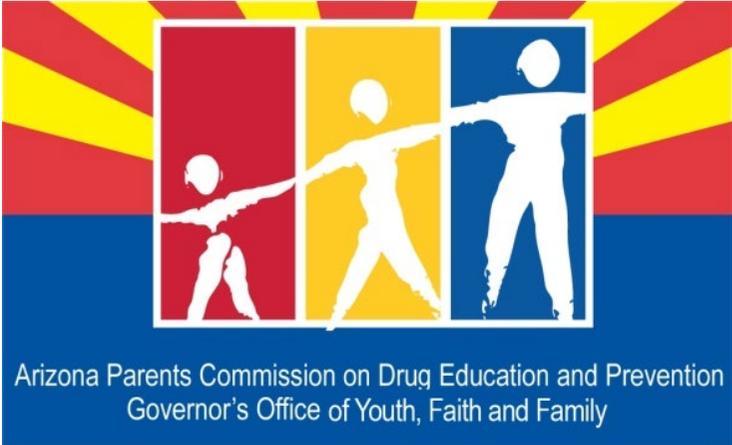


Arizona Parents Commission on Drug Education & Prevention

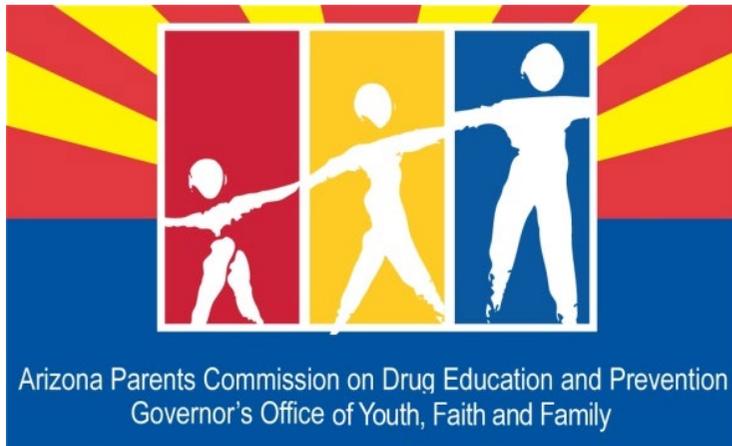
September 18, 2024 at 10am



Arizona Parents Commission on Drug Education & Prevention
Arizona Health Care Cost Containment System (AHCCCS)

Alisa Randall

Assistant Deputy Director, Clinical Operations





Parents Commission Meeting

Alisa Randall, Assistant Deputy Director/Mental Health
Commissioner
September 18, 2024

AHCCCS At A Glance



Largest insurer in AZ, covering more than 2.2 million members



Covers more than 50% of births in AZ



Covers 60% of nursing facility days



Federal, state, and county funds used to provide services.



More than 93,000 registered health care providers



12 contracted managed care health plans deliver services



Single State Agency for behavioral health, State Mental Health Authority, & State Opioid Response Authority



AHCCCS: A National Leader in Innovation

Operated a waiver demonstration since **1982**

First state to operate under a statewide managed care demonstration

The only state to have done so from the start of its Medicaid program.



AHCCCS Compared to Other State Medicaid Programs

AHCCCS is a leader among State Medicaid Agencies, frequently asked for Technical Assistance on a wide range of topics.

- Medical/Behavioral Integration,
- Non-Medical Transportation,
- Telehealth Policy,
- Crisis delivery system,
- Streamlined Eligibility,
- Management of MCO relationships/contracts,
- Employee Remote Work Implementation,
- Value-Based Purchasing, and
- Directed Payments.

AHCCCS System Overview



90% Managed Care Organizations (MCO)
(as of October 1, 2023)

10% Fee For Service

12 contracts with 9 unique MCOs

2 primary programs

AIHP

135k members
1.7 billion

Tribal ALTCS
2.1k members

160 million

Integrated PH & BH and LTSS services (ALTCS)



AHCCCS Complete Care

1.8m members

11.44 billion

Integrated PH & BH services

AHCCCS Complete Care Regional Behavioral Health Agreements (ACC-RBHA)

48k members w/ SMI

1.82 billion

Integrated PH & BH services and

BH services only and

Crisis Services

Arizona Long Term Care System Elderly and Physical Disability (EPD)

27k members

1.93 billion

Integrated PH, BH & LTSS services

ALTCS Developmentally Disabled (DD)

42k members

3.10 billion

Integrated PH, BH & LTSS services

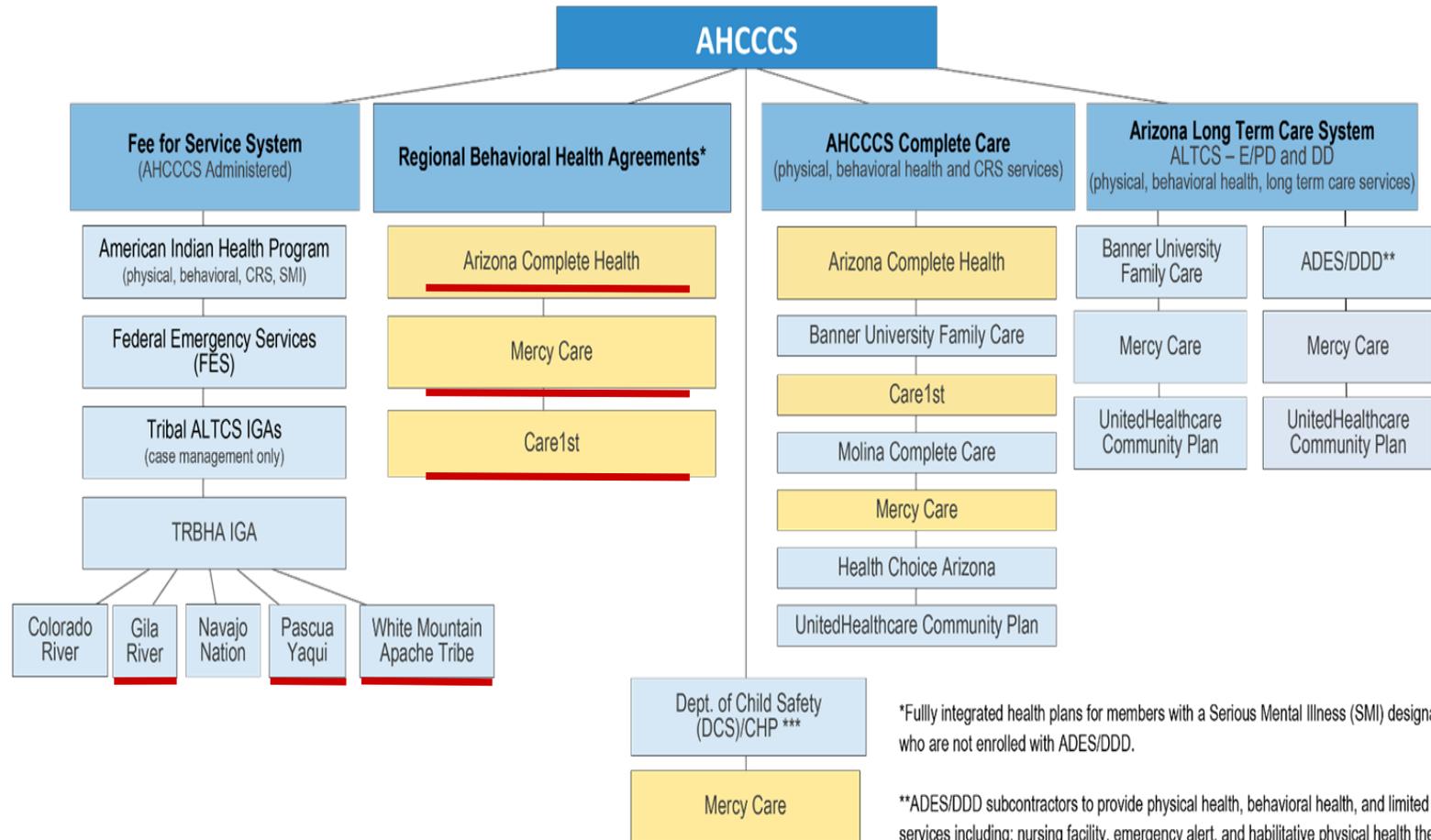
DCS-Comprehensive Health Plan (DCS-CHP)

10k members

179 million

Integrated PH and BH Services

AHCCCS Care Delivery System



*Fully integrated health plans for members with a Serious Mental Illness (SMI) designation who are not enrolled with ADES/DDD.

**ADES/DDD subcontractors to provide physical health, behavioral health, and limited LTSS services including: nursing facility, emergency alert, and rehabilitative physical health therapy for members age 21 and over. ADES/DDD to provide all other LTSS and coordinate with AHCCCS' Division of Fee for Service Management to provide services for the Tribal Health Program for American Indian members.

***DCS/Comprehensive Health Plan (CHP) statewide subcontractor to provide physical and behavioral health services.

AHCCCS Role in SU Prevention and Treatment

- Manage TXIX/TXXI programs that funds preventative, early intervention and treatment services
- Manage NTXIX programs that funds prevention programs, treatment services for NTXIX population, and nonTXIX covered services for TXIX population
 - Federal grants (e.g. SUPTRS, SOR)
 - State funded programs (SMI, Crisis)

AHCCCS Substance Use Strategies

Primary Prevention

- Facts and Information Dissemination
- Education for Communities & Providers
- Alternative programs
- Problem Identification
- Community-based organizing & planning
- Environmental Strategies

Education, Stigma Reduction & Harm Reduction

- Practitioner/Provider Education
- Education and referral for risk reduction, and health promotion to empower people who use drugs with the choice to live healthy, self-directed, and purpose-filled lives.
- Naloxone, Naloxone, Naloxone Distribution/Education
- Media campaigns

Treatment Services

- Medications for Opioid Use Disorder (MOUD)
 - [Buprenorphine](#) - suppresses and reduces cravings for opioids.
 - [Methadone](#) - reduces opioid cravings and withdrawal and blunts or blocks the effects of opioids.
 - [Naltrexone](#) - blocks the euphoric and sedative effects of opioids and prevents feelings of euphoria
- Behavioral Health supportive services such as counseling, group therapy, Peer support and more.



Policy and Contract Updates

- ASAM Criteria and Continuum Tool Implementation and Utilization,
- Allowance of ASAM Continuum Tool to demonstrate sufficient necessity for admission to indicated LOC,
- BHRF's shall not restrict admission and must coordinate care, including medication, for members utilizing Medication for Opioid Use Disorder (MOUD),
- BHRF staff training on opioid overdose and naloxone administration,
- BHRF's must have naloxone available for immediate use.



Hospital/ED Naloxone Distribution Program (NDP)

- Distributing Opioid Overdose Reversal Medication in the Emergency Department and Hospital Settings.
- NDP DAP: increase to AHCCCS rates for Emergency Departments that develop a facility NDP policy and begin Naloxone distribution. The NDP DAP is directed to:
 - Hospitals with an Emergency Department,
 - Critical Access Hospitals with an Emergency Department,
 - IHS and 638 Tribally Owned and/or Operated Facilities with an Emergency Department,
 - Freestanding Emergency Departments



24/7 Access Points

Provider	Address	Phone
CODAC Health, Recovery and Wellness	380 E. Ft. Lowell Road, Tucson, AZ 85705	520-202-1786
Community Bridges, East Valley Addiction Recovery Center	560 S. Bellview, Mesa, AZ 85204	480-461-1711
Community Medical Services	2806 W. Cactus Road, Phoenix, AZ 85029	602-607-4700
Intensive Treatment Systems, West Clinic	4136 N. 75th Ave #116 Phoenix, AZ 85033	623-247-1234

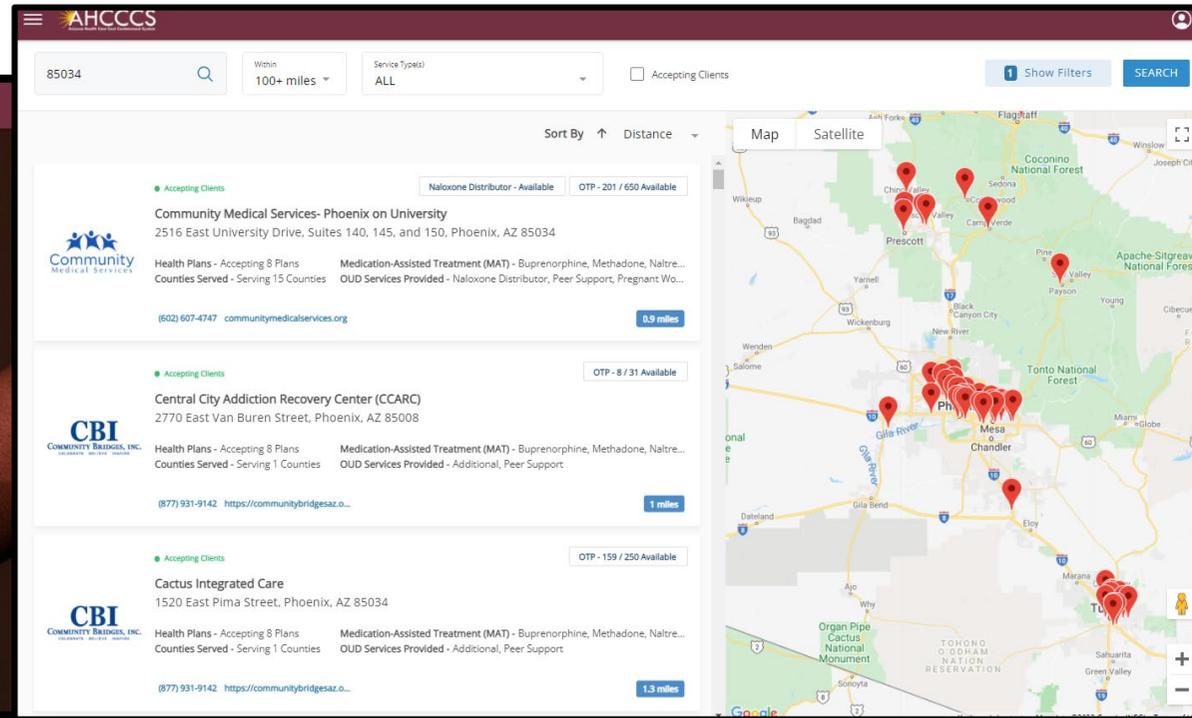
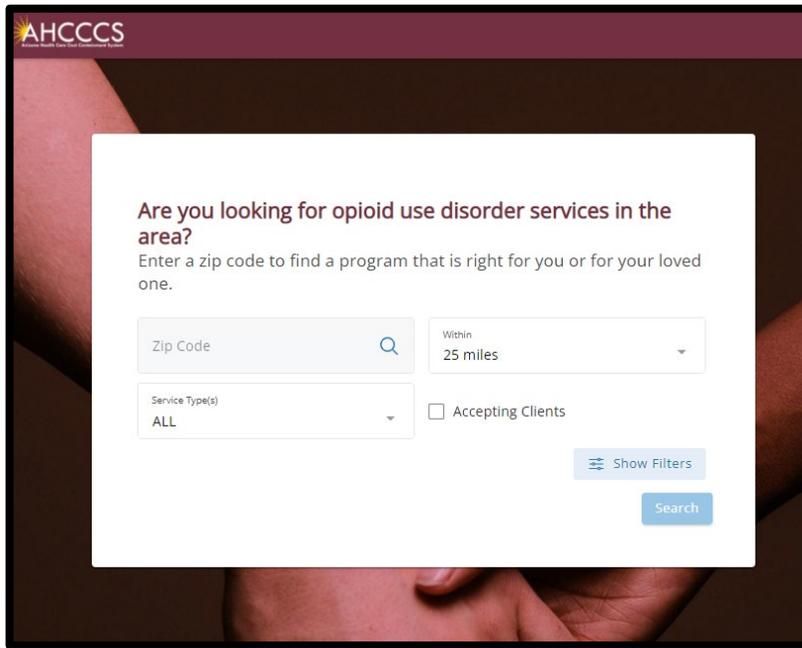
What AHCCCS is doing to solve Opioid Epidemic

1. Primary prevention
2. Overdose prevention
3. Addressing prescribing practices
4. Access to treatment services including Medication Assisted Treatment (MAT)
5. Pregnant and parenting women and their families
6. Member education and empowerment

Examples of Programs Funded through SOR

- Opioid Use Disorder Services Locator
- PAX Good Behavior Game
- Naloxone for First Responders and Hospitals
- City of Phoenix Naloxone Project
- DCS Healthy Families Home Visiting and SENSE Programs
- ADVS Veterans, Services Members and Military Families Project
- Opioid Assistance and Referral (OAR) Line

Opioid Use Disorder Services Locator



opioidserviceslocator.azahcccs.gov/

Opioid Use Disorder Services Locator

Accepting Clients

Sort By

Accepting Clients
 Naloxone Distributor - Available
 OTP - 286 / 800 Available

Community Medical Services - Tucson on Park
 3720 S Park Ave, Suites 601, 602, 603, & 604, Tucson, AZ 85713
 Health Plans - Accepting 8 Plans Medication-Assisted Treatment (MAT) - Buprenorphine...
 Counties Served - Serving 15 Counties OUD Services Provided - Naloxone Distributor, Peer Su...
 (520) 485-3200 communitymedicalservices.org

Accepting Clients
 Naloxone Distributor - Available
 OTP - 125 / 650 Available

Community Medical Services- 23rd Avenue
 7830 N. 23rd Avenue, Phoenix, AZ 85021
 Health Plans - Accepting 8 Plans Medication-Assisted Treatment (MAT) - Buprenorphine...
 Counties Served - Serving 15 Counties OUD Services Provided - Naloxone Distributor, Peer Su...
 (602) 775-5634 communitymedicalservices.org

Accepting Clients
 Naloxone Distributor - Available
 OTP - 76 / 850 Available

Community Medical Services- Alpha
 3825 N 24th Street, Phoenix, AZ 85016
 Health Plans - Accepting 8 Plans Medication-Assisted Treatment (MAT) - Buprenorphine...
 Counties Served - Serving 15 Counties OUD Services Provided - Naloxone Distributor, Peer Su...
 (602) 955-7997 communitymedicalservices.org

Community Medical Services - Tucson on Park
 Accepting Clients

- Opioid Treatment Program (OTP)**
 SAMHSA-certified Opioid Treatment Program (OTP)
 Accepting Clients
 Client Treatment: 286 / 800 Available

Medical Assisted Treatments (MAT) Services

- Buprenorphine**
 Works similar to methadone and can be prescribed to take at home.
- Methadone**
 Controls withdrawal symptoms and blocks cravings. Given in-person at a clinic, usually every day.
- Naltrexone**
 Blocks the effects of opioids and alcohol completely.

OUD Services

- Peer Support**
 Peer Support Specialists at CMS are individuals with lived experience who have the ability to understand the challenges of substance use and recovery. They bring their unique perspective for overcoming challenges and navigating the treatment system.
- Pregnant Women**
 CMS offers a variety of services to help women who are pregnant. Our goal is to empower you as a leader in your recovery, with benefits to you and your baby. Methadone during pregnancy is considered the gold standard of care. For most women with OUD, experts agree that the benefits of medications for OUD outweigh the potential risks. MAT is not harmful to the developing baby, and mothers are encouraged to continue with MAT throughout their pregnancy.
- Psychosocial**
 At CMS, we provide both individual and group counseling services to our patients. Through the use of evidence-based practices, counselors help clients to develop healthy coping strategies, individualized to their needs. Together, clients and counselors work on problem solving skills to address substance use.

Contact Details
 3720 S Park Ave Suites 601, 602, 603, & 604, Tucson, AZ 85713
 Get directions

(520) 485-3200
 communitymedicalservices...
 Services: **Naloxone Distributor**
Opioid Treatment Program (OTP)
 Agency: **Community Medical Services**

Map Satellite

Map showing location in Tucson, AZ.

AHCCCS Provider Requirement

Opioid Use Disorder Real-Time Service Availability Locator: The Real-Time Service Availability Locator is a service locator built to assist the public and others in locating real-time information about the availability of opioid use disorder services throughout the State.

Opioid Treatment Programs (OTPs), Office-Based Opioid Treatment (OBOTs), and Opioid Residential Treatment Program providers shall report the following data elements for initial reporting and update as frequently as the data field value changes.

1. Agency and location specific information:

- a. Agency name
- b. Address
- c. Phone
- d. Website
- e. Hours of operation
- f. Logo
- g. Counties served
- h. Contracted health plans

2. Populations served:

- a. Gender
- b. Age

3. Services provided:

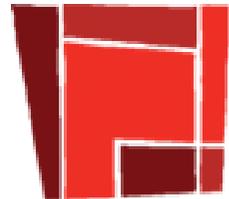
- a. Residential maintenance
- b. Methadone maintenance
- c. Buprenorphine maintenance
- d. Naltrexone maintenance
- e. Peer support
- f. Psychosocial

4. Capacity (as applicable to provider type):

- a. Available beds
- b. Methadone maintenance
- c. Buprenorphine maintenance
- d. Naltrexone maintenance

Arizona Department of Health Services: Naloxone

- Naloxone purchase and distribution
- Supported by SOR funds and SUBG COVID-19 Supplemental & ARPA



ARIZONA DEPARTMENT OF HEALTH SERVICES
Health and Wellness for All Arizonans





Progress/Current Events and Successes - SUBG

- Infrastructure support
- Oxford House
- Outreach and tribal initiatives
- Peer services
- Transportation
- Women's service providers - addressing needs of women and children
- CBI Payson expansion - increased access for rural, tribal
- User Safer AZ harm reduction promotion and stigma reducing campaign, includes promotion of order by mail

Arizona Perinatal Psychiatry Access Line - APAL



- AHCCCS-funded partnership with University of Arizona
- Telephone line that connects healthcare providers with perinatal psychiatrists to consult regarding treatment and medication for pregnant and postpartum patients with mental health or substance use disorders
- Data collection
- Resources and training available for providers



Perinatal Mental Health Initiatives

- [ADHS Maternal Mortality report](#) (2018-2019) cites mental health conditions as the most common underlying cause of death (32.6%)
- Perinatal Mental Health Certified (PMH-C) providers
 - Receive in-depth training for treating perinatal mental health issues, including substance use
 - Identifier has been added to these providers in our provider system for recognition by the health plans
 - PMH-C provider and depression screening Targeted Investment (TI) milestones addition



Hushabye Nursery and Jacob's Hope

- Hushabye Nursery and Jacob's Hope provide an inpatient non-hospital environment for substance exposed infants going through withdrawal
- Moms/caregivers room-in with babies and receive support, education, and some health services on site
- Both organizations help with DCS case plan



Data Driven Decision Making

1. Analysis of AHCCCS' Opioid Services Locator end-user engagement data.
2. Partnership with the ASU-ASAP team analysing OUD claims data.
3. State and national data sets reflecting substance use and overdose data.
4. Arizona-specific data from the Arizona Department of Health Services Opioid Epidemic and NAS Dashboards.

Webpage Updates - Coming Soon!



The screenshot displays the AHCCCS website interface. At the top left is the AHCCCS logo with the text "Arizona Health Care Cost Containment System". To the right is a search bar with the text "ENHANCED BY Google" and a search icon. Below the logo and search bar is a navigation menu with the following items: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS SERVICES. Below the navigation menu is a breadcrumb trail: Home / Members & Applicants / Behavioral Health Services / This Page. The main content area is titled "Substance Use Disorder & Treatment" and contains a list of topics with dropdown arrows: What is Substance Use Disorder (SUD), Opioid Use Disorder and Treatment, Recognizing and Understanding Opioid Dependence, Medication for Opioid Use Disorder, Accessing and Locating Treatment, Preventing an Overdose (Mixing Medication), Recognizing and Responding to an Opioid Overdose, Medications to Reverse Overdose, and Understanding Tolerance vs. Dependence vs. Addiction. Below this list is a section titled "Supporting Resources" with three links: National Institute on Alcohol Abuse and Alcoholism, National Institute on Drug Abuse, and Substance Abuse and Mental Health Services Administration. On the left side of the main content area, there is a sidebar with the following items: Opioid Treatment Locator, Provider Training, Resources & Guidance, DGI Grants Information, Pregnancy and Opioid Use Disorder, and Opioid Treatment Program Requirements (OTPs).

Webpage Updates - Coming Soon!

The screenshot shows the AHCCCS website interface. At the top left is the AHCCCS logo (Arizona Health Care Cost Containment System). To its right is a search bar with the text "ENHANCED BY Google" and a search icon. Below the logo and search bar is a horizontal navigation menu with the following items: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS SERVICES. Below the navigation menu is a breadcrumb trail: Home / Members & Applicants / Behavioral Health Services / This Page.

The main content area is divided into two columns. The left column contains a list of links: Opioid Treatment Locator, Provider Training, Resources & Guidance (with a dropdown arrow), DGI Grants Information, Pregnancy and Opioid Use Disorder, Opioid Treatment Program Requirements (OTPs) (with an up arrow), AHCCCS Reports to the Arizona Legislature, Opioid Treatment Program Annual Reports, and Accessing and Locating Treatment.

The right column is titled "Substance Use Disorder & Treatment" and contains a list of dropdown menus: What is Substance Use Disorder (SUD), Opioid Use Disorder and Treatment, Recognizing and Understanding Opioid Dependence, Medication for Opioid Use Disorder, Accessing and Locating Treatment, Preventing an Overdose (Mixing Medication), Recognizing and Responding to an Opioid Overdose, Medications to Reverse Overdose, and Understanding Tolerance vs. Dependence vs. Addiction (with an up arrow).

Below the dropdown menus, there are three definitions: **Tolerance:** To need higher and/or more frequent doses of a substance to get the desired effects. **Dependence:** The absence of the substance in the body causes physiological reactions ranging from mild to potentially life-threatening. Repeated exposure to the substance causes neurons to adapt to the presence of the substance, resulting in physical symptoms of withdrawal when the substance is not present. **Addiction:** A chronic disease characterized by uncontrollable substance use, despite known harmful consequences. Addiction is caused by changes in the structure of the brains' reward pathway that can result in harmful behaviors.

At the bottom of the right column, there is a section titled "Supporting Resources" with three bullet points, each with an external link icon: National Institute on Alcohol Abuse and Alcoholism, National Institute on Drug Abuse, and Substance Abuse and Mental Health Services Administration.

On the left-hand side of the screen, there are links to pdf documents and resources, grouped by topic.

On the right-hand side of the screen, there are multiple drop-down headings that will open each page.

At the bottom of each page is a section for Supporting Resources which link to external sources.



Opioid Treatment Locator

▼ Provider Training, Resources & Guidance

DGI Grants Information

Pregnancy and Opioid Use Disorder

▼ Opioid Treatment Program Requirements (OTPs)

Substance Use Disorder & Treatment

What is Substance Use Disorder (SUD) ▲

SUD is a treatable, chronic disease, characterized by a problematic pattern of use of a substance leading to noticeable impairment or distress.

Patterns of symptoms resulting from substance use can help health care professionals diagnose a person with SUD and connect them to appropriate treatment.

Problematic use of prescription, non-prescription, legal and illegal substances can result in SUD.

Examples of commonly misused substances:

- Cannabis
- Hallucinogens
- Inhalants
- Opioids
- Sedatives, hypnotics, or anxiolytics
- Stimulants
- Tobacco (nicotine)
- Other (unknown) substance

Recovery Is Possible 

AHCCCS Substance Use Treatment Options 

Opioid Use Disorder and Treatment ▼

Questions?

Thank You.