



Peds BH Quality Improvement Collaborative Session #2: 12/04/25

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ASU Arizona State
University

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

Targeted Investment Team

ASU TIPQIC

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- George Runger, PhD
- Matthew Martin, PhD
- Kailey Love, MBA, MS
- Taylor Vaughan, MPH
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- Samantha Basch, MS
- Francisca Dibarrart, PhD
- Min Jang, PhD

AHCCCS Targeted Investment

- Julie Ambur
- Christina Quast
- Jane Otenyo

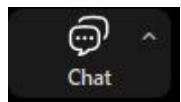
Agenda

| Time | Topic | Presenter |
|----------------------|---|---|
| 12:00 PM to 12:03 PM | Opening | William Riley, PhD |
| 12:03 PM to 12:15 PM | Measure Overview & Network Performance | William Riley, PhD |
| 12:15 PM to 12:35 PM | Measure Details: Definition, Coding, Targets, Attribution | George Runger, PhD Taylor Vaughan, MPH |
| 12:35 PM to 12:45 PM | Common Barriers & Best Practices | Matthew Martin, PhD |
| 12:45 PM to 12:57 PM | Discussion | Matthew Martin, PhD |
| 12:57 PM to 1:00 PM | Closing | Kailey Love, MBA, MS |

Learning Objectives

1. Describe strategies to facilitate population health management improvement.
2. Critically analyze the application of improvement methods and techniques to improve HEDIS quality metrics.
3. Evaluate strategies to identify and address upstream drivers of health for high risk populations
4. Explore process improvement strategies for population health management

Guidelines



Do not enter your name or organization in the Chat. Zoom will automatically record your attendance. Please only use the chat for questions and comments.



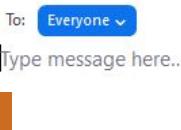
At least one representative from each TI organization must have registered and attend the QIC session using that registration link for the required QIC sessions.



Participants will automatically be muted and videos off as they join.



When interested in participating in the discussion, please raise your hand and unmute yourself.



Please drop your questions into the Chat. If we do not have time to address your question, we will compile all questions into a FAQ document and distribute post-event.

Disclosure



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This is a CME activity

Acknowledgment: This CME event is not supported by any commercial entity.

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Credit Statement: Arizona State University designates this live activity for a maximum of 1-credit from the following:

- **AMA PRA Category 1 Credit™ – CME – 1 credit hour per session**
- **Nursing Continuing Professional Development – NCPD – 1 credit hour per session**
- **Psychology – CEP – 1 credit hour per session**
- **Social Work – ACE – 1 credit hour per session**
- **Interprofessional Continuing Education – IPCE – 1 credit hour per session**

**Providers should only claim credit commensurate with the extent of their participation in the activity.*



Measure Overview & Network Performance

Peds BH QIC Curriculum Overview

| Peds BH AOC Measures | TI Year 4: 10/1/2025 - 9/30/2026 | | | | | | | | | | | | | | | | |
|----------------------|---|---|-----|---|-----|---|-----|---|-----|---|-----|---|--|--|--|--|--|
| | O | N | D | J | F | M | A | M | J | J | A | S | | | | | |
| APM | QIC | | | | | | QIC | | | | | | | | | | |
| FUH7 | | | QIC | | | | | | QIC | | | | | | | | |
| FUH30 | | | | | QIC | | | | | | QIC | | | | | | |
| Optional Resources | Ongoing Performance Improvement Project (PIP) | | | | | | | | | | | | | | | | |
| | Ongoing Technical Assistance & Consultation | | | | | | | | | | | | | | | | |

- **QIC's** in October, December, and February are **required**
 - Each QIC will focus on the a HEDIS measure as indicated in the above table
- **QIC's** in April, June, and August are **optional**
 - The focus of these sessions may shift based on performance and other priorities

Table 1
Targeted Investments (TI) 2.0
Year 4 Milestones and Incentive Percentages

| MILESTONES | PEDS BH | | |
|--|--------------------------------------|--------------|------------|
| | INCENTIVE % OF ANNUAL PAYMENT | | |
| M1. Performance Measures | 50 | | |
| | FUH7 | FUH30 | APM |
| | 20 | 20 | 10 |
| M2. Screening and Referral Systems for Nonmedical Drivers of Health | 25 | | |
| M3. Closed Loop Referral System (CLRS) | 15 | | |
| M4. Quality Improvement Collaboratives (QICs) | 10 | | |

Peds BH

| Performance Measure | Measure Description | TI AOC Performance * | All AHCCCS Performance * | 2023 AZ Medicaid Average ¹ | 2023 HEDIS National Average ² |
|--|---|----------------------|--------------------------|---------------------------------------|--|
| <p>* = Proposed 2026 ACOM306 Measure; * = MAC 2024 Scorecard Measure; ‡ = 2025 CMS Core Set Measure; * = 2024 UDS Quality of Care Measure; + = 2024 SAMHSA CCBHC Quality Measure; ☀ = NCQA HEDIS Stratified Measure; * = MAC QRS Measure</p> | | | | | |
| Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) * + | Percentage of child and adolescent beneficiaries with ongoing antipsychotic medication use who have metabolic testing during the year | 34.9% | 31.9% | 41.3% | 38.4% |
| Follow-Up After Hospitalization for Mental Illness within 7 Days (FUH7) * * + ☀ * | Percentage of child and adolescent beneficiaries with a follow-up visit seven days after hospitalization for mental illness | 85.1% | 62.8% | 68.7% | 38.5% |
| Follow-Up After Hospitalization for Mental Illness within 30 Days (FUH30) * ‡ + ☀ * | Percentage of child and adolescent beneficiaries with a follow-up visit thirty days after hospitalization for mental illness | 95.1% | 81% | 84.6% | 59.1% |

*Report period ending June 30, 2025

1. <https://www.medicaid.gov/medicaid/quality-of-care/core-set-data-dashboard/main?focusStates=%5B%22AZ%22%5D>

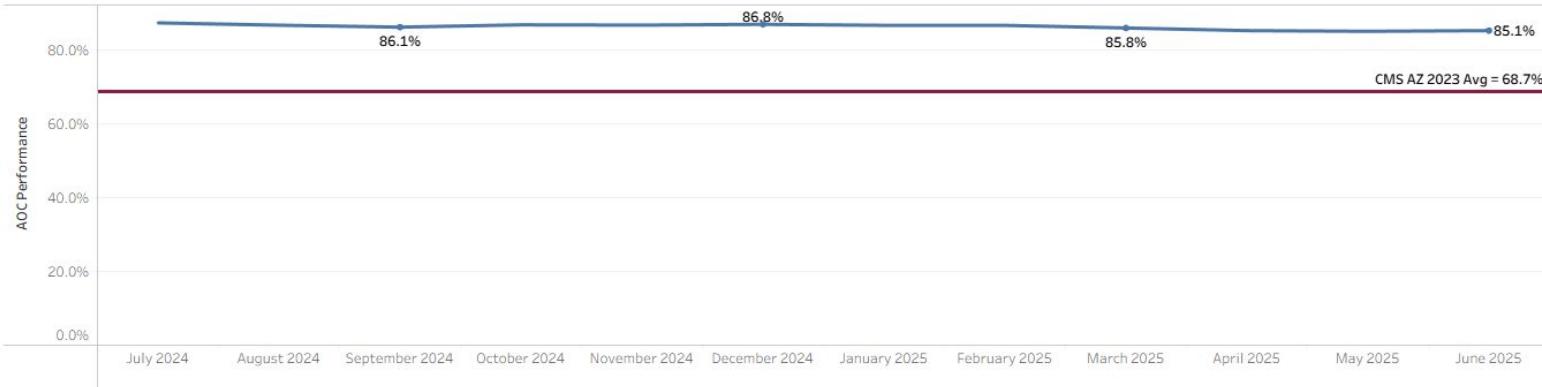
2. <https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/>

Note: The HEDIS national average refers to performance under 'Medicaid HMO.' Performance data highlighted in blue (IET, FUH, FUM, FUI, FUA) do not have age-stratified values, so the reported figures represent aggregate performance across all ages.

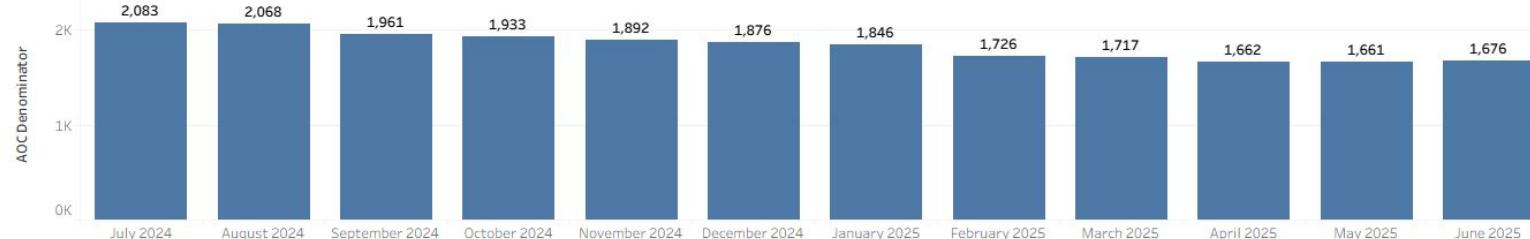
FUH7 Network Performance

Measure Performance (each month is a 12-month report period)

PEDS BH



Measure Denominator





Measure Details

Follow-up After Hospitalization within 7 Days

FUH7: The percentage of discharges for persons 6 years of age and older who were hospitalized for a principal diagnosis of mental illness, or any diagnosis of intentional self-harm, and had a mental health follow-up service within 7 days after discharge.

Quality Alignment

| Peds BH | | | | | | | | | |
|---|---|----------------------|-----------------------|----------------------------|---------------------------|----------------------------------|-----------------------------------|-------------------------------|-----------------|
| Performance Measure | Measure Description | TI AOC Performance * | Quality Alignment | | | | | | |
| | | | 2026 ACOM 306 Measure | MAC 2024 Scorecard Measure | 2025 CMS Core Set Measure | 2024 UDS Quality of Care Measure | 2024 SAMHSA CCBHC Quality Measure | NCQA HEDIS Stratified Measure | MAC QRS Measure |
| Follow-Up After Hospitalization for Mental Illness within 7 Days (FUH7) | Percentage of child and adolescent beneficiaries with a follow-up visit seven days after hospitalization for mental illness | 85.1% | | * | * | | + | ★ | * |

*Report period ending June 30, 2025

1. <https://www.medicaid.gov/medicaid/quality-of-care/core-set-data-dashboard/main?focusStates=%5B%22AZ%22%5D>

2. <https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/>

Note: The HEDIS national average refers to performance under 'Medicaid HMO.' Performance data highlighted in blue (IET, FUH, FUM, FUI, FUA) do not have age-stratified values, so the reported figures represent aggregate performance across all ages.

FUH7 Importance

1. Ensures Safe Transitions of Care
2. Improves Long-Term Mental Health Outcomes
3. Supports Family Engagement and Stability
4. Facilitates Coordination Across Systems
5. Addresses Equity and Access Challenges
6. Indicator of System Quality and Accountability



Why the 7-Day Window Matters

1. High-Risk Period Post-Discharge
2. Promotes Continuity of Care
3. Supports Family and Caregiver Engagement
4. Encourages Adherence to Treatment Plans
5. Prevents Deterioration and Hospital Readmission
6. Supports Population Health and Equity



Follow-up After Hospitalization within 7 Days

Your performance is reported as a percentage calculated as the = numerator/denominator

| TI Area of Concentration | Measure | Denominator Definition | Numerator Definition |
|--------------------------|---------|---|--|
| Peds BH | FUH7 | Discharges for members 6-17 years of age who were hospitalized for treatment of selected mental illness or intentional self-harm in the reporting period. | Discharges in the denominator where the member had a qualifying follow-up visit within 7 days after discharge. |

Note: For the FUH7 measure, the member must be continuously enrolled in medical benefits from the episode end date through 30 days after the episode end date with no breaks in enrollment.

What is the Reporting Period?

- A HEDIS® measure's reporting period is a continuous 12-month window.
- TIP Provider Dashboards show your organization's performance on the selected measure for 12 consecutive, overlapping report periods, where each report period is a 12-month period ending in the month and year shown on the X-axis.
- Your performance levels for 12 report periods are provided so you can track how your performance changes across time. TI incentive payments are based on your performance for the Federal Fiscal Years (October 1st September 30th).

Which Members Are in My Denominator?

To understand the members that you are accountable for and who are attributed to you (i.e., in your denominator) for this measure, you need to know the denominator definition (above), as well as the AHCCCS member population assessed, and the attribution method used.

Member Population Assessed

- Members enrolled in one of the six AHCCCS Complete Care (ACC) health plans
- Members with SMI enrolled in an ACC Regional Behavioral Health Agreement (RBHA) health plan are included

Member Population Exclusions

- ACC and ACC-RBHA members who utilized hospice services or died

Note: These measures are based on the number of hospitalizations, not the number of members. Members with multiple hospitalizations (with sufficient time between them) are counted multiple times in the denominator.

What Services Qualify for the Numerator?

Provider Types & Specialties

- Certain AHCCCS provider types and specialties qualify as mental health providers. With the exception of CoCM services, qualified follow-up services only count in the numerator if the “Service” provider (box 32a) is credentialed as a qualified mental health provider.

What Services Qualify for the Numerator?

Billing Codes

- TI 2.0 Year 4 use HEDIS® Measurement Year 2023 measure definitions.
- Due to licensing agreements, we are not able to publish a list of all qualifying services codes. However, we can direct you to resources containing the billing codes.
 - Please see these Arizona Health Plan Measure Guides. You do not have to be contracted with the plan to access these resources.
 - United Healthcare - [HEDIS® MY 2023 Reference Guide](#)
 - For more information on HEDIS measures or to get your own license, see the [NCQA HEDIS® site](#).
 - Value sets and codes used in HEDIS 2024 (Measurement Year 2023) measure calculations are available at no cost. Download the 2023 Quality Rating System (QRS) HEDIS Value Set Directory from the [NCQA store](#).
- Note: While the FUH, FUA, and FUM measures are similar, the numerator-qualifying criteria differ. Carefully review the linked measure guides for differences in qualifying billing codes.

FUH Accommodations

- In addition to the billing codes listed in the guides linked, the following accommodations have been made for TI performance measurement:
 - The measure's numerator-qualifying telehealth services will get credit if they follow AHCCCS' telehealth billing guidelines allowed on the date of service.
 - Psychiatric Collaborative Care Model (CoCM) services (i.e., codes 99492, 99493, and 99494) will count as a numerator-qualifying visit for all servicing provider types (licensed and non-licensed).
 - CoCM is an approach to behavioral health integration recognized by CMS. Please see TIPQIC.org for billing guidance to maximize CoCM services for FUH compliance and a list of TIP Providers who deliver CoCM services.

What Services Do Not Qualify for the Numerator?

- Day 0 (Zero) is the day of discharge and is not eligible to be included in the FUH, FUM, and FUA measures. This is a CMS and NCQA policy. AHCCCS seeks to align with the national standards to the greatest extent possible.
- Reach-in (i.e., non-billable) services do not qualify for the numerator. Any procedure code not listed in the previous section does not qualify.



Attribution

- Members are attributed to their prescribing provider. If multiple prescribing providers are identified, attribution considers the strongest relationship based on the frequency and recency of dispensation.
- If there is no prescribing provider, members are attributed to the behavioral health provider with whom they have the strongest relationship with prior to the event or secondarily, the provider with the numerator qualifying services after the event.
- Interested providers can work with the ASU TIPQIC team to examine member events eligible for each measure and attributed to their organization through a member list comparison (Data Harmonization).

Username
 Enter your username

Password

Sign In
Forgot your password?

Target Setting

- Two tiers were set for the FUH7 measure
 - AHCCCS emailed each provider organization with individual target setting information
- For your organization's specific target, please see your dashboard or the email received from the AHCCCS TI team.
- TI Peds BH providers need to exceed their target to achieve the incentives associated with this performance measure.

To log in to your dashboards, please visit data.tipqic.org.

If you would like to make any changes to your log-in or password, please email support@tipqic.org



Common Barriers & Best Practices

FUH7 Common Barriers

1. Care Coordination and Transition Challenges

- Limited discharge planning and communication
- No standardized “warm handoff”
- Data fragmentation
- Unclear accountability

2. Family and Patient-Level Barriers

- Parental stress and competing priorities
- Limited understanding of the 7-day requirement
- Stigma and fear
- Transportation or logistical challenges
- Youth reluctance

3. Access and Capacity Constraints

- Provider shortages
- Wait times for outpatient services
- Limited evening/weekend availability
- Insurance and coverage barriers



FUH7 Common Barriers

4. System and Data Limitations

- Incomplete or delayed notification of discharges
- Coding and documentation gaps
- Lack of real-time monitoring tools

5. Equity and Social Determinant Barriers

- Socioeconomic instability
- Language and cultural barriers
- Geographic disparities
- Digital divides

6. Pediatric-Specific System Barriers

- Fragmented care networks
- School reentry pressures
- Lack of child-specific transitional supports
- Inconsistent engagement of primary care



FUH7 Best Practices

1. Strengthen Care Transitions and Discharge Planning

- Schedule follow-up before discharge
- Provide warm handoffs
- Use standardized discharge workflows
- Reserve rapid-access post-discharge slots

2. Improve Coordination Between Inpatient and Outpatient Providers

- Use formal communication protocols
- Share concise transition care plans
- Assign transition coordinators
- Engage primary care for bridge visits

3. Engage Families and Youth

- Educate families on the 7-day requirement
- Use motivational interviewing with youth
- Offer flexible scheduling and telehealth
- Involve caregivers in treatment planning



FUH7 Best Practices Cont.

4. Leverage Technology and Data Systems

- Automate discharge alerts
- Use dashboards to track follow-up
- Monitor and log outreach attempts
- Expand telehealth and hybrid options

5. Address Access and Equity Barriers

- Provide transportation supports
- Prioritize high-risk youth
- Offer culturally responsive care
- Use peer or family navigators

6. Build Cross-System Partnerships

- Coordinate with schools and child-serving agencies
- Engage child welfare and juvenile justice partners
- Integrate with crisis response teams
- Align data and outreach with MCOs

7. Use Continuous Quality Improvement (CQI)

- Monitor FUH-7 data monthly
- Conduct root cause analyses
- Test small PDSA cycles
- Recognize and reward strong performance



FUH7 Non-Medical Drivers and Closed Loop Referral Systems

Non-Medical Drivers of Health (NMDOH) G/Z Codes

- Between May 2024 and June 2025
 - TI providers screened 28,328 patients for NMDOH and submitted 33,350 G-codes.
 - 81 TINs submitted at least one G-code.
 - Top needs identified: employment, housing, economic stressors.
 - Providers issued 4,500+ NMDOH referrals.
- **Year 4 Milestone 2B: ATTEST to documenting NMDOH screening and referral results via consistent submission of claims using G procedure codes (G9919 and G9920), V4 modifier, and Z diagnosis codes as appropriate.**

Non-Medical Drivers of Health for FUH7

Why It Matters for Pediatric Behavioral Health Providers

- Identifies root causes of missed follow-up
- Surfaces safety concerns and unmet basic needs
- Addresses communication barriers
- Tailors follow-up through flexible or alternative visit options
- Supports coordination with schools and social services
- Reduces risk of crisis recurrence
- Improves equity by highlighting higher-risk families

Impact on FUH-7 Performance

- Increases 7-day follow-up completion
- Reduces failed outreach and no-shows
- Strengthens transitions and lowers readmissions

Closed Loop Referral System and FUH7

What Closed-Loop Referrals Enable

- Tracks whether families complete needed social service connections
- Flags incomplete or unsuccessful referrals for rapid follow-up
- Ensures urgent needs are addressed, not just identified
- Improves coordination across providers and community partners
- Supports safer transitions during the first week post-discharge

Impact on FUH-7 Performance

- Removes logistical and social barriers to timely follow-up
- Improves attendance for in-person and telehealth visits
- Reduces care gaps during the post-discharge period
- Strengthens family engagement and trust
- Identifies high-risk youth needing targeted support



Provider Discussant & Respondent

Provider Discussant & Respondent

- Provider Discussant
 - Touchstone Behavioral Health: Victoria Conditt
- Provider Respondent
 - La Frontera, Sarah Swonder



Provider Discussant Questions

- What is your current process for the FUH7 measure?
- What factors seem to impact the success of your process performance on the FUH7 measure?
- What QI methods or techniques have you used to improve your process (if any)?
- What is your plan to improve your performance on the FUH7 measure?
- What is your process for non-medical drivers in relation to the FUH7?



Peds BH Discussion

Discussion Questions

Understanding Barriers

1. What barriers do families most often report that prevent them from attending the 7-day follow-up appointment?
2. How do social needs (transportation, caregiver availability, phone access, housing instability) impact our ability to schedule and complete transition appointments? Are there differences in FUH7 completion among different populations or neighborhoods we serve?

Care Coordination and Workflow

3. How early during hospitalization should discharge planning and scheduling begin?
4. Which elements of our warm-handoff or transition process are working well—and which need improvement?

Discussion Questions

Care Coordination and Workflow

- 6 Do outpatient behavioral health providers receive timely and complete information from inpatient teams?

Scheduling and Access

7. How reliable are our current appointment-scheduling pathways (e.g., scheduling before discharge, offering telehealth, evening/weekend options)?
8. How can we better accommodate caregiver work schedules or transportation challenges?



Closing

Closing & Next Steps

- For those interested in CME, an evaluation survey will be distributed following this event and CME certificates will be distributed to those who complete this survey at the end of the month.
- Register for the February QIC session(s)



Questions?

AHCCCS Questions: targetedinvestments@azahcccs.gov

ASU TIPQIC General Inquiries: TIPQIC@asu.edu

Support Tickets: support@TIPQIC.org

Relevant Websites:

- AHCCCS TI:
<https://www.azahcccs.gov/PlansProviders/TargetedInvestments/>
- ASU TIPQIC: tipqic.org
- Dashboards: data.tipqic.org