training Updates:**

Rodney Staggers (Senior Manager, Training and Workforce Development)

**Training**

- Missed training sanctions
- New training schedule July – Sept.

**June 2017**

- Cultural Competency 101: Embracing Diversity – Marana Health Care, 3690 S. Park Ave, Suite 805, Tucson, AZ 85713, CDA Conference Room - 6/9/2017 9:00AM - 1:00PM
- Supporting Members with IDD Part 2 – Cenpatico Integrated Care, 1501 W Fountainhead Pkwy., 5th Floor - Sunset Room, Tempe, AZ, 85282 - 6/9/2017 1:00 PM - 4:00PM
- ASAM Technical Assistance Webinar - https://attendee.gotowebinar.com/rt/4870826995054970882 - 6/13/2017 10:00AM - 11:30AM
- Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept., Abrams Bldg., 3950 S. Country Club Rd. 3rd floor ,Tucson, AZ 85713 - 6/13/2017 9:00AM - 4:00PM
- Intermediate Motivational Interviewing Series 1-5 - Cenpatico Integrated Care, 2285 S 4th Ave, Ste. F, Yuma, AZ, 85364 - Foothills Bank Building, 2nd floor - 6/13/2017 9:00AM - 12:00PM
- Cultural Competency 101: Embracing Diversity - Community Health Associates, 1326 Hwy 92, Suite J, Bisbee, AZ 85603 - 6/13/2017 12:30PM - 4:30PM
- Cultural Competency 101: Embracing Diversity - Pima County Health Dept., Abrams Bldg., 3950 S. Country Club Rd., 3rd floor, Tucson, AZ 85713 - 6/14/2017 9:00AM - 1:00PM
- Supporting Members with IDD Part 1 - Cenpatico Integrated Care, 333 E. Wetmore Road, Pima Conference Room, Tucson, AZ, 85705 - 6/14/2017 1:00PM - 4:00PM
- CC200: LGBTQ Part 1 Live - Pima County Health Dept., Abrams Bldg., 3950 S. Country Club Rd., Tucson, AZ 85713 - 6/14/2017 1:30PM - 4:30PM
- Unique Needs for Kids and Families Involved with DCS - Community Health Associates, 1326 Hwy 92, Suite J, Bisbee, AZ 85603 - 6/14/2017 9:00AM - 4:00PM
- CC200: LGBTQ Part 1 Live - Community Health Associates, 1326 Hwy 92, Suite J, Bisbee, AZ 85603 - 6/15/2017 9:00AM - 12:00PM
- Supporting Members with IDD Part 1 - Cenpatico Integrated Care, 333 E. Wetmore Road, Pima Conference Room, Tucson, AZ, 85705 - 6/14/2017 1:00PM - 4:00PM
- CASII Training PO-C - Pima County Health Dept., Abrams Bldg., 3950 S. Country Club Rd., Tucson, AZ 85713 - 6/15/2017 9:00AM - 4:00PM
- Cenpatico Integrated Care ¢Pharmacy Buzz" - Live Webinar - https://attendee.gotowebinar.com/register/2330385590085180162 - 6/15/2017 12:00PM - 1:00PM
- Supporting Members with IDD Part 2 – Cenpatico Integrated Care, 1501 W Fountainhead Pkwy., 5th Floor, Sunset Room, Tempe, AZ - 6/16/2017 1:00PM - 4:00PM
- Introduction to ART/CFT Facilitation and Planning - Cenpatico Integrated Care, 333 E. Wetmore Road, Yuma Conference Room, Tucson, AZ, 85705 - 6/19/2017 1:00PM - 5:00PM
- Cultural Competency 101: Embracing Diversity - Location to be determined, Tucson, AZ - 6/20/2017 9:00AM - 12:00PM
- Motivational Interviewing Overview – CODAC Behavioral Health, 1650 E. Fort Lowell, Tucson, AZ, 85719 - 6/20/2017 9:00AM - 12:30PM
- ASAM Technical Assistance Webinar - https://attendee.gotowebinar.com/rt/4870826995054970882 - 6/20/2017 10:00AM - 11:30AM
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 6/21/2017 9:00AM - 12:30PM
- The Golden Thread of Medical Necessity - Cenpatico Integrated Care, 333 E. Wetmore Road, Yuma Conference Room, Tucson, AZ, 85705 - 6/21/2017 9:00AM - 12:30PM
- The Golden Thread of Medical Necessity - Cenpatico Integrated Care, 2285 S 4th Ave., Ste. F, Yuma, AZ, 85364 - Foothills Bank Building, 2nd floor - 6/21/2017 1:00PM - 4:30PM
- Intermediate Motivational Interviewing Series 1-5 - Easter Seals Blake Foundation, 7750 E. Broadway Blvd., Tucson, AZ, 85710 - 6/22/2017 9:00AM - 12:00PM
- Linkages Employment Workshop - Pima Community College (PCC) 29th Street Coalition Center, 4355 E. Calle Aurora, Tucson, AZ, 85709 - 6/22/2017 8:30AM - 12:00PM
- Motivational Interviewing Overview - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - Foothills Bank Building, 2nd floor - 6/22/2017 9:00AM - 12:30PM
- CC200: LGBTQ Part 1 Live - Cenpatico Integrated Care, 333 E. Wetmore Road, Yuma Conference Room, Tucson, AZ, 85705 - 6/27/2017 9:00AM - 1:00PM
- Cultural Competency 101: Embracing Diversity – Cenpatico Integrated Care, 1501 W. Fountainhead Pkwy., 5th Floor - Sunset Room, Tempe, AZ, 85282 - 6/27/2017 12:30PM - 4:30PM
- The Golden Thread of Medical Necessity - Location to be determined, Tucson, AZ - 6/28/2017 8:30AM - 12:00PM
- Introduction to ART/CFT Facilitation and Planning - Cenpatico Integrated Care, 333 E. Wetmore Road, Yuma Conference Room, Tucson, AZ, 85705 - 6/28/2017 9:00AM - 1:00PM
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 333 E. Wetmore Road, Yuma Conference Room, Tucson, AZ, 85705 - 6/29/2017 9:00AM - 1:00PM
- Cenpatico Integrated Care "Pharmacy Buzz" - Live Webinar - https://attendee.gotowebinar.com/register/4384272211259134210 - 6/29/2017 12:00PM - 1:00PM
- Cultural Competency 101: Embracing Diversity - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - 6/29/2017 1:00PM - 5:00PM
- Motivational Interviewing Overview - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - 6/30/2017 9:00AM - 12:30PM

July 2017
- Intermediate Motivational Interviewing Series 1-5 - SEABHS, 611 W Union, Benson, AZ, 85602 - 7/11/2017- 8/8/2017 9:00AM - 12:00PM
- ASAM Technical Assistance Webinar - https://attendee.gotowebinar.com/rt/4870826995054970882 - 7/11/2017 10:00AM - 11:30AM
- CASII TA Webinar - https://attendee.gotowebinar.com/rt/8703319904255380740 - 7/11/2017 1:00PM - 2:30PM

August 2017
- Cultural Competency 101: Embracing Diversity – Devereux, 6141 E. Grant Rd., Tucson, AZ 85712 - 8/2/2017 1:00PM - 5:00PM
- ASAM Technical Assistance Webinar - https://attendee.gotowebinar.com/rt/4870826995054970882 - 8/8/2017 10:00AM - 11:30AM
- CASII TA Webinar - https://attendee.gotowebinar.com/rt/8703319904255380740 - 8/8/2017 1:00PM - 2:30PM
- Intermediate Motivational Interviewing Series 1-5 – Marana Health Care, 13395 N. Marana Main St., Community Room A, Marana, AZ 85653 - 8/15/2017
  - Morning Training Session: 9:00AM - 12:00PM
  - Afternoon Training Session: 12:30PM - 3:30PM
• Intermediate Motivational Interviewing Series 1-5 - Marana Health Care, 13395 N. Marana Main St., Community Room A, Marana, AZ 85653 - 8/16/2017
  o Morning Training Session: 9:00AM - 12:00PM
  o Afternoon Training Session: 12:30PM - 3:30PM

• Cultural Competency 101: Embracing Diversity – Devereux, 6141 E. Grant Rd., Tucson, AZ 85712 - 8/30/2017 1:00PM - 5:00PM

September 2017

• ASAM Technical Assistance Webinar - [https://attendee.gotowebinar.com/rt/4870826995054970882](https://attendee.gotowebinar.com/rt/4870826995054970882) 9/12/2017 10:00AM - 11:30AM
• CASII TA Webinar - [https://attendee.gotowebinar.com/rt/8703319904255380740](https://attendee.gotowebinar.com/rt/8703319904255380740) - 9/12/2017 1:00PM - 2:30PM
• Cultural Competency 101: Embracing Diversity – Devereux, 6141 E. Grant Rd., Tucson, AZ, 85712 - 9/27/2017 1:00PM - 5:00PM