Priority ACC Phase III Initiatives to Address Opportunities

Through robust and ongoing conversations with stakeholders over the past four years, the Department has identified the following priority initiatives for Phase III. This work builds upon the solid foundation of earlier phases of the ACC while offering opportunities for continued improvement and innovation.

Member Communication and Support

Opportunity: Improve coordination of services and supports for members so they can more easily and readily access needed resources by better leveraging the contracted partners most closely aligned with members. Improve clarity of communication so members can more easily understand and access their benefits.

Accountability for Equity and Quality

Opportunity: Enhance primary care and behavioral health accountability for both providers and RAEs, with the goal of closing health disparities, improving health care quality and outcomes, and driving affordability.

Referrals to Community Partners

Opportunity: RAEs connect members to community supports outside of Medicaid covered services to better address their health-related social needs.

Alternative Payment

Opportunity: Implement member incentives and advance alternative payment models across the spectrum — such as primary care, maternity care, behavioral health, prescription drug, specialty care, and more to enhance quality care, close disparities, and improve member health outcomes while driving affordability.

Care Coordination

Opportunity: Establish standards for care coordination for populations with unique needs, such as pregnant people and individuals with disabilities.

Children and Youth

Opportunity: Improve access and outcomes for children and youth, particularly those in child welfare, involved with the justice system, or with special health care needs. Improve the experience of the caregivers and providers who support them.

Behavioral Health Transformation

Opportunity: Align with and support the work of the Behavioral Health Administration to achieve shared goals, increase overall access and implement a more effective system of safety-net behavioral health services. Increase access to culturally competent community-based services by addressing gaps in the continuum of mental health and substance use disorder services.

Technology and Data Sharing

Opportunity: Leverage technology to improve access to services and data sharing among the Department, the RAEs, and providers to enhance coordination, reduce duplication, and propel data-driven decision-making.