TIP | **Targeted Investments Program**
QIC | **Quality Improvement Collaborative**

![AHCCCS - Arizona Health Care Cost Containment System]

TIP Onboarding Checklist

Welcome to the AHCCCS Targeted Investments Program (TIP)! TIP Quality Improvement Collaborative (QIC) evaluates TI-participating Providers' performance on select quality measures and assists providers in improving performance. TI-participating Providers can use this checklist to onboard new staff to TIP.

TI Roles

The first step in the checklist is to "determine your TI role." This section includes descriptions of the four official TI Roles. If you have no official TI role for your organization, this document may serve as an FYI only.

- **Authorized User:** Executive or administrator responsible for TI attestation, receives payment-related correspondence and general TI correspondence related to the organization, unique authority to grant staff access to TIP dashboards. May also serve as the QIC Admin Representative or QIC Clinical Representative. A signed Authorized User Form must be received by AHCCCS before an individual can be designated as the Authorized User.
- **General contact:** Individual(s) that receive general TI correspondence related to the organization. General Contact(s) may have dashboard access if granted by the Authorized User. May also serve as the QIC Admin Representative or QIC Clinical Representative.
- **QIC Admin Representative:** Individual(s) familiar with the organization's administrative processes to participate in virtual QIC meetings.
- **QIC Clinical Representative:** Medically-credentialed individual(s) familiar with the organization's clinical processes to participate in virtual QIC meetings.

Onboarding Checklist

Category	Checklist

TI Roles & Areas of Concentration (AOCs)	☐ Determine your TI role (See *TI Roles* for descriptions)
	   ○ List your TI role(s): _____
	☐ Identify your organization's TI Authorized User
	   ○ List TI Authorized User: _____
	☐ Identify what Areas of Concentration (AOCs) your organization are enrolled in
	   ○ List your TI-enrolled AOCs: _____
	☐ Identify which of your organization's clinics are participating in the TI Program
	   ○ List TI-participating sites: _____

TI Authorized User-Specific Duties	☐ Complete Authorized User Form and send to targetedinvestments@azahcccs.gov and TIPQIC@asu.edu ***A complete Authorized User Form is needed before the remaining Auth User-specific tasks can be completed.*** ☐ Confirm the organization's "all contacts" list is accurate

	☐ Confirm access to AHCCCS Online portal, which you will use for submitting TI attestation at the end of each program year
	☐ Email TIPQIC@asu.edu to request dashboard access for yourself and confirm the list of all users from your organization who should have access. For each user, we will need:
	    ○ First and last name
	    ○ Email address (this will be your username so consider using the same letter case that you are used to typing)
	    ○ TI Role as a TI Representative (e.g., Clinical, Administrative, Other)

TI Program Background	☐ Review AHCCCS TI Website, including:
	    ○ Program overview and announcements box (home page)
	    ○ Requirements for participation: TI Year 6 Program Requirements
	    ○ Current performance-measure milestones specific to your AOC: TI Year 6 Milestone Performance Measures
	    ○ Historical TI process-related milestones (Years 2 & 3) are no longer required, but they are strongly encouraged as they relate to current performance measures
	    ○ Use the AHCCCS TI payment methodologies to estimate your TI incentive payments
	☐ Register for the AHCCCS TI Newsletter
	☐ Review AHCCCS IPAT scoring tool (survey), which the Authorized User will separately complete for each participating clinic as of the last day of each program year during attestation

TI Measures and Performance Measurement	☐ Review relevant TIP Measure Detail Guides for:
	    ○ Measure definition
	    ○ Why it matters
	    ○ Member population assessed
	    ○ Attribution method
	    ○ Qualifying billing codes
	    ○ Telehealth inclusion (FUH 7/30, W15, W34, AWC measures only)
	    ○ Collaborative Care Model (CoCM) inclusion (FUH 7/30 measure only)
	    ○ Performance targets
	☐ Bookmark the Health Plan measure guides
	☐ Review Justice Referral List process (Justice AOC only)

Your Performance	☐ Request the organization's Authorized User to grant access to your organization's dashboards, if appropriate.
	    ○ The organization's Authorized User must send an email to TIPQIC@asu.edu with the following:
	        ■ Your first and last name
	        ■ Your email address (this will be your username so consider using the same letter case that you are used to typing)
	        ■ Your role as a TI Representative (e.g., Clinical, Administrative, Other)
	☐ Review tutorials on how to access and use the dashboards

Performance Improvement	☐ Understand what Quality Improvement (QI) is
	☐ Bookmark Institute for Healthcare Improvement's (IHI) page on Model for Improvement (MFI). This is the most commonly used QI approach in health care and the approach we recommend. Website contains useful tools, resources, and courses
	☐ Review relevant TIP Best Practice Audit Guides
	☐ Review relevant AHCCCS Root Cause at Scale (ARCS) Analyses Guides and dashboards
	☐ Understand other TIP QIC services available to support your performance improvement efforts, including:
	  ○ Validate Internal Report Data / Data Harmonization
	  ○ Individualized Coaching / Technical Assistance

Quality Improvement Collaboratives (QICs)	☐ Review QIC attendance requirements
	  ○ Is your attendance required to satisfy the milestone?
	    ▪ Circle one: Yes No
	☐ Register for QICs where attendance is required (you may register for additional QICs as well)
	☐ Confirm the QIC meeting invites were added to your calendar with your personalized Zoom link (you may need to manually add registered QICs to your calendar)
	☐ Find the QIC archive sub-pages with recordings and slides of past QICs
	  ○ List three past or upcoming QIC topics of interest to you:
	    ▪ _____
	    ▪ _____
	    ▪ _____

QI Workgroups	☐ Register for QI Workgroups ☐ Confirm the QI Workgroup meeting invites were added to your calendar (you may need to manually add registered QI Workgroups to your calendar)
AHCCCS TI & TIP QIC Contact Information	☐ Save ASU TIPQIC team email (for QIC, dashboard, measures, attribution, or performance questions): TIPQIC@asu.edu ☐ Save AHCCCS Targeted Investments team email (for payment, attestation, or participation-based questions): targetedinvestments@azahcccs.gov

Questions?

Contact the ASU TIPQIC Team (TIPQIC@asu.edu) or AHCCCS Targeted Investments Team (targetedinvestments@azahcccs.gov) with questions or to request further assistance.