Integration from the Payer Perspective
MCO Integration Progress To Date

% Program Funding

1989

2013

2014

2015

2016

2018

95%

40%

20%

0

ALTCS / EPD 29,200

CRS 17,000

SMI Maricopa 18,000

SMI Greater AZ 17,000

AIHP/TRBHA 80,000

GMH/SA Duals 80,000

GMH/SA Adults & Non CMDP Children Approximately 1.5 million

Approximately 1.5 million

0

40%

20%

0
Care Delivery System as of Oct. 1, 2018

AHCCCS

Fee for Service System (AHCCCS Administered)
- American Indian Health Program (physical, behavioral, CRS)
  - Federal Emergency Services (FES)
  - Tribal ALTCS IGAs (case management only)
    - TRBHA IGA
      - Colorado River
      - Gila River
      - Navajo Nation
      - Pascua Yaqui
      - White Mtn Apache Tribe

Regional Behavioral Health Authorities*
- Arizona Complete Health (Currently CIC)
- Mercy Care (Currently MMIC)
- Steward Health Choice Arizona (Currently HCIC)

AHCCCS Complete Care (physical, behavioral health and CRS services)
- Arizona Complete Health
- Banner University Family Care
- Care1st
- Magellan Complete Care
- Mercy Care
- Steward Health Choice Arizona
- UnitedHealthcare Community Plan

Arizona Long Term Care System
- ALTCS – E/PD and DD (physical, behavioral health, long term care services)
  - Banner University Family Care
  - Mercy Care
  - UnitedHealthcare Community Plan
  - ADDES/DDD (subcontract for acute services)

*Fully integrated health plans for acute and behavioral health services for members with serious mental illness (SMI) and carved out behavioral health services for foster care children and members enrolled with DES/DD.
AHCCCS Complete Care

A HUGE step to integrate healthcare in a single ACC Health Plan that:

• Includes physical and behavioral healthcare service providers (including CRS – 18k);
• Manages the provider network for all healthcare services.
• Provides comprehensive managed care for the whole person.
Targeted Investments

• 1115 Waiver Renewal authorized $300 million focused on integration of PH and BH

• Adult Focus
  o Primary Care-BH
  o Criminal Justice involved

• Pediatric Focus
  o Foster Care
  o ASD
Integration Effort
Outcomes
Methodology: SMI Evaluation

Timeframe

- **Pre-Integration Baseline**
  - October 1, 2012 – March 31, 2014

- **Post-Integration Period 1**
  - April 1, 2014 – March 31, 2015

- **Post-Integration Period 2**
  - April 1, 2015 – March 31, 2016

- **Post-integration Period 3**
  - April 1, 2016 – March 31, 2017

Reaching across Arizona to provide comprehensive quality health care for those in need
SMI Integration Evaluation Findings

- All measures of ambulatory care, preventive care, and chronic disease management demonstrated improvement
  - Adult access to preventive/ambulatory health services – 2%
  - Comprehensive Diabetes Care - HbA1c – 4%
  - Medication management for people with Asthma (50% compliance) – 32%
  - Medication management for people with Asthma (75% compliance) - 35%

Reaching across Arizona to provide comprehensive quality health care for those in need
SMI Integration Evaluation Findings

• All indicators of patient experience improved, with 5 of the 11 measures exhibiting double digit increases

  o Rating of Health Plan - **16%**
  o Rating of All Health Care - **12%**
  o Rating of Personal Doctor - **10%**
  o Shared Decision Making - **61%**
  o Coordination of Care - **14%**
SMI Integration Evaluation Findings

- Of the 8 hospital-related measures:
  - 5 measures showed improvement
    - Emergency Department Utilization rate decreased by 10%
    - Readmission rate declined by 13%
    - Admissions for short term complications for diabetes decreased by 6%
    - Admissions for COPD/Asthma decreased by 25%
    - 30-day post hospitalization for mental illness follow up rate increased by 10%
Integration... still to go...
AHCCCS Contract Timeline

- 10/16: Release ALTCS RFP
- 3/17: Award ALTCS
- 10/1/17: Transition ALTCS
- 10/1/20: 5 Years Greater AZ MMIC Contract Expires

2016:
- Release Acute RFI
- 1/17

2017:
- Release ACC RFP
- 10/17
- Award ACC
- 3/18

2018:
- Transition ACC
- 10/1/18

2019:
- Award DDD Acute/BH
- 4/1/18
- DDD Acute/BH
- 10/1/19

2020:
- CMDP Integrated Care
- 10/1/20

AHCCCS
Arizona Health Care Cost Containment System
Terros Health
Healthcare Integration Journey

Peggy Chase, President and CEO

Cesar Chavez Conference
April 1, 2019
Terros Health
Integrated Health Care Company

- 50 Years
- 17 Sites Across Arizona
- 6 Integrated Primary Care Sites
- 3 FQHC Look-A-Likes
- $78 Million
- 980 Employees
Terros Health Vision

Extraordinary Care.

Healthy Living

Empowered People.

Our Most Valuable Asset

Exceptional Outcomes.

Innovating Forward
Lives Touched

4,544  
Integrated

5,320  
Primary Care

50,000  
Annually
Why Integration?

• Meet the Needs of the Patient
  • Care Coordination & Care Teams

• Engage Patients in their Health

• Whole Health Approach
  • Life Long Patients
  • Primary Care is the Main Door
  • Specialty Services – Behavioral Health, MAT
  • Social Supports
  • Wellness

• Improving their Health, Lives, and Community
Healthy Communities
Terros Health Integration Journey

2010
• 1st Primary Care – McDowell

2014
• 2nd Primary Care - Olive
• Awarded FQHC Look A Like - McDowell

2015
• 3rd Primary Care – 27th Avenue
• Awarded FQHC Look A Like - 27th Ave & Olive

2016
• 4th Primary Care - Stapley

2017
• 5th & 6th Primary Care – Priest & 51st Avenue

2019 - Future
• 7th Primary Care – 23rd Avenue
Changing Thinking & Actions

C  Culture
W  Work Flows
L  Literacy
E  Engagement

Terros HEALTH
Integrated System of Care

Our integrated approach provides whole person care and establishes a medical home for our patients.
Health Outcome Measures

- Diabetes A1c
- Colorectal Cancer Screening
- Childhood Obesity BMI
- Decrease Homelessness
- Decrease Hospitalizations
- Decrease Emergency Room Visits
Every Person has a Story
Targeted Investment Program (TIP)

Maricopa County Adult Probation

Judicial Branch

Therese Wagner, Deputy Chief
Maricopa County Adult Probation Department (MCAPD) FY 2018

- Maricopa County Judicial Branch (Superior Court, Juvenile Probation, Adult Probation)
- Three main areas of Adult Probation – pretrial, presentence and supervision
- Chief, Three Bureaus, 11 Divisions, 1200 employees
- High Volume
  - 2,808 on pretrial a month
  - 13,906 PSR’s last year
  - 26,183 under supervision, 54,026 under jurisdiction
  - 19 area offices
Purpose of MCAPD

- Provide meaningful, accurate, and timely information to the Court necessary for decision making
  - Initial appearance/Presentence
  - Pretrial supervision
  - Probation supervision
- Public safety through crime reduction
  - Changing behavior
  - Removing risk
TIP Justice Clinic Goals

Reduce
Reduce fragmentation between acute and behavioral health care

Improve
Improve efficiencies in service delivery through enhanced provider integration

Improve
Improve health outcomes
January 2018 Survey Results

About 60% of probationers that reported took the survey

71% had health insurance

52% Medicaid; 10% Medicare, VA or Indian Health

41% use ED or Urgent Care; 19% untreated; 33% see PCP
About 80% of our health outcomes are driven by non-medical factors.

We focus too much on “sick care” and not prevention.
WHY TIP?

53% of probationers have an identified GMHSU (excludes SMI) needs

4x more likely to have substance use disorder than the general population

Long-term use exacerbates health problems; unlikely that they get care
WHY TIP?

Seeking healthcare after release from incarceration is a low priority for probationers.

Healthcare costs in prison and jail are an increasing and significant portion of the public safety budget.
Integrated Care Centers

- Co-location = “One Stop Shop”
- Standardized assessment
- Variety of same-day or ongoing medical services
- Physical exams, mental health, chronic disease management, nutritional coaching, immunizations, lab work processing, and pharmacy services, Peer support
- Strengths of health and justice to reduce recidivism and improve health
Targeted Investment Program (TIP)

- **July 11, 2018**
  - 8 PO’s started co-location at Terros Health

- **October 31, 2018**
  - Health-Justice Clinic opens at Black Canyon (I-17 & Indian School Rd)

- **March 1, 2019**
  - Health-Justice Clinic opened at Stapley Clinic in East Valley

- **April 2, 2019**
  - Health-Justice Clinic opening at Olive Integrated Care in Glendale in the West Valley
Some Numbers
July 2018 through February 2019

<table>
<thead>
<tr>
<th>Number of Peer Engagements</th>
<th>216</th>
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<tbody>
<tr>
<td>Number of Behavioral Health Screenings</td>
<td>275</td>
</tr>
<tr>
<td>Number Engaged in Behavioral Health Services</td>
<td>322</td>
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</table>
# Some Numbers

**July 2018 through February 2019**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Number Engaged with PCP or Preventive Services</td>
<td>74</td>
</tr>
<tr>
<td>Number making Terros their Health Home</td>
<td>74</td>
</tr>
<tr>
<td>Number of probationers in the High Risk Registry</td>
<td>95</td>
</tr>
</tbody>
</table>
2 Case Studies of a Probationer experience in TIP
ANY QUESTIONS?