

INTRODUCTION TO



**“EMPOWERING COMMUNITIES...
INSPIRING HOPE.”**

Who We Are



Overview of New Contract: Service Area

Go live October 1st

Covered Lives: 355K – 455K

8 Southern AZ Counties:

Cochise;

Graham;

Greenlee;

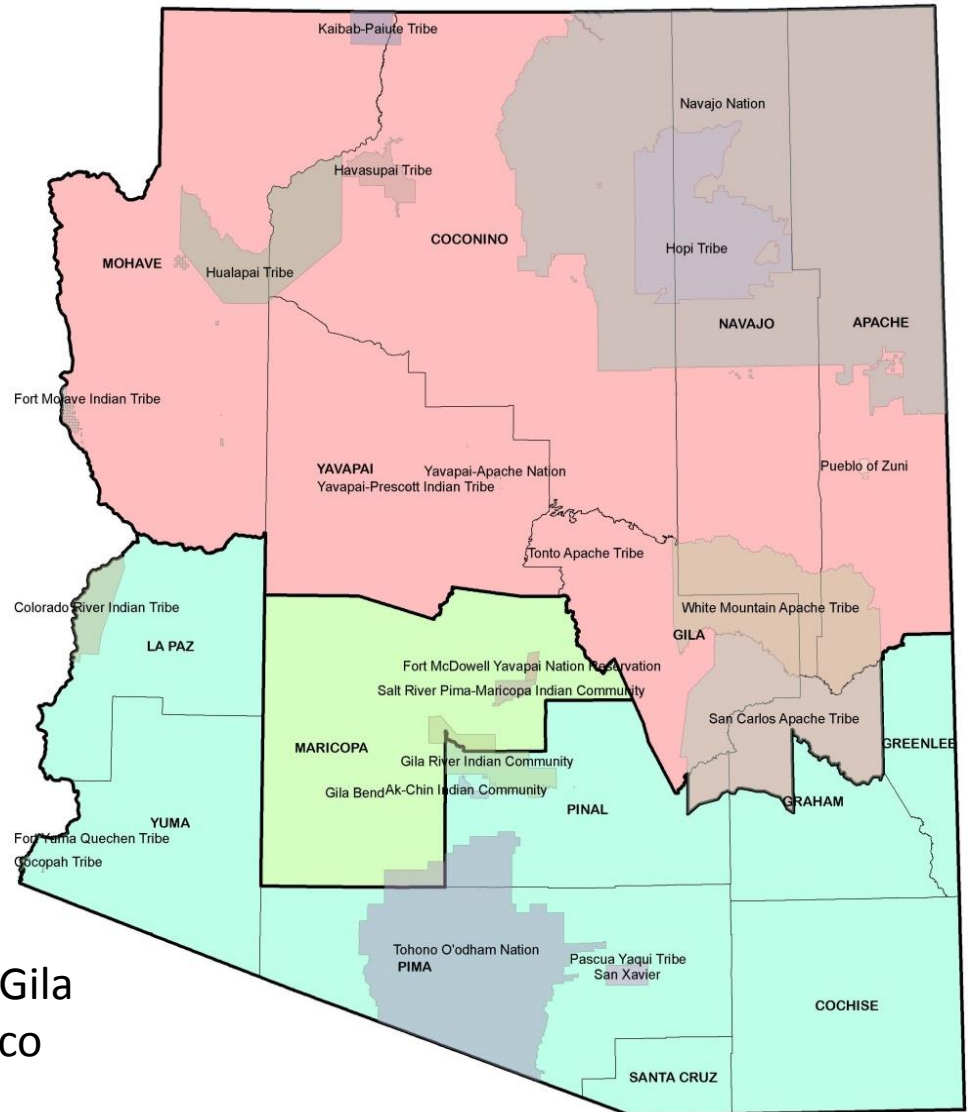
La Paz;

Pima;

Pinal;

Santa Cruz; and

Yuma



The San Carlos Indian Community in Gila County will also remain with Cenpatico

Our Offices

Main Office: 333 E Wetmore Road, Tucson



Other sites:

Tempe: 1501 W Fountainhead Pkwy, Suite 360

Casa Grande: 211 N Florence St, Suite 2

Yuma: 2755 S 4th Ave, Bldg 3, Suite 102

Sierra Vista: 956 E. Fry Blvd.

Our Core Values

- 🍎 Respect
- 🍎 Whole Person Health
- 🍎 Innovation
- 🍎 Voice & Choice
- 🍎 Empowering Independence
- 🍎 Responsible Stewardship
- 🍎 Always Excel
- 🍎 Accountability
- 🍎 Meaningful Partnerships



Approach to Integrated Care



Overview of New Contract Covered Populations

- 🍎 Cenpatico will be the health plan for persons designated with a serious mental illness (SMI) enrolled as Title XIX
- 🍎 Non-Title XIX adults with SMI will continue to receive behavioral health benefits
- 🍎 All other enrolled Title XIX adult and child members will receive behavioral health services
- 🍎 GMH/SA Duals (Medicare/Medicaid) will receive their services from AHCCCS Health Plans
- 🍎 All individuals are eligible for crisis services regardless of insurance status

Overview of New Contract

Member Choice

- Cenpatico Network Model maximizes member choice
 - Members can change ICC Agencies simply by going to the new ICC Agency and request the change
 - Members can elect to get services from any specialty provider or from another ICC Agency simply by indicating the services and agency on the ISP (no referral forms needed)

Intake and Coordination of Care Agencies (such as Cope, CODAC, La Frontera)

- Cannot refuse a request for an intake for services
- Cannot refuse an evaluation for SMI designation
- Enroll all persons eligible for Medicaid or the Marketplace
- Expand weekend and evening services

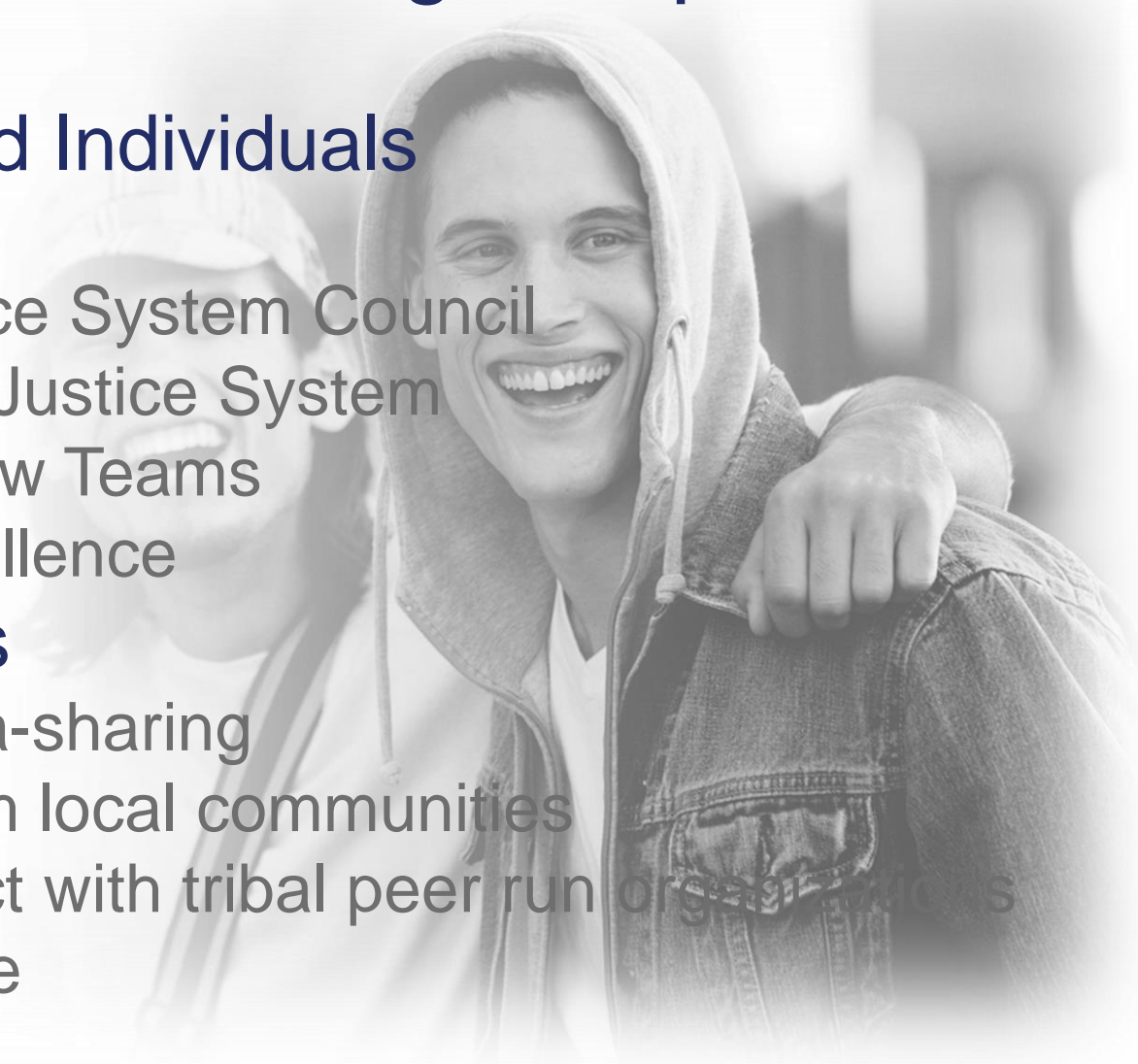
Programs for Target Populations

🍎 Justice-Involved Individuals

- Judges line
- Regional Justice System Council
- Hiring a VP of Justice System
- Prisoner Review Teams
- Center of Excellence

🍎 Tribal Members

- Enhanced data-sharing
- Tribal staff from local communities
- Plan to contract with tribal peer run organizations
- Tribal Warmline



Programs for Target Populations



🍎 Members with Developmental Disabilities

- Specialized hospital and residential facility
- Center of Excellence
- LifeShare program

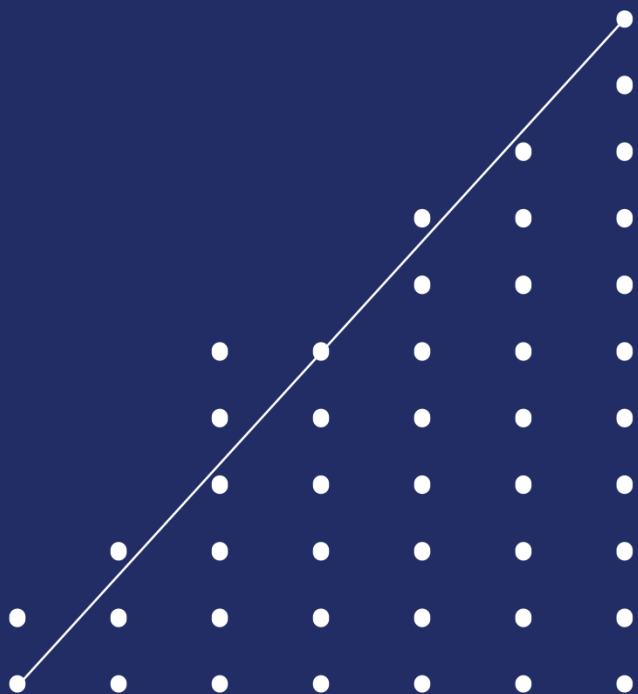
🍎 Children in Foster Care

- Regional Children's Steering Committee
- Center of Excellence to reduce removals, decrease disruptions, and support reunification
- Trauma-informed care training

Increase

Life expectancy of adults with an Serious Mental Illness diagnosis.

11 years over 7 years



Increase

Peer and Family Run Organization delivered services.

100% in 3 years

Year 3 — **100%**

Increase employment rates.

32% in 4 years

Year 4 — **32%**

Increase

The percentage of American Indians with a comprehensive health record.

65% in 3 years

90% in 7 years

Year 3 • 65%

Year 7 • 90%

Reduce

Emergency Department days for youth with intellectual and developmental disabilities.

10 days total per year

10

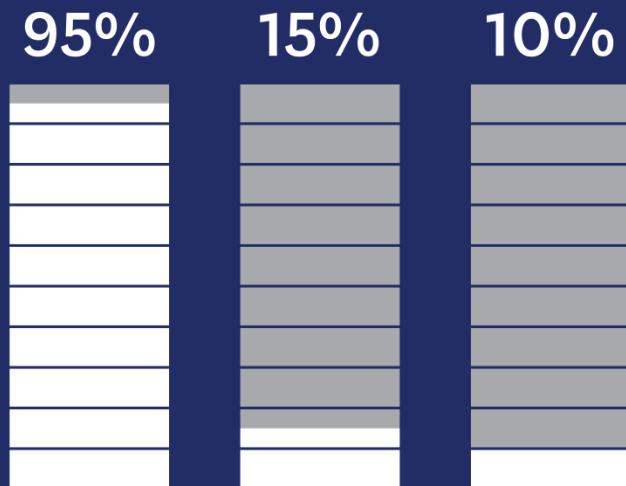
Increase

The percentage of children engaged in treatment.

Foster care - 95%

Transition age youth - 15%

Birth to five - 10%



Increase

The percentage of members stabilized in the community following a face-to-face crisis visit.

Year 1 • 10%

Year 2 • 15%

Year 3 • 20%

Reduce

The percentage of adults in jail with a Mental Health or Substance Use Disorder.

Year 1



Year 3



Year 7



Reduce

The recidivism rate for juveniles in detention.

From 40% to 25%

40%

25%

Transitions for Pima County

- 🍎 Key first strategy is to stabilize the system and to create a strong safety net so that no members are at risk
- 🍎 All BH providers that are currently providing services are now contracted with Cenpatico
- 🍎 All PCPs that serve our members with SMI have also been offered contracts
- 🍎 Enhanced the crisis system
- 🍎 Working closely with first responders and justice system partners



NAVIGATING THE CRISIS SYSTEM IN SOUTHERN ARIZONA



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The Crisis System Goal

🇨 Cenpatico is committed to providing crisis services in collaboration with the community, law enforcement and first responders to avoid:

- Unnecessary detentions
- Use of hospital emergency departments
- Involuntary psychiatric commitments under Title 36
- Unnecessary psychiatric inpatient hospitalization
- Revolving door usage of Crisis Centers and 911

Crisis Services Are Available in All Cenpatico Covered Service Areas

- 📍 NurseWise Crisis Line
- 📍 Crisis Mobile Teams
- 📍 23 Hour Community Stabilization Centers
- 📍 Living room Centers
- 📍 Substance Use Disorder Stabilization Centers
- 📍 Brief Intervention Program
- 📍 Peer support Services
- 📍 Transportation
- 📍 My Health Direct Appointments

NurseWise Crisis Line

The go to Crisis Hub

- 📞 The crisis line numbers is **1-866-495-6735**
- 📞 Dispatch Crisis Mobile Teams
- 📞 Coordinate My Health Direct Appointments
- 📞 Dispatch Urgent Enrollment, Rapid Response, and urgent SMI assessors
- 📞 Coordinate placement of involuntary members
- 📞 Partner with 911 dispatch to determine the protocols and timeline for implementation of a “CMT-only” response to 911 calls
- 📞 Coordinate with ICC-Agencies to assure they are aware of crisis episodes
- 📞 Triage and resolve crisis calls over the phone
- 📞 Complete Crisis Follow up calls and Telephone welfare checks after a crisis event

Crisis Mobile Teams

Available in all Cenpatco Covered Service Areas

- 📞 Call NurseWise for CMT dispatch
- 📞 30 minute responses time goals to Law Enforcement in City Limits
- 📞 Assistance and coordination of T-36, Requests for Involuntary Evaluation (emergent and non-emergent)
- 📞 CMT's assess and coordinate expanded crisis services
 - Community Stabilization
 - Coordination of care with local hospitals, ICC-Agencies and out patient providers.
 - Onsite resolution, treatment planning, and placement services including Behavioral Health Inpatient facilities.
 - Connection to ICC-Agencies
 - Evaluations in Emergency Departments and Detention Complexes

Brief Intervention Program

- 📞 Accessed through the Crisis Mobile Team
- 📞 NW is called and a Crisis Mobile Team is dispatched to the person to assess their need for a BIP.
- 📞 Supervised Level II crisis placement
- 📞 **T19 Eligible and Enrolled Members**

My Health Direct Urgent Appointments Call NurseWise to Coordinate appointment

- 📍 All Appointments are scheduled with in 72 hours
- 📍 Intake and Enrollment:
 - For non enrolled persons who are in need of services.
- 📍 Medication Management:
 - Enrolled persons who are in need of urgent medication services.
- 📍 Post-Crisis Follow up:
 - Enrolled persons, who need to touch base after a crisis

Tips and Tricks for crisis services

- 📞 Call NurseWise to assist in connecting you with the Crisis Mobile Team or getting a member connected to services.
- 📞 When in doubt ask for the supervisor or lead.
- 📞 If all else fails ask for the Cenpatico Crisis Team on call. Nursewise will connect you with a member of the Cenpatico Crisis team. (We want to hear from you and try to solve the problem in real time!)

Questions?

Contact information

📞 Customer Service 866-495-6738

📞 www.cenpaticointegratedcareaz.com

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