

Department of Health Overview

Heidi Hedberg, Commissioner
Emily Ricci, Deputy Commissioner
Robert Lawrence, MD, Chief Medical Officer



Tuesday, January 28, 2025



MISSION

Promoting the health, well-being & self-sufficiency of Alaskans

Divisions

Division of
Behavioral
Health

Division of
Health
Care
Services

Division of
Public
Assistance

Division of
Senior
&
Disabilities
Services

Division of
Public
Health

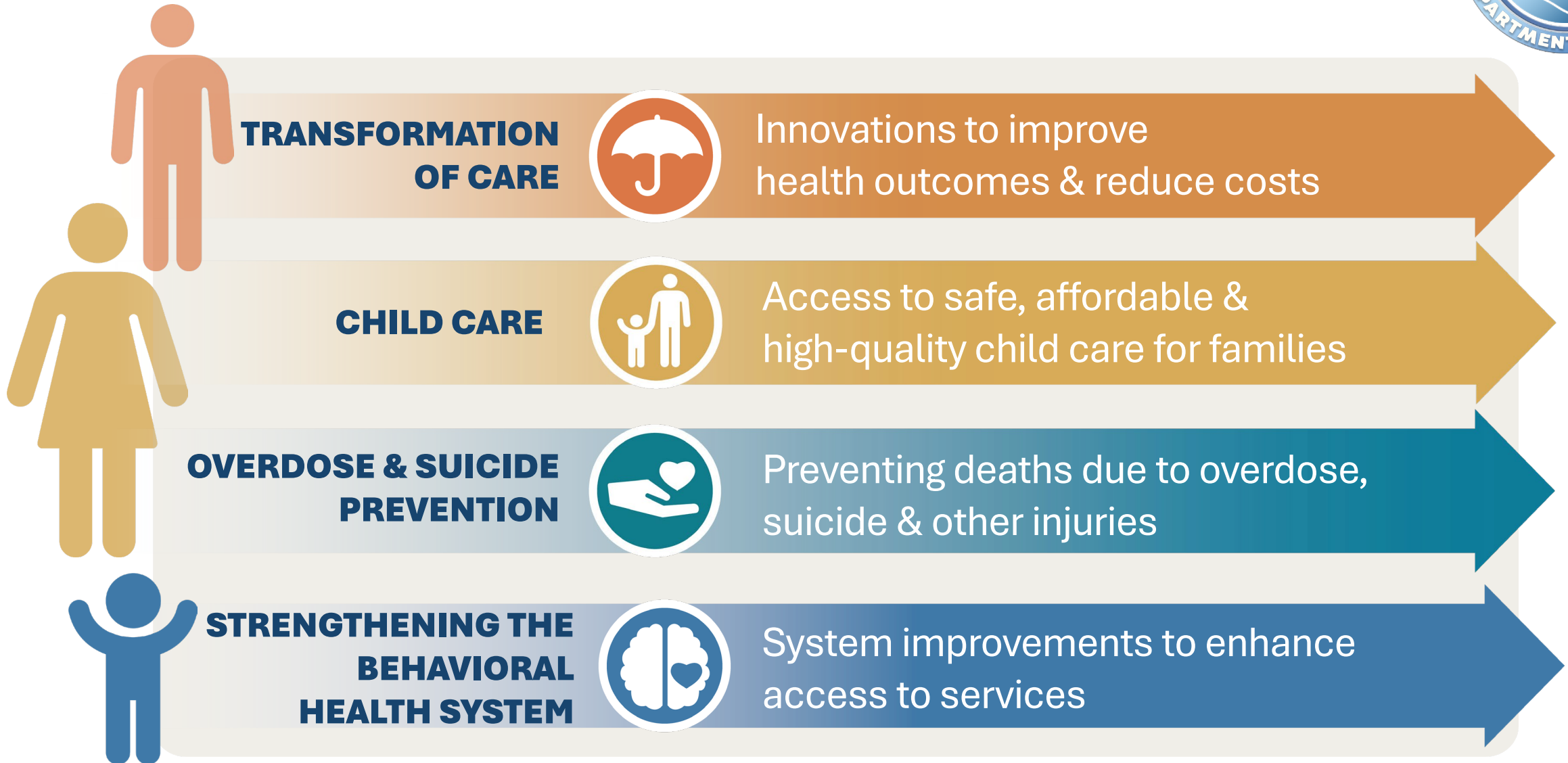
Strategic Approach

Modernize Systems

Increase Capacity

Stabilize Workforce

Arcs of Effort



Transformation of Care



Medicaid Rate Review

Medicaid Demonstration Projects

School-Based Services

Justice Involved Youth

Re-Entry Supports



**Innovations
to improve
health
outcomes &
reduce costs**



Child Care



Access
to safe,
affordable &
high-quality
child care for
families



Streamlining processes

Expanding licensing options

Stabilizing the workforce

Ensuring quality care

Improving accessibility & affordability



Overdose & Suicide Prevention



Preventing
deaths due to
overdose,
suicide &
other injuries



**Establish Medical
Review Organizations**

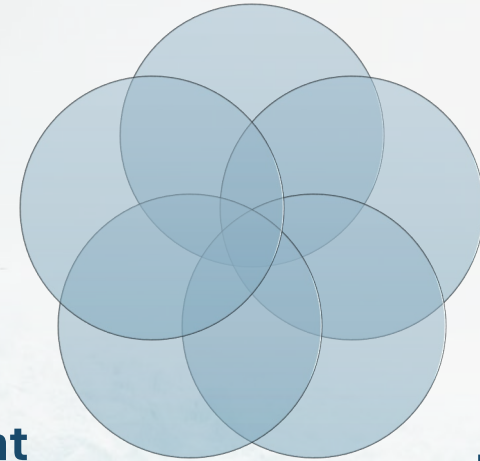
**Implement Alaska's
Response to Opioids**

**Opioid settlement
funding**

Interdiction

Recovery

Prevention



Treatment

**Harm
Reduction**



Strengthening the Behavioral Health System



Implement Youth Behavioral Health Roadmap

- Prevention & Early Intervention
- Outpatient Services
- Crisis & Subacute Care
- Residential Services
- Step-Down Services
- Cross Cutting
 - Data integrations
 - Provider supports
 - Care coordination

Complex Care



System
improvements
to enhance
access to
services

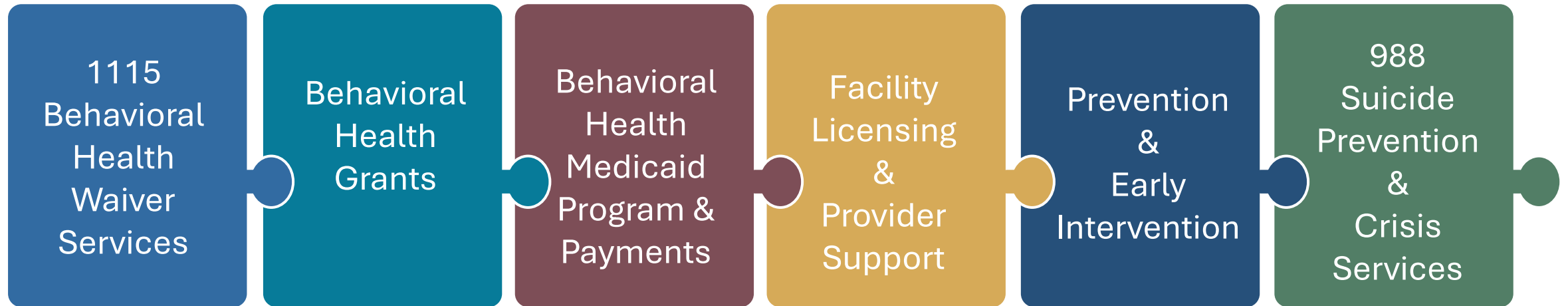


Division Overviews



Division of Behavioral Health

MISSION: to promote an integrated and comprehensive behavioral health continuum of care



\$337M in Behavioral Health Medicaid claims

24,000+ individuals served

160+ grantee awards

32,000+ contacts to the crisis line / 988



Division of Behavioral Health



OPERATIONAL UPDATE

Renewed 1115 demonstration waiver

→ Behavioral Health Reform

Completed crisis services assessment

Implemented claims payment transition

→ Medicaid Management Information System



2025 Focus

Continue stabilizing claims payment

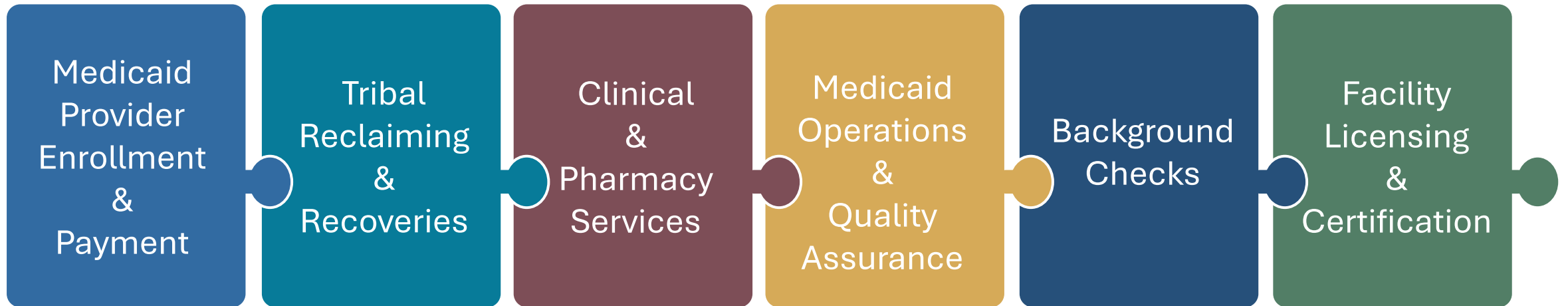
Build out provider supports

Develop sustainable crisis services

Certified Community Behavioral
Health Clinics

Division Health Care Services

MISSION: to provide to all eligible Alaskans access and oversight to the full range of appropriate Medicaid services



\$2.4B in Medicaid claims

31,300+ Medicaid enrolled providers

890+ facilities and assisted living homes

23,300+ background checks



Division Health Care Services



OPERATIONAL UPDATE

Increased operational capacity

Identified solutions to improve operations

Created Medicaid systems modernization plan

Streamlined background check process



2025 Focus

Initiate Medicaid systems modernization

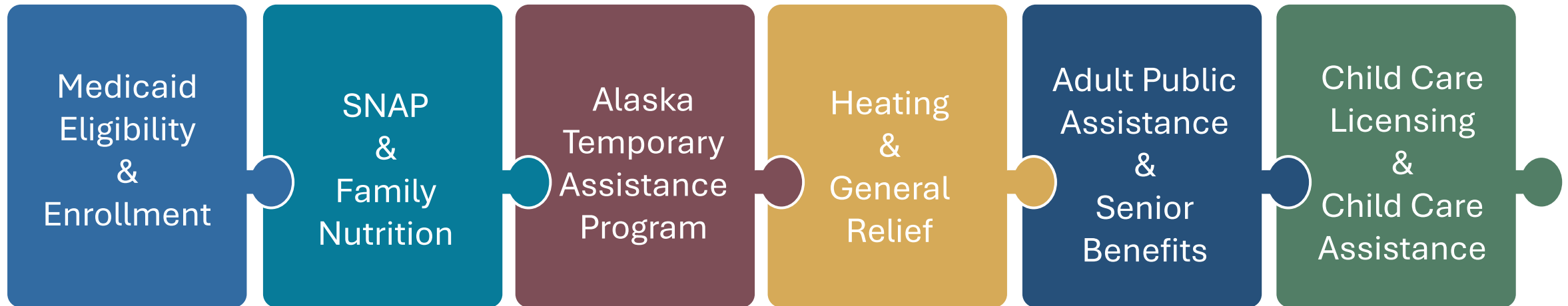
- Provider enrollment
- Patient-facing mobile app
- Service authorizations

Improve quality assurance framework

Continue to develop workforce capacity

Division of Public Assistance

MISSION: to promote self-sufficiency & provide basic living expenses to Alaskans in need



270,000+ Alaskans served
235,600+ Virtual Contact Center (VCC) calls
390+ child care facilities



Division of Public Assistance



Simplified Engagement

- ✓ Launched Alaska Connect portal
- ✓ Launched interim report & change report forms
- ✓ Simplified applications for elderly populations
- ✓ Began text messaging for SNAP & Medicaid recipients

Improved Operations

- ✓ SNAP application process completion rates improved from 28% in March 2023 to an average of 71% by January 2025
- ✓ Achieved federal compliance with SNAP interview requirements
- ✓ Reopened all offices to offer same-day, direct client services

Division of Public Assistance: IT Modernization



Integrated Eligibility Enrollment System ●

- ✓ Migrate non-MAGI categories off mainframe
- ✓ Migrate SNAP off mainframe
- ✓ Migrate TANF & Cash Programs off mainframe

Enhance Client Engagement ●

- ✓ Text messaging
- ✓ Secure document upload
- ✓ eForms & multi-program application
- ✓ Client portal

Operational Efficiency ●

- ✓ Automated ex-parte process
- ✓ Automated email search process
- ✓ Data integrations between platforms
- ✓ Automated asset verification
- ✓ Return mail solution

Family Nutrition ●

- ✓ WIC Spirit

Child Care ●

- ✓ AK Child Care Information System

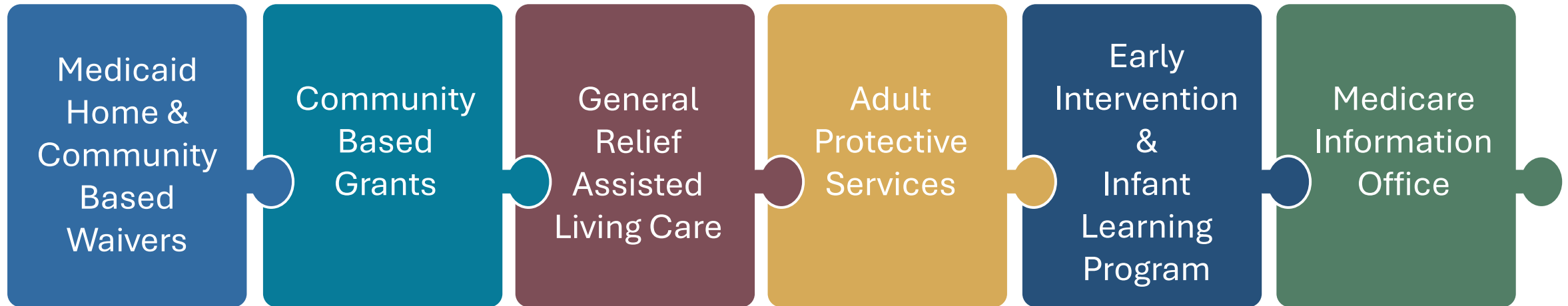
ARIES Maintenance & Operations ●

- ✓ Shifted to secure, cloud-based system



Division of Senior & Disabilities Services

MISSION: to promote health, well being & safety for individuals with disabilities, seniors & vulnerable adults



39,000+ reports of critical incidents
5,500+ individuals accessed Home & Community Based Waivers
5,800+ individuals supported by Medicare Information Office
1,900+ served by Infant Learning Program



Division of Senior & Disabilities Services



OPERATIONAL UPDATE

Established Direct Support Professionals certification program

Changes to residential services to better serve individuals needing specialized care

Initiated InterRAI development (self-directed assessment tool)



2025 Focus

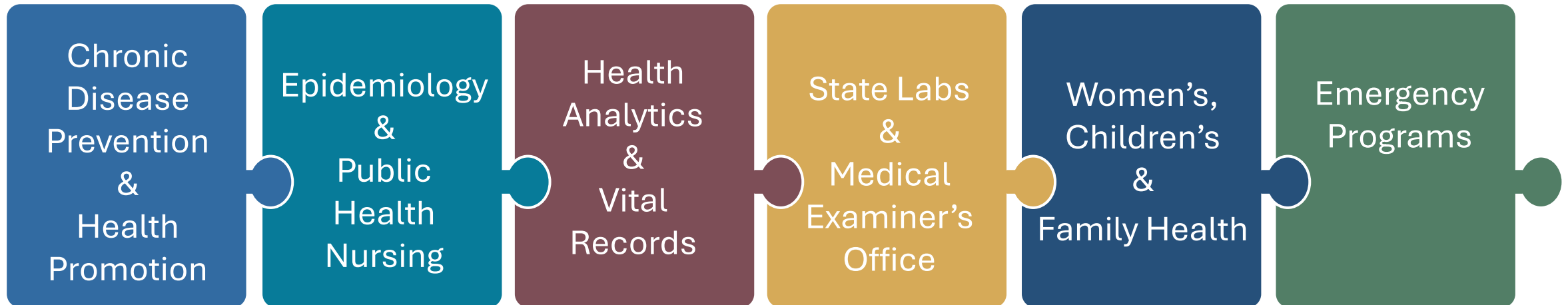
Continue InterRAI design & development

Critical incident detection & trending system

Updates to environmental modification services

Division of Public Health

MISSION: to promote the health of Alaskans



46,600+ laboratory tests performed
9,900+ infectious diseases reported
52,000+ vital records certificates issued
2,600+ medical examiners cases



Division of Public Health



OPERATIONAL UPDATE

Achieved National Public Health Accreditation

Funding to support communities for opioid response

Leverage community partnerships to maximize TB & Syphilis testing capacity



2025 Focus

Execute data integration & modernization

Initiate Community Health Roadmap

Increase access to vital records & public assistance directly in communities

Electronic Direct Observed Therapy

Thank you



Questions?

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