

FAX

To: MCC AZ Providers

From: Provider Network Relations

Fax:

Pages: 3, including cover page

Phone:

Date: November 4, 2021

Re: CALOCUS Training Update

cc:

Urgent For Review Please Comment Please Reply Please Recycle

CONFIDENTIALITY NOTICE: This fax transmission, including any attachments, contains confidential information that may be privileged. The information is intended only for the use of the individual(s) or entity to which it is addressed. If you are not the intended recipient, any disclosure, distribution or the taking of any action in reliance upon this fax transmission is prohibited and may be unlawful. If you have received this fax in error, please notify the sender immediately via telephone at the above phone number and destroy the original documents. Thank you.

5055 E. Washington St.

Suite 210

Phoenix, AZ 85034

November 4, 2021

Dear Provider:

Below is a reminder of the communication that was sent out in June regarding CALOCUS Training. It was brought to AHCCCS attention that some providers were experiencing challenges in receiving CALOCUS Training Completion Certificates through Deerfield. AHCCCS was notified that many trainees were:

- participating in screen sharing sessions;
- have not registered to attend the training; or
- are not attending the training individually

All trainees are required to individually register and individually attend the training. One person cannot log in and have others participate with them during the training.

AHCCCS' contract states that the CALOCUS may be administered by anyone who has training in the use of the instrument. This is verified and tracked through the certificate of completion obtained at the conclusion of the CALOCUS training offered by Deerfield. Training certificates will not be provided to those that are not registered AND logged in as attendees. Deerfield reviews this policy at the beginning of each training. This serves to allow verification of exactly who attended and length of that attendance and to ensure certificates are provided only to those that attend and complete the training.

To meet compliance requirements for CALOCUS training, CALOCUS training requirements specified by Deerfield shall be followed as required by all staff who will be administering the CALOCUS. In order to obtain a certificate of completion, those staff who have not registered for and completed the CALOCUS training individually will each be required to do so, even if they took the training previously as part of a shared process.

June 2021 Communication:

In order to ensure the proper identification of children and adolescents with complex needs and appropriate levels of care, AHCCCS has contracted with Deerfield Behavioral Health (Deerfield) to license the Child and Adolescent Level of Care Utilization System (CALOCUS) and Level of Care Utilization System (LOCUS) software, as well as access to online training for those who have familiarity with instruments that measure level of service acuity instruments. The agreement includes the licensing of both CALOCUS/LOCUS online, though AHCCCS is currently only requiring the use of the CALOCUS. This also includes licensing of the integrated Electronic Health Record (EHR) products, with the intent that providers include the assessment in their data feeds into the Health Information Exchange (HIE).

Implementation:

Providers can implement LOCUS/CALOCUS in one of two ways. The first is via the web-based version which can be accessed at locus.azahcccs.gov. The second is via an EHR integration.

Regardless of which option you choose, you must first reach out to Deerfield and sign their end user license agreement as soon as possible. There is no cost associated with this agreement. Matthew Monago will be your

5055 E. Washington St.
Suite 210
Phoenix, AZ 85034

contact at Deerfield and his email is mmonago@journeyhealth.org. Please be sure to identify your organization as an AHCCCS provider when emailing.

Upon signing of your agreement, you will receive the following information.

- 1) You will be provided a training discount code specific to your organization. This code should not be shared outside your organization or with contractors. Each organization has their own code and it's to be used by employees only. Training can be booked online at <http://locusonline.com/training.asp>. The discount code will provide a 100 percent discount on all booked trainings. Once you have your code you can begin signing up for training immediately.
- 2) You will be provided a registration code to register on the locus.azahcccs.gov website. Please register for an account prior to your onboarding session with Deerfield. **Deerfield cannot schedule your onboarding session until your account is created.** This should be created by your appointed LOCUS admin.
- 3) You will be provided with information on EHR integrations. Please note that EHR integrations can take several months or more to deploy depending upon your EHR's functionality and vendor resource availability.

Additionally,

- Deerfield will work with AHCCCS and its contractors for continuation and improvement of the Train-the-Trainer model for CALOCUS for providers who are new to the CALOCUS instrument. Training development is nearly complete. AHCCCS has engaged with MCO training administrators to finalize the training.
- While not currently required to be implemented, AHCCCS will work to develop similar training for the LOCUS tool to encourage consistent assessment across the child and adult population for continuity of care.
- Provider registration with Deerfield will begin Spring 2021. Once registered, providers may immediately access the online training and the online version of the instrument.
- Providers shall use the online instrument until the EHR integration can be completed. Assessment information will be automatically compiled through Deerfield, so providers will no longer be required to submit the CALOCUS scores separately through the DUGless portal. *

*If your organization is not using the Arizona LOCUS product or including the assessment results in the HIE, DUGless submissions will still be required.

AHCCCS appreciates the patience and understanding of our contractors and provider agencies during this process. AHCCCS intends to provide more specific information and instruction as soon as possible. This will be done in careful consideration of all the ongoing responsibilities and activities of our stakeholders and partners in the Children's System of Care in Arizona, especially amid the current pandemic situation.

Molina Provider Relations

5055 E. Washington St.
Suite 210
Phoenix, AZ 85034