Health Choice Integrated Care

Organizing Integrated Health Services in Northern Arizona:
Partnerships, Plans, Timelines & Anticipated Challenges

Introduction to Health Choice Integrated Care

Health Choice Integrated Care (HCIC) is Joint Venture between Health Choice Arizona (HCA) and NARBHA, and builds upon the existing staff, facilities, provider network, and technological resources of both organizations.

HCIC's new Board of Directors will include equal representation from both "partners" with the chair and vice chair being rotated on an annual basis.

All current NARBHA staff will transition to Health Choice Management Company, assigned to HCIC.

The NARBHA Executive Team and staff will form the basis of HCIC's Executive Team and staff, with ongoing assistance and support from HCA's Executive Team.

HCIC will be based at NARBHA's current location in Flagstaff.

HCIC will retain NARBHA's charitable purpose as a guiding principle.

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The Integration Challenge

If new integrated system of care management is not fully implemented, members will not receive the benefits of integration.

HCIC is using an individualized approach to each Integrated Health Home in our region. The current integration capacity at each location will be studied, and a unique action plan and timeline with be developed.

HCIC is hire, train, and locate Integrated Care Managers and Population Care Leads to insure that all Members with SMI Top Tier (High Need/High Cost) Members have integrated IRP/ISPs.

HCIC anticipates implementation of CareRadius™ care management software to capture and track all IRP/ISPs and member care data.

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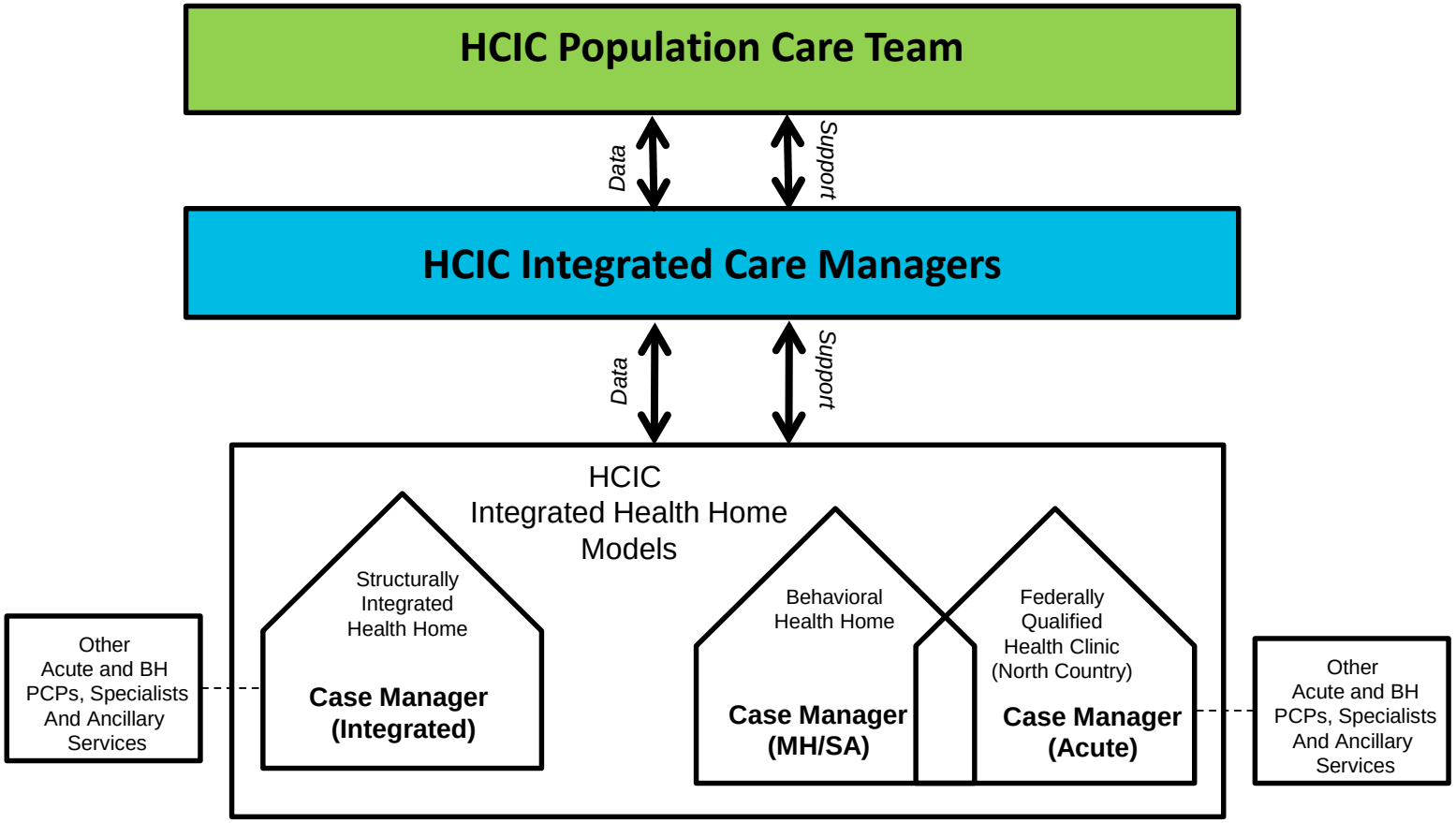
HCIC Integrated Care Management Model



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Health Choice Integrated Care Programs

HCIC will provide three programs to cover members:

- **Coordinated Behavioral Care** Program. Members with general behavioral health or substance abuse needs will be served by this program. HCIC will work to coordinate your care with your AHCCCS Acute Plan.

- **Recover Wellness** Premier Integrated Care Program. HCIC has created this Program for individuals who have the most serious needs. It offers both physical and behavioral health care through one "integrated" program, which has been shown to greatly improve health delivery.

- **Health Choice Generations**. Health Choice Generations is our health plan that serves members who are eligible for both Medicare and AHCCCS.

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Network Contracting Overview

Overview

- Network contracting is proceeding on pace and as anticipated
- No significant barriers have be encountered in contracting for HCIC PH & BH networks:
  - **100%** of the Top 20 PCPs/Specialists by both Member Count and Spend are contracted
  - **75%** of the Top 20 BH Providers by both Member Count and Spend are contracted
  - **80%** of the Top 20 Children's Providers by both Member Count and Spend are contracted

Network Build

Behavioral Health Providers:

- Contracts delivered to all providers including those in Gila County.
- Meetings started the week of 4/20 with all Behavioral/Integrated Health Homes.
- Top 100 Providers (Based on Member Count & Spend):
  82% Contracted to HCIC. (Up from 30% last month.)

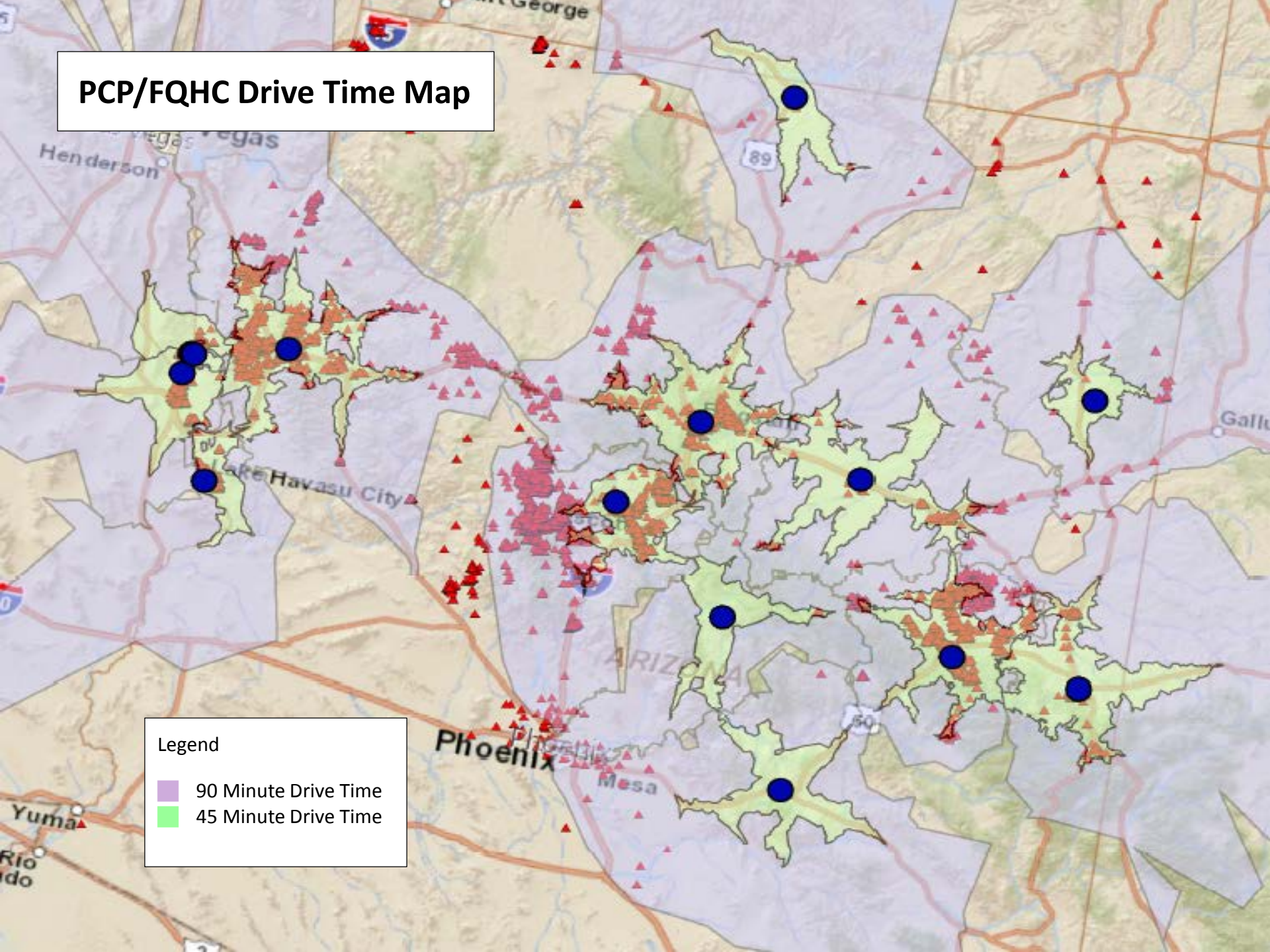
Physical Health Providers:

- Top 20 Providers (Based on Member Count and Spend):
  100% Contracted to HCIC.
- Top 500 Providers (Based on Member Count and Spend): **98% Contracted to HCIC.**

Yavapai County Physical Health Providers:

- Top 20 Providers: **90% contracted to HCIC.**
- Percentage of University Family providers contracted: **86% contracted to HCIC.**

PCP/FQHC Drive Time Map



Questions?

Customer Service: **1-800-640-2123**

24 Hour Crisis Hotline: **1-877-756-4090**

For individuals with a hearing impairment, please use the Arizona Relay Service at 711 or 800-367-8939

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