

**Abrazo Advantage H5985
Dual-Eligible Subset Special Needs Plan**

**Model of Care Score: 88.13 percent
3-Year Approval**

January 1, 2014 – December 31, 2016

Target Population

Abrazo Advantage Plus (AA Plus) is a Dual-Eligible Special Needs Plan that excludes specific groups of dual eligible members based on coordination efforts with the State Medicaid agency, Arizona Health Cost Containment System (AHCCCS), thus making AA Plus a Dual Eligible Subset. The AA Plus population is 85 percent aligned with its Medicaid plan, Phoenix Health Plan (PHP), which holds a contract with the State of Arizona to offer Medicaid services.

Out of the total population, 60 percent of the AA Plus population are women and 40 percent men. Of that, 42 percent are Caucasian, 30 percent Hispanic and 7 percent African American. In terms of languages, 72 percent of the population speaks English; Spanish is also a prevalent language at 20 percent. 53 percent of AA Plus's membership is under the age of 65 and has Medicare due to disability; 47 percent are 65 or older. The prevalence of diabetes in the population is higher than the national average at 37 percent.

Provider Network

AA Plus contracts with providers for members enrolled in both Medicare and Medicaid programs. The AA Plus specialized network includes, but is not limited to: inpatient/outpatient hospitals, specialists, nurse practitioners, retail pharmacies, home health agencies, infusion agencies, inpatient and outpatient physical therapy, occupational therapy, speech therapy, dedicated laboratories, dialysis centers and behavioral health providers.

AA Plus is responsible for ensuring that members have their care rendered by appropriately qualified, contracted health care professionals. It reviews and evaluates all medical doctors, osteopathic physicians, dentists, nurse practitioners, physician assistants and certified nurse midwives serving as primary care providers prior to their entry into the network.

Care Management and Coordination

The case manager uses the health risk assessment (HRA) to initially identify AA Plus's most vulnerable population by incorporating questions such as "how many emergency room visits or hospital admissions have you had in the past year" and "do you have a diagnosis of diabetes." Answers to those questions trigger a referral to complex case management for a more in-depth

assessment of the whole person. AA Plus's case management program uses a collaborative approach, which is member centric, interactive and goal-oriented in the development, implementation and monitoring of the plan of care. The case management team includes, but is not limited to, three registered nurse case managers who have medical case management and disease management backgrounds. AA Plus also employs a Masters of Social Work (MSW) who is licensed in the State of Arizona and comes from a behavioral health background. The development of the plan of care includes setting goals and working with the member to prioritize his/her needs, as well as determining what benefits, services and resources are available to meet those needs.

The case manager facilitates coordination, communication and collaboration with the member and other interdisciplinary care team (ICT) participants to meet his/her goals and achieve positive outcomes. The case manager incorporates individual problems or concerns identified from the initial assessment, the HRA and member input in the plan of care. The ICT sets short and long term goals and establishes target dates for completion with a schedule for follow-up calls. The case manager documents the plan of care in the electronic care management system. The plan of care is sent to members of the ICT, including the member by mail or fax. The case manager ensures that the plan of care contains services and interventions which are consistent with the member's cultural values, physical and mental health care needs.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses member needs.

For more information about this health plan refer to the Special Needs Plan's website at:

www.phoenixhealthplans.com