

In Arizona, through their 1115 waiver, AHCCCS has allowed operated a statewide program that has mandatory enrollment with a managed care plan and has several specialty health plans such for the following populations: elderly and physically disabled, individuals with developmental disabilities, individuals with a serious mental illness, and children/youth in the care and custody of child welfare.

If an individual needs to transition from one health plan to another and during annual enrollment in which members can select an alternative health plan, AHCCCS has outlined requirements within their operational policies that can be found [here](#).

In Arizona, before the last procurement, AHCCCS enhanced its program guidance documents to clarify expectations of care management, care coordination, and case management. The approach includes reimbursement for providers to deliver care coordination and receive reimbursement through care management codes. AHCCCS medical policies can be found [here](#). AHCCCS required that offerors responding to the last RFP address how they would know of gaps in care and what efforts they would be engaged in to enhance collaboration across system stakeholders and coordination of care.

Additionally, in Arizona, one core strategy that has been used to address the needs of individuals with complex needs (both physical and behavioral health) is to have a robust continuum of behavioral health services with a focus on support services, such as skills training, peer and family support, housing support, employment support, transportation, and other support services. AHCCCS also conducts fidelity monitoring reviews to ensure that individuals with a serious mental illnesses and children's services are being provided in accordance with best practices. Arizona has examples of reports assessing that priority services (peer and family support, supported employment, supported housing, and assertive community treatment) are being delivered to individuals with a serious mental illness.