



A Physician and Health System Collaboration



Arizona Care Network, Mercy Care Plan and Mercy Maricopa Integrated Care

Announce Promising Results of Integrated Care Model for Arizona Medicaid Patients

Collaborative, personalized approach results in better health outcomes at a lower cost of care

(Phoenix, AZ – Nov. 1, 2017) An integrated model of care is improving outcomes and reducing the cost of care for Arizona Medicaid members.

Mercy Care and Mercy Maricopa Integrated Care contract with Arizona Care Network (ACN) to manage integrated care for approximately 100,000 Medicaid members, some of whom are living with serious mental illness.

Improving the health of Arizona's Medicaid population is a complex endeavor. Mercy Maricopa is the Regional Behavioral Health Authority (RBHA) for Maricopa County and the first RBHA in Arizona to provide integrated physical and behavioral health services for people designated with a serious mental illness.

"People with serious mental illness on average have a reduced life expectancy of 10-25 years compared to the general population," noted Blythe FitzHarris, Chief Clinical Officer, Mercy Care Plan and Mercy Maricopa. "The vast majority of these deaths are due to chronic physical medical conditions such as cardiovascular, respiratory and infectious diseases, diabetes and hypertension," further indicating the importance of integrated medical and behavioral care.

The goal of the integrated care model is to improve quality outcomes and reduce overall cost of care for a vulnerable population with historically poor overall health and the high costs associated with frequent emergency room use. ACN serves this challenging patient population by delivering high-touch care coordination through behavioral health coaches.

By improving access to care and health screenings, early intervention, and comprehensive care coordination, ACN was able to help these patients break a harmful cycle and demonstrate measurable improvement in outcomes that cost \$14.4 million less than the benchmark expected for this population over the past two years.

Members experienced improvement in key national measures for quality of care, including:

- Decreased utilization of emergency care
- Decreased hospital admissions
- Reduce readmissions to the hospital
- Improved diabetes care and control
- Improved percentage of well child checks

“This is the power and the promise of population health, said Dr. David Hanekom, CEO, Arizona Care Network. “But we must never forget that our population is made up of *individuals* – people who want to feel better and have confidence in their ability to manage their health.”

About Arizona Care Network

Arizona Care Network is a physician-led and governed accountable care organization, with more than 5,000 clinicians providing a broad range of clinical and care coordination services to adult and pediatric patients in Maricopa and Pinal counties. ACN is a partnership between Dignity Health Arizona and Abrazo Community Health Network, and includes Phoenix Children’s Hospital, one of the nation’s largest children’s hospitals, and Maricopa Integrated Health System. The network is comprised of primary care and specialty physicians, along with skilled nursing and home health agencies, imaging centers, retail clinics, urgent care and emergency centers, and 14 acute care and specialty hospitals. For more information, visit www.azcarenetwork.org.