

# The PsychU Guide To The Arizona Mental Health System

This resource is provided for informational purposes only and is not intended as reimbursement or legal advice.

You should seek independent, qualified professional advice to ensure that your organization is in compliance with the complex legal and regulatory requirements governing health care services, and that treatment decisions are made consistent with the applicable standards of care.

Except as otherwise indicated, the information provided is accurate to the best of Otsuka's knowledge as of November 2016.

# Contents

## PsychU Guide To The Arizona Mental Health System

### A. Health Care Marketplace Overview

1. Physical Health Care Coverage Map
2. Population Demographics
3. Population Distribution By Payer: United States V. Arizona
4. Largest Health Plans By Enrollment
5. Largest Health Plans By Estimated SMI Enrollment
6. Health Insurance Marketplace Overview
7. Health Insurance Marketplace Plans

### B. Medicaid System Overview

8. Delivery System, Risk, & Federal Participation
9. Expansion Decision
10. Care Coordination Entities
11. The Uninsured
12. Organizational Chart
13. Key Leadership
14. Program Benefits

### C. Medicaid Financing & Service Delivery System

15. Overview
16. Enrollment By Eligibility Group
17. FFS Program: Program Overview
18. FFS Program: BH Benefits
19. FFS Program: SMI Population
20. Managed Care Program: Program Overview
21. Managed Care Program: BH Overview
22. Managed Care Program: Integrated Care Plans
23. Managed Care Program: RBHAs
24. Managed Care Program: BH Benefits
25. Managed Care Program: SMI Population
26. Care Coordination Initiatives
27. Program Waivers Impacting The SMI Population

### D. Behavioral Health Administration & Finance System

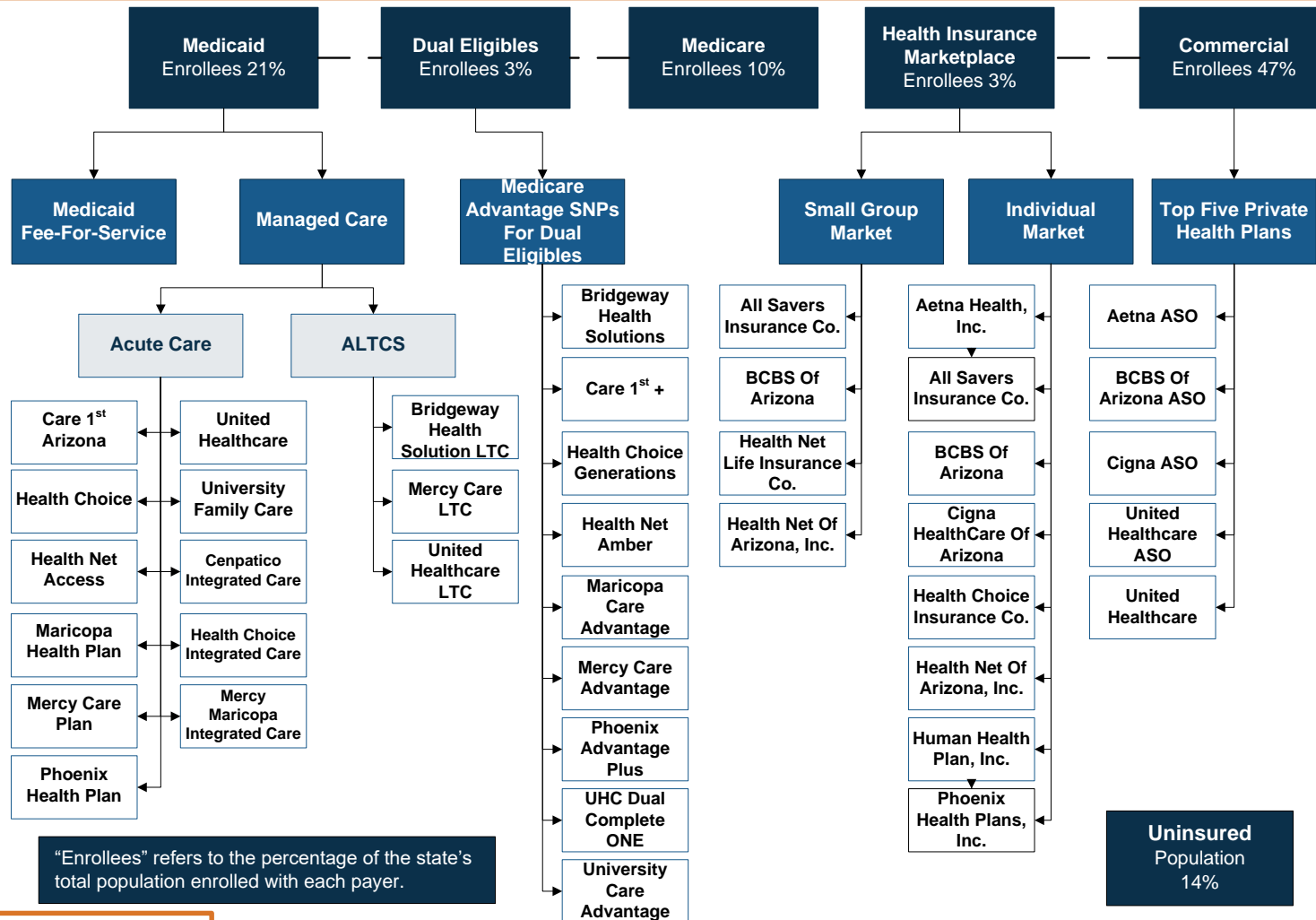
28. AHCCCS Organizational Chart
29. AHCCCS Key Leadership
30. State Psychiatric Institutions
31. ACOs

### Appendix A: Sources

**ACOs** = Accountable Care Organizations  
**AHCCCS** = Arizona Health Care Cost Containment System  
**BH** = Behavioral Health  
**FFS** = Fee-For-Service  
**MCOs** = Managed Care Organizations  
**RBHA** = Regional Behavioral Health Authority  
**SMI** = Serious Mental Illness

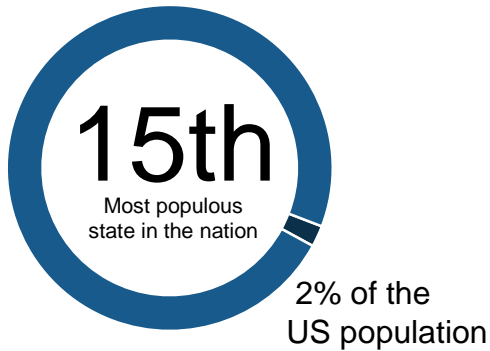
# A. ARIZONA HEALTH CARE MARKETPLACE OVERVIEW

# 1. Physical Health Care Coverage Map

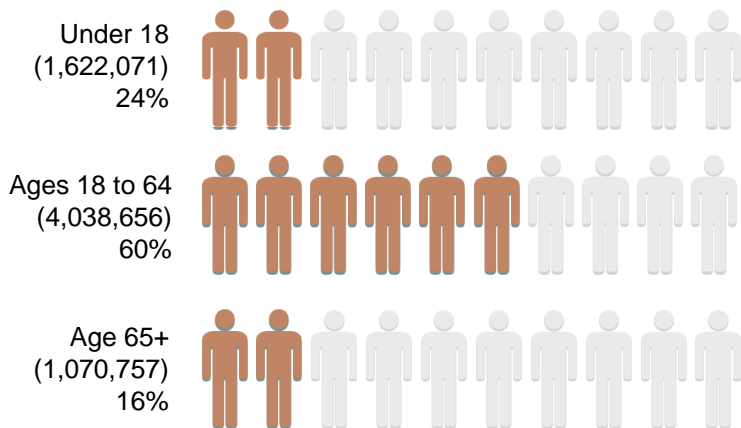


# 2. Population Demographics

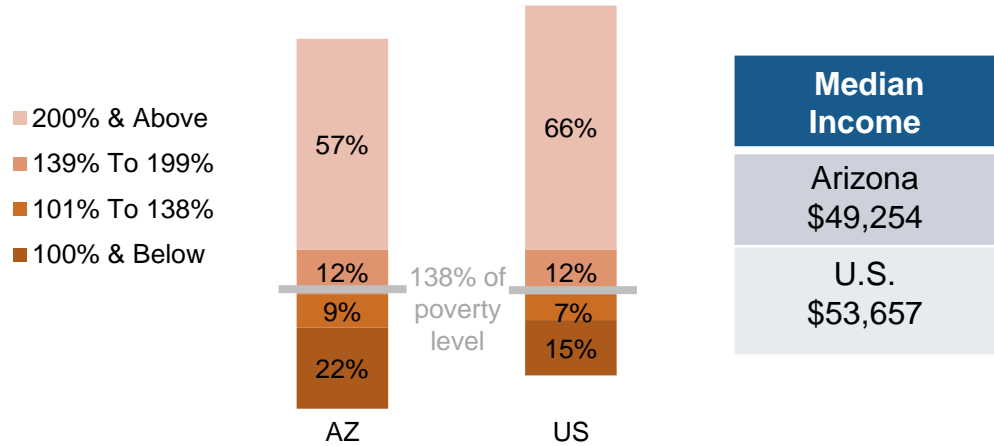
Total Arizona Population - 6,731,484  
 SMI Population - 324,361



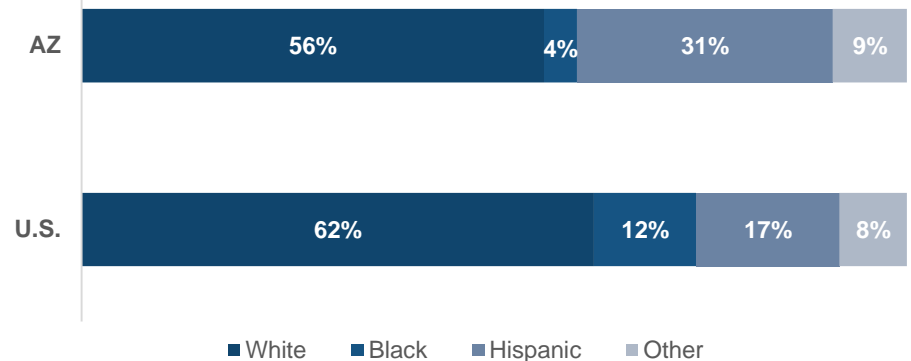
## Population Distribution By Age



## Population Distribution By Income To Poverty Threshold Ratio

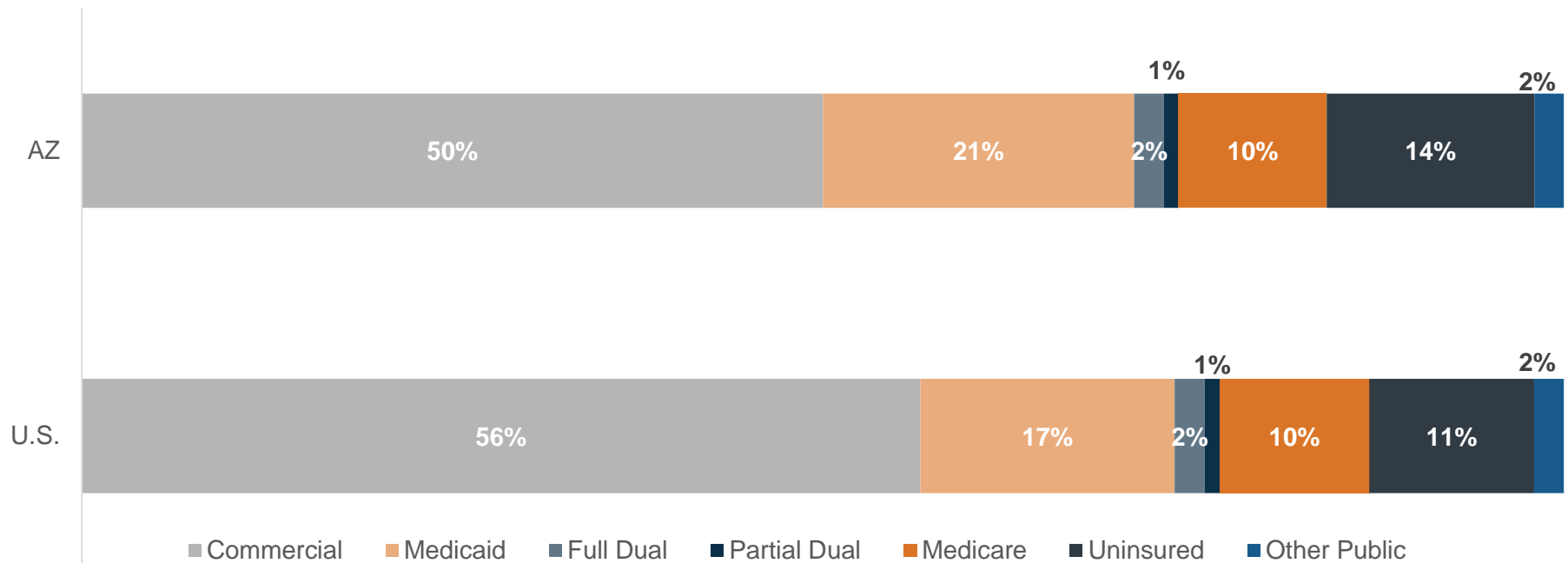


## Arizona & U.S. Racial Composition



**SMI = Serious Mental Illness**

### 3. Population Distribution By Payer: United States v. Arizona



## 4. Largest Health Plans By Enrollment

Plan Name	Plan Type	Enrollment*
BlueCross BlueShield Of Arizona	Commercial Administrative Services Only (ASO)	1,117,656
Medicare Fee-For-Service (FFS)	Medicare	468,344
UnitedHealthcare	Medicaid Managed Care	414,286
Mercy Care Plan	Medicaid Managed Care	348,193
UnitedHealthcare	Commercial ASO	341,512
Health Choice	Medicaid Managed Care	238,974
Medicaid FFS	Medicaid	237,761
UnitedHealthcare	Commercial	218,344
Cigna	Commercial ASO	216,098
TRICARE	Other Public	205,358

\*Commercial enrollment as of fourth quarter 2014. Medicaid enrollment as of January 2016.  
TRICARE enrollment as of December 2015. Medicaid enrollment as of July 2016.



## 5. Largest Health Plans By Estimated Serious Mental Illness (SMI) Enrollment

Plan Name	Plan Type	Enrollment*	SMI Enrollment
<b>Medicare Fee-For-Service (FFS)</b>	Medicare	468,344	66,973
<b>BlueCross BlueShield Of Arizona</b>	Commercial Administrative Service Only (ASO)	1,117,656	26,488
<b>Mercy Maricopa Integrated Care</b>	Medicaid SMI	19,970	19,970
<b>Medicaid FFS</b>	Medicaid	237,761	15,217
<b>Cenpatico Integrated Care</b>	Medicaid SMI	12,956	12,956
<b>TRICARE</b>	Other Public	205,358	11,500
<b>Medisun, Inc.</b>	Medicare	58,588	8,378
<b>UnitedHealthcare</b>	Commercial ASO	341,512	8,094
<b>Cigna Healthcare Of Arizona, Inc.</b>	Medicare	48,812	6,980
<b>Health Choice Integrated Care</b>	Medicaid SMI	5,478	5,478

\*Commercial enrollment as of fourth quarter 2014. Medicaid enrollment as of January 2016. TRICARE enrollment as of December 2015. Medicaid enrollment as of July 2016.

# 6. Health Insurance Marketplace Overview

Health Insurance Marketplace	
Type Of Marketplace	<ul style="list-style-type: none"><li>Federal</li></ul>
Individual Enrollment Contact	<ul style="list-style-type: none"><li><a href="http://www.healthcare.gov">www.healthcare.gov</a></li><li>1-800-318-2596</li></ul>
Small Business Enrollment Contact	<ul style="list-style-type: none"><li><a href="http://www.healthcare.gov/small-businesses">www.healthcare.gov/small-businesses</a></li><li>1-800-706-7893</li></ul>

# 7. Health Insurance Marketplace Plans

## Individual Market Health Plans

- Aetna Health, Inc.
- All Savers Insurance Company
- BlueCross BlueShield Of Arizona
- Cigna HealthCare Of Arizona, Inc.
- Health Choice Insurance Co.
- Health Net Of Arizona, Inc.
- Humana Health Plan, Inc.
- Phoenix Health Plans, Inc.

## Small Group Market Plans

- All Savers Insurance Company
- BlueCross BlueShield Of Arizona
- Health Net Life Insurance Company
- Health Net Of Arizona, Inc.

# B. ARIZONA MEDICAID SYSTEM OVERVIEW

# 8. Delivery System, Risk, & Federal Participation

Medicaid Financial Delivery System	
Is Managed Care Mandatory For Populations With SMI?	Yes
Is Managed Care Mandatory For Dual-Eligibles?	Yes
Total Medicaid Population Distribution	<ul style="list-style-type: none"> <li>7% in fee-for-service (FFS)</li> <li>93% in managed care</li> </ul>
Medicaid Beneficiaries With SMI: <i>Primary Service System</i>	Because the SMI population must enroll in managed care unless they meet one of the FFS qualifications, the majority of the SMI population is served by managed care.
Medicaid Financing & Risk Arrangements: Behavioral Health	
Traditional Behavioral Health Services	<ul style="list-style-type: none"> <li>Acute MCOs: Covered by the Regional Behavioral Health Authorities (RBHAs) and excluded from the MCOs' capitation rate</li> <li>Acute SMI population: Covered by the RBHAs, which are the MCOs for persons with SMI</li> <li>ALTCS program: Included in the MCO's capitation rate</li> </ul>
Specialty Behavioral Health Services	
Pharmaceuticals	
Federal Financial Participation	
FY 2017 Federal Medical Assistance Percentage (FMAP)	69.24%
CY 2016 Newly Eligible FMAP (Expansion Population)	100%

**ALTCS** = Arizona Long-Term Care System  
**MCO** = Managed Care Organization  
**SMI** = Serious Mental Illness

## 9. Expansion Decision

State Medicaid Expansion Decision	
Participating In Expansion?	Yes
Date Of Expansion	2014
Medicaid Eligibility Income Limit For Able-Bodied Adults	133% Of FPL Note: The PPACA requires that 5% of income be disregarded with determining eligibility.
Legislation Used To Expand Medicaid	House Bill 2010, 51 <sup>st</sup> Legislature

**FPL** = Federal Poverty Level  
**PPACA** = Patient Protection & Affordable Care Act

# 10. Care Coordination Entities

## Medicaid Care Coordination Entities For Chronic Care Populations (Including SMI)

<b>Managed Care Plan</b>	✓	Managed care organizations (MCOs) must provide care coordination for members with both behavioral and physical health needs.
<b>Accountable Care Organization (ACO) Program</b>		Section 1115 waiver extension proposal includes delivery system reform incentive payment (DSRIP) incentive payments to accountable provider networks.
<b>Health Home</b>		None
<b>Medical Home</b>		Section 1115 waiver extension proposal includes an option for patient-centered medical homes (PCMHs) for the American Indian fee-for-service (FFS) population.
<b>Primary Care Case Management Model (PCCM)</b>		None

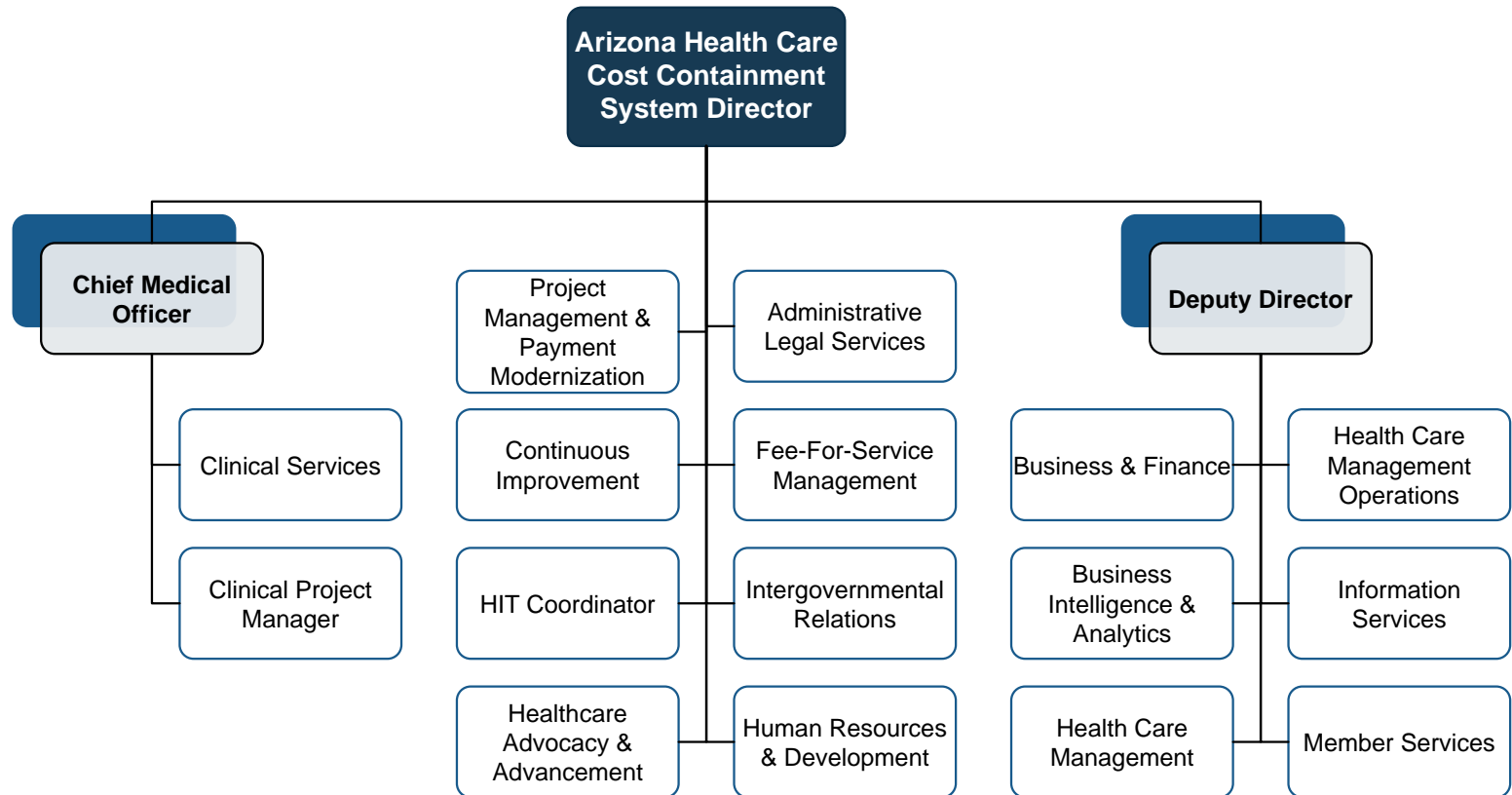
# 11. The Uninsured

## State Agency Responsible For Uninsured Citizens & Delivery System Model

<b>Physical Health Services</b>	The Bureau of Health Systems Development within the Arizona Department of Health Services is responsible for providing physical health services to the safety-net population.
<b>Mental Health Services</b>	The Arizona Health Care Cost Containment System provides mental health and addiction treatment services to the safety-net population through contracts with Tribal and Regional Behavioral Health Authorities (TRBHAs).
<b>Addiction Treatment Services</b>	



# 12. Organizational Chart



HIT = Health Information Technology

# 13. Key Leadership

Name	Position	Department
<b>Thomas Betlach</b>	Director, State Medicaid Director	Arizona Health Care Cost Containment System (AHCCCS)
<b>Beth Kohler</b>	Deputy Director	AHCCCS
<b>Sara Salek, M.D.</b>	Chief Medical Officer	AHCCCS

# 14. Program Benefits

## Federally Mandated Services

- Inpatient hospital services other than services in an institution for mental disease (IMD)
- Outpatient hospital services
- Rural Health Clinic services
- Federally Qualified Health Center (FQHC) services
- Laboratory and X-ray services
- Nursing facilities for individuals 21 and over
- Early and Periodic Screening and Diagnosis and Treatment (EPSDT)
- Family planning services and supplies for individuals of child-bearing age
- Physician services
- Medical and surgical services of a dentist
- Home health services
- Nurse midwife services
- Nurse practitioner services
- Pregnancy services, including tobacco cessation programs
- Free standing birth centers
- Non-emergency transportation to medical care

## Arizona's Optional Services

- Optometrists' services
- Other practitioners' services
- Private duty nursing
- Clinic services
- Dental services
- Physical and occupational therapy
- Services for persons with speech, hearing, and language disorders
- Prescribed drugs
- Eyeglasses and prosthetic devices
- Diagnostic, screening, and preventive services
- Rehabilitative services
- Institutions for mental disease for persons age 65 and older
- Institution services for persons with intellectual and developmental disabilities (I/DD)
- Inpatient psychiatric facility services for persons under age 21
- Hospice care
- Case management
- Respiratory care
- Nursing facility services for patients under 21

# C. ARIZONA MEDICAID FINANCING & SERVICE DELIVERY SYSTEM

# 15. Overview

Medicaid System Characteristics		
Characteristics	Medicaid Fee-For-Service (FFS)	Medicaid Managed Care
Enrollment (July 2016)	121,540	1,616,365
SMI Enrollment	Because the SMI population must enroll in managed care unless they meet one of the FFS qualifications, the majority of the SMI population is served by managed care.	
Management	Arizona Health Care Cost Containment System (AHCCCS)	<ul style="list-style-type: none"> <li>Acute Care: Eight acute MCOs</li> <li>ALCTS: Three long-term and acute care MCOs</li> <li>Behavioral Health &amp; Acute Care SMI: Three RBHAs</li> </ul>
Payment Model	Fee-for-service	<ul style="list-style-type: none"> <li>Acute Care &amp; ALTCs: Capitated rate</li> <li>RBHAs: Capitated rate</li> </ul>
Geographic Service Area	Statewide	<ul style="list-style-type: none"> <li>Acute Care &amp; ALTCs: Statewide, available regionally</li> <li>RBHAs: Statewide, available regionally</li> </ul>

Total Medicaid Beneficiaries: 1,737,905 | Total Medicaid With SMI Beneficiaries: 103,447

**ALTCS** = Arizona Long-Term Care System  
**MCO** = Managed Care Organization  
**RBHA** = Regional Behavioral Health Authorities  
**SMI** = Serious Mental Illness

# 16. Enrollment By Eligibility Group

## Mandatory FFS Enrollment

1. Federal emergency services program beneficiaries
2. Less than 30 days of eligibility remaining
3. Retroactive eligibility
4. Hospital presumptive eligibility

## Option To Enroll In FFS Or Managed Care

1. American Indians/Alaskan Natives

## Mandatory Managed Care Enrollment

1. Children
2. Parents and caretaker relatives
3. Medicaid expansion population
4. Aged, blind, and disabled population
5. Pregnant women
6. Breast and cervical cancer program

# 17. Fee-For-Service (FFS) Program: Program Overview

- FFS enrollment as of July 2016 was 121,540.
- Arizona calls its Medicaid program Medical Assistance.
- The only full-benefit population eligible to enroll in the FFS program is the American Indian/Alaskan Native population:
  - The FFS program for American Indians is called the American Indian Health Program (AIHP).
  - American Indians are able to receive service from any AHCCCS provider, Indian Health Service (IHS) facility, or a tribally operated (638 contract designation) facility on a FFS basis.
  - American Indians are able to switch back and forth from an AHCCCS managed care plan to AIHP at any time.



AHCCCS = Arizona Health Care Cost Containment System

# 18. Fee-For-Service (FFS) Program: Behavioral Health Benefits

- FFS beneficiaries receive behavioral health benefits through Regional Behavioral Health Authorities (RBHAs) or Tribal RBHAs (TRBHAs).
- American Indians may also receive behavioral health services through Indian Health Service (IHS) facilities, or tribally operated (638 contract designation) facilities.
- Emergency and inpatient behavioral health services received by TRBHA enrollees in non-Tribal, non-IHS facilities are covered FFS by the state.

## FFS Mental Health Benefits

- Individual, group, and family therapy
- Assessment, evaluation, and screening
- Psychotropic medications
- Medication management
- Crisis services
- Psychosocial rehabilitation
- Case management
- Peer support services

## FFS Substance Abuse Treatment Benefits

- Individual, group, and family therapy
- Assessment, evaluation, and screening
- Support services
- Crisis intervention
- Inpatient and sub-acute facility detoxification
- Residential services
- Day programs



## 19. Fee-For-Service (FFS) Program: Serious Mental Illness (SMI) Population

Most of the SMI population is served by managed care, as managed care is mandatory for all populations, except American Indians.



## 20. Managed Care Program: Program Overview

- Managed care enrollment as of July 2016 was 1,616,365.
- Arizona has two managed care programs to serve Medicaid enrollees:
  - **Acute Care:** Provides acute care services through eight at-risk, capitated managed care organizations (MCOs). MCOs are available by geographic service area (GSA), which refers to either one specific county or a grouping of counties. Enrollees in the acute MCO program can choose any plan available in their GSA.
  - **Arizona Long-Term Care System (ALTCS):** Provides acute care and home and long-term services and supports (LTSS) for those who are 65 and older, blind, disabled, and have a medical need for LTSS. Services are provided through three prepaid capitated MCOs that are available by GSA. Enrollees in the ALTCS program only have a choice of MCO if there is more than one ALTCS MCO in their GSA.
- Members of the serious mental illness (SMI) population in the Acute Care program are automatically enrolled in specialty health plans operated by the three Regional Behavioral Health Authorities (RBHAs) that integrate physical and behavioral health care services.

# 21. Managed Care Program: Behavioral Health Overview

- Delivery of behavioral health benefits differs depending on the managed care program and the population:
  - **Acute Care Program Managed Care Organizations (MCOs):** Behavioral health benefits for most persons enrolled in the Acute Care program are carved-out to prepaid inpatient health plans operated by the Regional Behavioral Health Authorities (RBHAs).
  - **MCOs For The Serious Mental Illness (SMI) Population:** Behavioral health benefits for persons with SMI enrolled in the Acute Care program are the responsibility of integrated physical and behavioral health care plans operated by the RBHAs.
  - **Dual Eligibles In The Acute Care Program:** Behavioral health benefits for dual eligible individuals enrolled in the Acute Care program are the responsibility of the MCOs.
  - **Arizona Long-Term Care System (ALTCS) MCOs:** Behavioral health benefits for persons enrolled in the ALTCS program are the responsibility of the MCOs.
- Each RBHA is responsible for one of three geographic service areas (GSAs). Additionally, four American Indian Tribes have agreements with the state to deliver Medicaid behavioral health services to individuals living on their reservations through Tribal Regional Behavioral Health Authorities (TRBHAs).
- American Indians in managed care can receive Medicaid services through either RBHAs or TRBHAs.

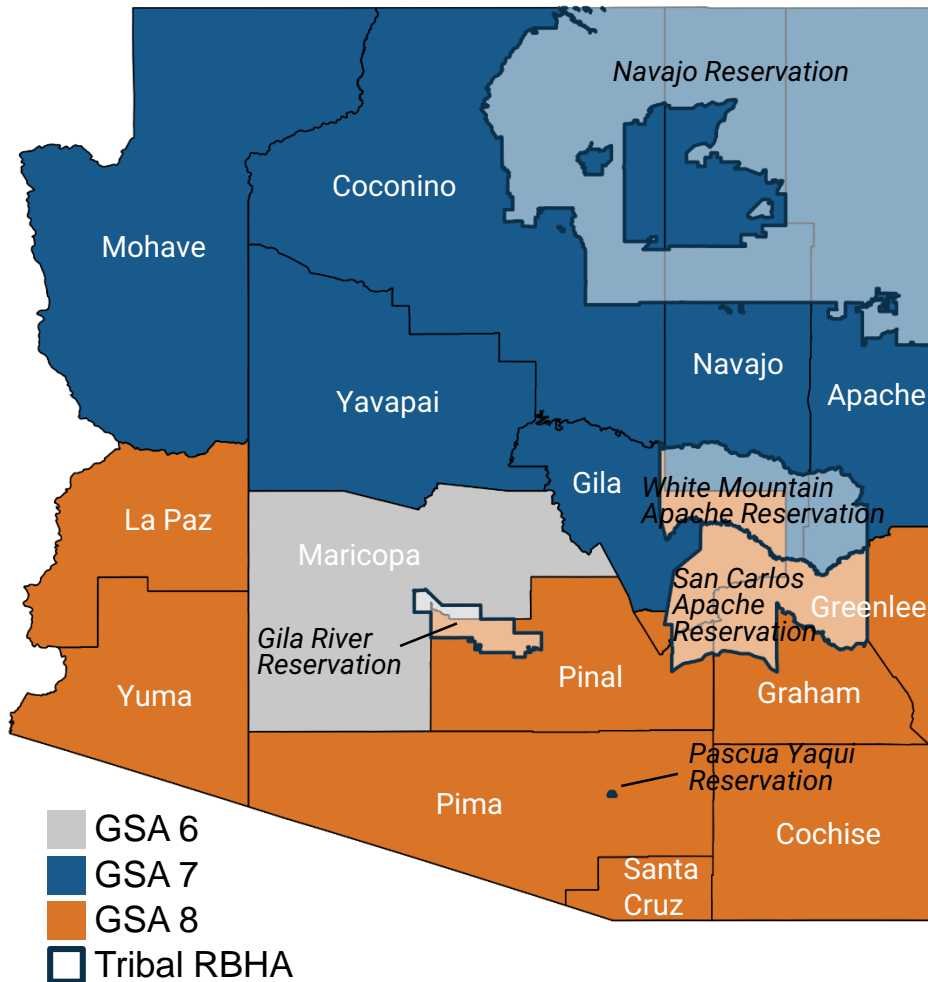
## 22. Managed Care Program: Integrated Care Plans

- Members of the serious mental illness (SMI) population in the Acute Care program are enrolled in specialty health plans operated on a regional basis by three Regional Behavioral Health Authorities (RBHAs).
- In addition to managing the delivery of physical health and behavioral health services, the RBHAs must provide care coordination, comprehensive care management, and a treatment team to each member.

RBHAs	July 2016 SMI Integrated Care Enrollment
Mercy Maricopa Integrated Care	19,970
Cenpatico Integrated Care	12,956
Health Choice Integrated Care	5,478
<b>Total</b>	<b>38,404</b>

- Persons with an SMI determination are automatically enrolled in the integrated care plan operated by the RBHA serving their county, but may opt-out for cause.
- The Mercy Maricopa Integrated Care Plan for persons with SMI began operating in Maricopa County in 2014. In October 2015, integrated plans were made available statewide.

## 23. Managed Care Program: Regional Behavioral Health Authorities



Geographic Service Area (GSA)	Regional Behavioral Health Authority (RBHA)	Counties Served
Central GSA 6	Mercy Maricopa Integrated Care	<ul style="list-style-type: none"> <li>• Maricopa</li> </ul>
Central GSA 7	Health Choice Integrated Care	<ul style="list-style-type: none"> <li>• Apache</li> <li>• Cococino</li> <li>• Gila*</li> <li>• Mohave</li> <li>• Navajo</li> <li>• Yavapai</li> </ul>
Central GSA 8	Cenpatico Integrated Care	<ul style="list-style-type: none"> <li>• Cochise</li> <li>• Graham</li> <li>• Greenlee</li> <li>• La Paz</li> <li>• Pima</li> <li>• Pinal</li> <li>• Santa Cruz</li> <li>• Yuma</li> </ul>

\*Two Gila County zip codes are in GSA 8.

## 24. Managed Care Program: Behavioral Health Benefits

- Behavioral health benefits for persons without serious mental illness (SMI) enrolled in the Acute Care program are carved-out to prepaid inpatient health plans operated by the Regional Behavioral Health Authorities (RBHAs).
- Managed care organization (MCO) primary care providers are allowed to treat members diagnosed with anxiety, depression, and Attention Deficit Hyperactivity Disorder (ADHD).

### Managed Care Mental Health Benefits

1. Individual, group, and family therapy
2. Assessment, evaluation, and screening
3. Psychotropic medications
4. Medication management
5. Crisis services
6. Psychosocial rehabilitation
7. Case management
8. Peer support services

### Managed Care Substance Abuse Treatment Benefits

1. Individual, group, and family therapy
2. Assessment, evaluation, and screening
3. Support services
4. Crisis intervention
5. Inpatient and sub-acute facility detoxification
6. Residential services
7. Day programs

## 25. Managed Care Program: Serious Mental Illness (SMI) Population

- The SMI population is mandatorily enrolled in managed care unless they meet fee-for-service (FFS) criteria for exemption.
- Persons with SMI in the Acute Care program receive their physical and behavioral health Medicaid benefits through one of the three integrated managed care plans operated by the Regional Behavioral Health Authorities (RBHAs).
- Persons with SMI who require long-term care services are enrolled in the Arizona Long-Term Care System (ALTCS) Program and receive behavioral health benefits through the ALTCS managed care organizations (MCOs).
- The Medicaid expansion population, if medically frail, must be offered the full array of State Plan benefits. Medically frail individuals include adults with SMI and chronic substance abuse disorders.



## 26. Care Coordination Initiatives

- Arizona's section 1115 waiver extension proposal includes an option for patient-centered medical homes (PCMHs) for the American Indian fee-for-service (FFS) population.
- Arizona received a planning grant in 2011 to determine the feasibility of health homes for populations with serious mental illness (SMI), but has not submitted a health home state plan amendment (SPA).



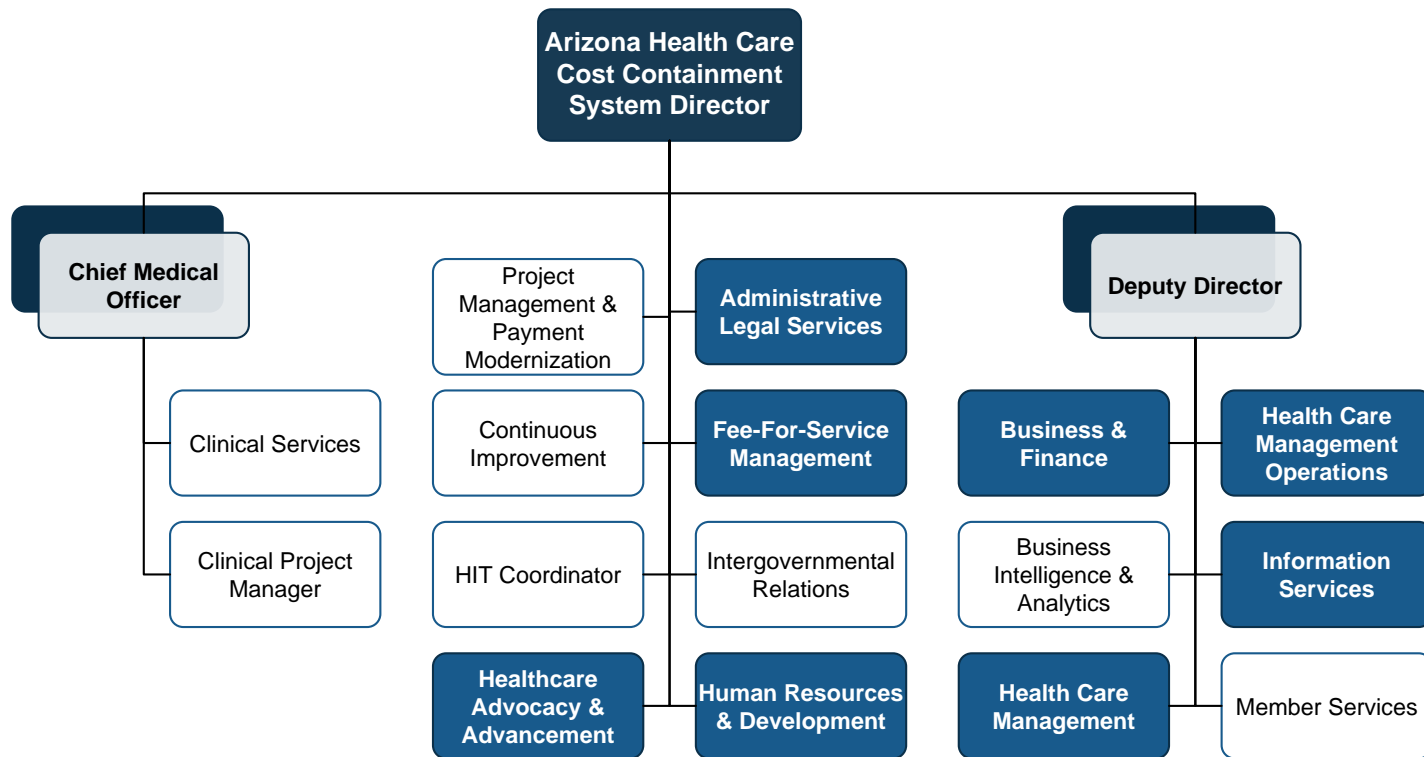


## 27. Program Waivers Impacting The Serious Mental Illness (SMI) Population

Waiver Title	Waiver Description	Waiver Type	2016 Enrollment Cap	Effective Date	Expiration Date
<b>Arizona Health Care Cost Containment System (AHCCCS)</b>	Authorizes managed care for all Medicaid populations, except American Indians. It also establishes Regional Behavioral Health Authorities (RBHAs) for behavioral health services. The state submitted its renewal application in September 2015, which contain a Delivery System Reform Incentive Payment (DSRIP) program and premium payment program for the Medicaid expansion population.	1115	None	10/22/11	9/30/16

# D. ARIZONA BEHAVIORAL HEALTH ADMINISTRATION & FINANCE SYSTEM

# 28. AHCCCS Organizational Chart



**AHCCCS** = Arizona Health Care Cost Containment System  
**HIT** = Health Information Technology

## 29. AHCCCS Key Leadership

Name	Position	Department
<b>Thomas Betlach</b>	Director, State Medicaid Director	AHCCCS
<b>Beth Kohler</b>	Deputy Director	AHCCCS
<b>Sara Salek, M.D.</b>	Chief Medical Officer	AHCCCS

**AHCCCS = Arizona Health Care Cost Containment System**

## 30. State Psychiatric Institutions

Institution	Location	Beds	FY 2015 Admissions	FY 2015 Discharges	FY 2015 Average Daily Census
<b>Arizona State Hospital</b>	Phoenix	260	55	79	231

# 31. Accountable Care Organizations (ACOs)

## Medicare Shared Savings Program

1. Abacus Health, LLC
2. Arizona Care Network, LLC
3. Arizona Connected Care
4. Arizona Priority Care Plus
5. ASPA Connected Community, LLC
7. John C Lincoln ACO, LLC
8. North Central Arizona Accountable Care, LLC
9. Optum Accountable Care
10. Scottsdale Health Partners

## Pioneer ACO

1. Banner Health Network Commonwealth Primary Care ACO, LLC

## Commercial

ACO	Commercial Insurer
Arizona Care Network, LLC	<ul style="list-style-type: none"> <li>• Aetna</li> <li>• UnitedHealthcare</li> </ul>
Arizona Community Physicians	<ul style="list-style-type: none"> <li>• Cigna</li> </ul>
Arizona Connected Care	<ul style="list-style-type: none"> <li>• Cigna</li> </ul>
Banner Health Network	<ul style="list-style-type: none"> <li>• Aetna Whole Health</li> <li>• BlueCross BlueShield Of Arizona</li> <li>• Cigna</li> <li>• Health Net</li> <li>• Humana</li> <li>• United Healthcare</li> </ul>
Cigna Medical Group (CMG) Of Arizona Collaborative Accountable Care	<ul style="list-style-type: none"> <li>• Cigna</li> </ul>
Commonwealth Primary Care ACO, LLC	<ul style="list-style-type: none"> <li>• Cigna</li> </ul>
Health Choice Preferred	<ul style="list-style-type: none"> <li>• Regence BlueCross BlueShield Of Utah</li> <li>• Cigna</li> </ul>
Scottsdale Health Partners	<ul style="list-style-type: none"> <li>• Cigna</li> </ul>

# APPENDIX A: SOURCES

# Sources

## (Page 1 Of 8)

### A. Health Care Marketplace Overview

#### 1. Physical Health Care Coverage Map

- United States Department of Health and Human Services. (2015, December 22). 2016 QHP Landscape Individual Market Medical. Retrieved February 8, 2016 from <https://data.healthcare.gov/dataset/2016-QHP-Landscape-Individual-Market-Medical-Excel/k2hw-8vcv>
- United State Department of Health and Human Services. (2015, December 22). 2016 QHP Landscape SHOP Market Medical. Retrieved February 8, 2016 from <https://data.healthcare.gov/dataset/2016-QHP-Landscape-SHOP-Market-Medical-Excel/vcra-66c2>
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#### 2. Population Demographics

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- United States Census Bureau. State Median Income. Retrieved May 3, 2016 from <https://www.census.gov/hhes/www/income/data/statemedian/index.html>
- United States Census Bureau. Poverty. Retrieved May 3, 2016 from [https://www.census.gov/hhes/www/cpstables/032015/pov/pov46\\_002.htm](https://www.census.gov/hhes/www/cpstables/032015/pov/pov46_002.htm)

#### 3. Population Distribution By Payer: United States v. Arizona

- OPEN MINDS. (2016) Serious Mental Illness Prevalence Estimates.



# Sources

## (Page 2 Of 8)

### **A. Health Care Marketplace Overview (Continued)**

#### **4. Largest Health Plans By Enrollment**

- Health Plans USA. (2014). Subscription Database. Available from <http://www.markfarrah.com/products/health-plans-usa.aspx>
- OPEN MINDS. (2016, March). Database.
- Arizona Health Care Cost Containment System. (2016, July 1). AHCCCS Population Statistics. Retrieved July 29, 2016 from <https://www.azahcccs.gov/Resources/Reports/population.html>

#### **5. Largest Health Plans By Estimated Serious Mental Illness (SMI) Enrollment**

- Health Plans USA. (2014). Subscription Database. Available from <http://www.markfarrah.com/products/health-plans-usa.aspx>
- OPEN MINDS. (2016, March). Database.
- Arizona Health Care Cost Containment System. (2016, July 1). AHCCCS Population Statistics. Retrieved July 29, 2016 from <https://www.azahcccs.gov/Resources/Reports/population.html>

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- Information compiled from sources provided throughout the profile.

#### 9. Expansion Decision

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#### 10. Care Coordination Entities

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