



Welcome to AHCCCS Hot Topics

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

Please use the chat feature for questions or raise your hand.



Thank you.

Back-to-School Well-Care Member Incentive Campaign

WHO: AHCCCS or KidsCare (managed care enrolled) members, ages 3-19, and who complete their first well-care visit of 2023

WHEN: June 5 - Sept. 5 2023

WHAT: Eligible to receive a \$25 gift card from their AHCCCS health plan.

azahcccs.gov/wellcare.html



Get an A+ on health!

- ✓ Complete an annual well-care visit between June 5 and September 5, 2023.
- ✓ Earn a \$25 gift card.

Contact us for more information.

#BackToSchool

Statewide Arizona Crisis Hotline

Call: 1-844-534-HOPE (4673) or

Text: 4HOPE (44673)

Chat: Crisis Response Network



Arizona Crisis Hotlines by County

Local Suicide and Crisis Hotlines by County

Phone

Maricopa, Pinal, Gila Counties served by Mercy
Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties
served by Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties served by Care1st:
1-877-756-4090

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

Teen Life Line phone or text: **602-248-TEEN (8336)**



How to access the crisis line in your area

Statewide:

Call: **1-844-534-HOPE (4673)**, Text: **4HOPE (44673)** or

Chat: [Crisis Response Network](#)

North GSA

- **Counties: Coconino, Mohave, Navajo, Yavapai:**
Health Choice Arizona: **1-877-756-4090**

Central GSA

- **Maricopa County, Pinal, Gila:** Mercy Care **1-800-631-1314**

South GSA

- **Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Santa Cruz, Yuma:**
Arizona Complete Health - Complete Care Plan
1-866-495-6735

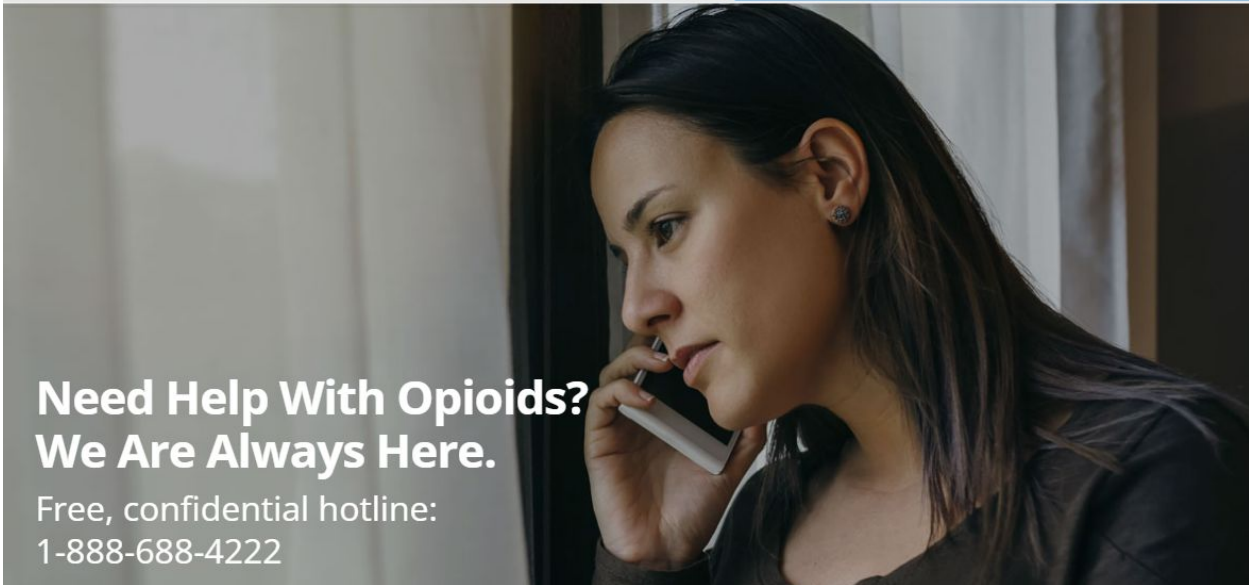
Tribal

- **Ak-Chin Indian Indian Community:**
1-800-259-3449
- **Gila River Indian Community:**
1-800-259-3449
- **Salt River Pima Maricopa Indian Community:**
1-855-331-6432
- **Tohono O'odham Nation:**
1-844-423-8759

OARLine: www.azdhs.gov/oarline
AzOarline@gmail.com



HOME ▶ PATIENT ▶ PROVIDER ▶ ABOUT



**Need Help With Opioids?
We Are Always Here.**

Free, confidential hotline:
1-888-688-4222

Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

Need to report a change?

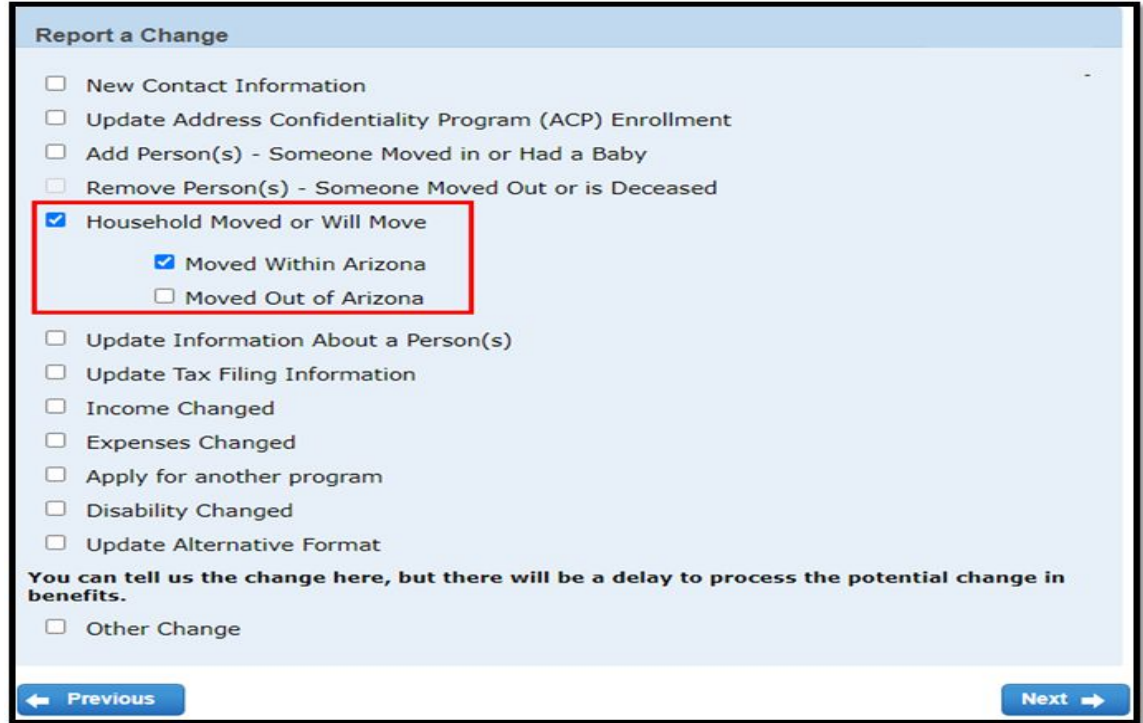
The screenshot shows the Health-e-Arizona PLUS user interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red rectangular box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', 'Reapply for Benefits', 'Change User Account Information', 'Enter Application Access Code to Access Existing Application', 'Lock My Account', 'Print Forms', 'Request Application Access Code to Access Existing Application', and 'View Messages'. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and email. Below that is 'My Medical Assistance' with a table showing one entry: AHCCCS Medical Assistance starting on 09/01/2021. At the bottom, 'My Applications' shows a table with one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and a View link.

The graphic features a blue background with a laptop displaying the website. The URL www.healthearizonaplus.gov is shown in a search bar at the top. The main text reads 'UPDATE YOUR INFORMATION TODAY!' in large white letters. Below this, it says 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' The AHCCCS logo (Arizona Health Care Cost Containment System) is at the bottom left. On the laptop screen, there is a message: 'Thank You for Connecting With Us Today! Please Note: To ensure the success of your application, we will contact you by phone and all communications in this state of Arizona. If you are applying for an application, we will contact you by phone, email, text, or mail to confirm an interview, please call 1-800-942-8442 or visit our website. Member through Health Care Cost Containment System. For applications submitted on October 1, 2021 to December 31, 2021, AHCCCS may be able to approve your full-time assistance or cash assistance benefits without conducting an interview. You can find your application on processed status by contacting the member call center. Please click here for more information.' Below the message is a section for 'INDIVIDUAL AND FAMILY' with the tagline 'Connecting individuals and families to coverage, support and services.'

Log in or create an account today at www.healthearizonaplus.gov

Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.



Report a Change

- New Contact Information
- Update Address Confidentiality Program (ACP) Enrollment
- Add Person(s) - Someone Moved in or Had a Baby
- Remove Person(s) - Someone Moved Out or is Deceased
- Household Moved or Will Move
 - Moved Within Arizona
 - Moved Out of Arizona
- Update Information About a Person(s)
- Update Tax Filing Information
- Income Changed
- Expenses Changed
- Apply for another program
- Disability Changed
- Update Alternative Format

You can tell us the change here, but there will be a delay to process the potential change in benefits.

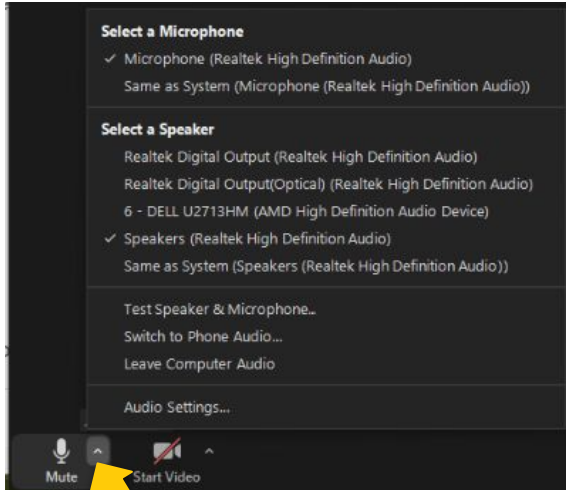
- Other Change

← Previous Next →

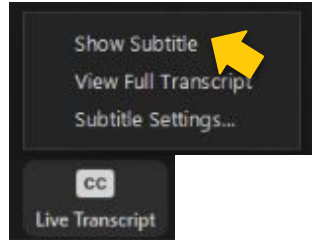
Zoom Webinar Controls

Navigating your bar on the bottom...

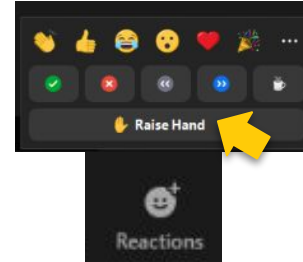
Audio Settings



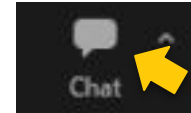
Turn on Closed Captioning



Raise Hand



Chat



KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Tips for successful ZOOM PARTICIPATION



MUTE your mic
when you're not
speaking



BACKGROUND
NOISE watch when
turning on mic



Limit the
DISTRACTIONS
around you



Look at the
CAMERA
not your screen



PREPARE & queue
docs or links that
you plan to share



Stay FOCUSED by
not texting or side
conversations



Use GALLERY
VIEW to see all
participants



Use CHAT to ask
questions or share
resources

This Meeting Is Being Recorded

The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.

Please disconnect from this meeting if you do not agree to these terms.

Unwinding Medicaid Continuous Enrollment

Marshall Wilmot, DAD, DMPS

Federal Guidance for the End of Continuous Enrollment

After March 31, 2023:

- States must resume timely application processing within **four months**.
- States must initiate a full redetermination for the total active AHCCCS population within **12 months**.
- When unable to automatically renew eligibility, beneficiaries have **30 days to respond to requests** to verify eligibility information.
- Beneficiaries get a **minimum 10 days of advance notice** before termination or other adverse action and can appeal the decision.
- States must take steps to transition ineligible beneficiaries to other insurance affordability programs.



Processing Renewals

- Eligibility for all 2.5 million members will be re-determined.
- Members are **AT RISK** of losing coverage if they are:
 1. **Non-Responsive:** fail to supply needed documentation
 2. **Factually Ineligible:** shown not to meet at least one condition of eligibility
- After a full redetermination, these members could be found to be *eligible* and will **stay enrolled** or *ineligible* and be **disenrolled**
- It will take approximately **12 months** to complete ALL renewals.

Prioritizing the COVID Override Group

Hybrid approach

- Process “ineligible” before “non-responsive”
- Within these groups process “oldest application date to newest”

Distributing the added workload

- Adjusted post-PHE redetermination batches based on volume of regular monthly renewals due, and
- Aligned household renewal dates and SNAP renewal dates where possible.

Enhancements to Support Unwinding

- [Monthly Renewals Dashboard](#) - posted on 10th of each month
- HEAplus Surge Call Center - implemented April 2023
- HEAplus Chat Bot and Live Chat - implemented April and June 2023
- Address Change Bot in HEAplus - July 2023
- AHCCCS Connect - June 2023
 - Intelligent and targeted texting, phone calls,
 - A mix of paid social, digital, and physical messaging

Member Outreach and Assistance

- AHCCCS will send **a text or letter** the month before the renewal month
- Frequently Asked Questions on www.azahcccs.gov/Renewals, including an image of the renewal letter envelope
- MCOs helping with member outreach to maintain coverage or connect individuals to alternate coverage options
- Chatbot and live chat on www.healthearizonaplus.gov
- Paid social media posts, text and email campaign

Member Communication

IS YOUR MAILING ADDRESS UP TO DATE?

Make sure AHCCCS has your current mailing address, phone number, email, or other contact information so they'll be able to contact you about your coverage.



CALL 1-800-377-3536 TO MAKE AN APPOINTMENT WITH AN ENROLLMENT ASSISTOR OR VISIT COVERAZ.ORG.

Arizona Alliance
FOR COMMUNITY HEALTH CENTERS
Primary Healthcare for All

FAA-1490AENVNA (3-18)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
FAMILY ASSISTANCE ADMINISTRATION
MAIL DROP
PO BOX 19009
PHOENIX AZ 85005-9009

DEAR AHCCCS MEMBER
Have you received the letter to renew your eligibility?

PLEASE RESPOND OR YOU MAY LOSE YOUR BENEFITS




¿Has oído las noticias?

AHCCCS
Arizona Health Care Cost Containment System
reiniciará las revisiones de elegibilidad.

NO ARRIESGUE UNA INTERRUPCIÓN EN SU COBERTURA DE MEDICAID O CHIP
PREPÁRESE PARA RENOVAR AHORA.

Seguir estos pasos ayudará a determinar si aún califica:

- Asegúrese de que su información de contacto esté actualizada.
- Revise su buzón en busca de una carta.
- Llene su formulario de renovación (si recibe uno).

¿Tiene Preguntas?

Visite www.healtharizonaplus.gov o llame 1-855-HEA-PLUS (1-855-432-7587)

para obtener ayuda o para actualizar su información de contacto hoy.

REV. 7/20/2022

DON'T GET DROPPED

Update your contact information with AHCCCS today!

www.coveraz.org/connector

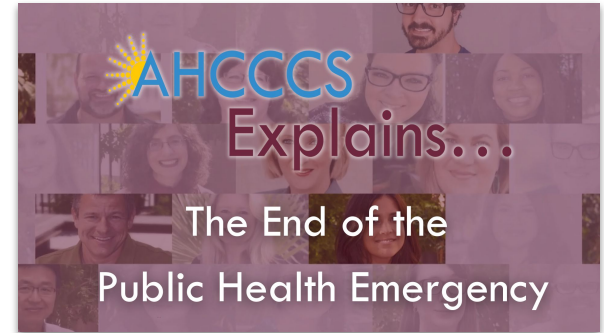


AHCCCS MEMBERS:
Get ready to renew!




Help Us Get the Word Out!

- Use the toolkits & collateral at azahcccs.gov/Renewals
- Mention renewals at patient information events
- Become a Community Assistor Organization to help members with applications & renewals
- Translate our materials to other languages your community uses (ASL, Navajo, Hopi)



What Can Members do Today to Prepare?

Update contact info in HEAplus

[See this flier](#) for help with address changes in HEAplus.

Log in or create an account at www.healthearizonaplus.gov

Regular AHCCCS renewals have started. Make sure AHCCCS can reach you.

Update Your Contact Information & Sign Up for Text or Email Alerts


AHCCCS needs your current **mailing address, phone number, and email address** to make sure you get important notifications when your renewal is due. It's easy to update your contact information. Here are a few ways to do it:

- Login to your account at www.healthearizonaplus.gov and sign up for texts or emails from AHCCCS.
- Contact a Community Assistor organization. Find a list on www.healthearizonaplus.gov.
- Call your health plan. The phone number is on the back of your AHCCCS ID card.
- Call Health-e-Arizona Plus at 1-855-HEA-PLUS (1-855-432-7587), Monday through Friday 7:00 a.m. - 6:00 p.m.
- ALTCs members need to call 1-888-621-6880 to update their address or to get help completing their renewal.

Take action quickly when you get a notice from AHCCCS (Medicaid)

- ✓ Check your mailbox for renewal information and respond quickly.
- ✓ If you are no longer eligible for AHCCCS, get help from www.coveraz.org to find other coverage options.

Visit the [AHCCCS Renewals web page](#) for more information.


Arizona Health Care Cost Containment System

How To Report a Change in Health-e-Arizona PLUS

[See this flier](#) for how to update contact information in HEAplus

Make sure AHCCCS can reach you!


Update Your Contact Information Today

- Login online (this is fastest!)

WHAT YOU NEED
Health-e-ArizonaPlus username
Health-e-ArizonaPlus password

WHAT TO DO

1. Go to www.healthearizonaplus.gov
2. Click "Report a Change"



3. On the "How to Report Changes" screen, click "Next"

4. Choose:
"New Contact Information" if only your mailing address changed (example: changing from a street address to a PO Box)
OR
"Household Move" if the entire household is moving
Choose "Moved within Arizona" or "Moved Out of Arizona"

5. Enter new mailing address

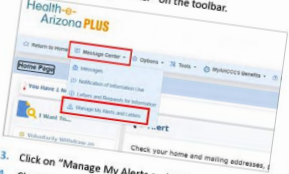
- Call: (855) HEA-PLUS (432-7587)
- Mail: P.O. BOX 19009, Phoenix, AZ 85005

Get Text or Email Alerts From AHCCCS

Don't wait for the mail to be delivered - go paperless! Sign up for text or email alerts from AHCCCS.


It's easy! All you need is a Health-e-Arizona Plus online account.

1. Log in to Health-e-Arizona Plus at www.healthearizonaplus.gov
2. Go to "Message Center" on the toolbar.



3. Click on "Manage My Alerts and Letters."

4. Choose the preferred letter and alert options. You may choose email, text, or both.



AHCCCS
Arizona Health Care Cost Containment System

Rev: 2023-4-12

Reapplication After Renewal: Coverage Examples

Example: Renewal response not received and **coverage ends May 31**. Customer responds to the renewal and provides any requested proof:

In the renewal month = renewed with **no gap** in coverage.

Act in May > **Eligible June 1st**

In the month after their renewal month = renewed with **no gap** in coverage.

Act in June > **Eligible June 1st**

60 days after their renewal month = renewed with a **30-day gap** in coverage.

Act in July > **Eligible July 1st**

90 days after their renewal month = renewed with a **60-day gap** in coverage.

Act in August > **Eligible August 1st**

After 90 days, the Reapply button disappears and the customer must complete a new application.

More Renewal Resources

- [AHCCCS Population Reports](#) including initial applications
- [CMS Unwinding Toolkit](#)
- [Healthcare.gov Special Enrollment Period](#)
- [Summary of the AHCCCS PHE Unwinding Operational Plan](#)

Thank You.

Follow & Support AHCCCS on Social Media

facebook

twitter

 Instagram

LinkedIn

 YouTube

Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

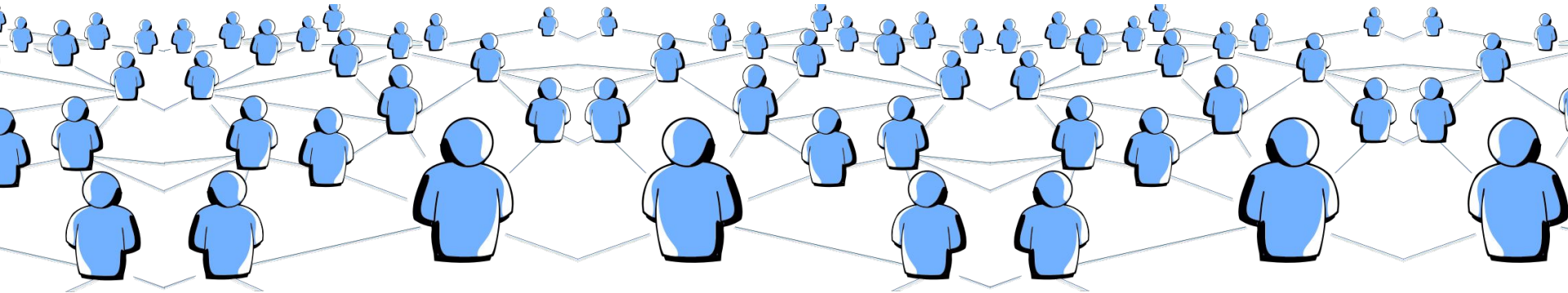
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



Learn about AHCCCS' Medicaid Program on YouTube!

AHCCCS
Explains...

Medicaid Eligibility

AHCCCS
Explains...

ALTCS

AHCCCS
Explains...

Health-e-Arizona Plus



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [Future RBHA Competitive Contract Expansion](#)



Please take the survey

to help us better
tailor meetings to
meet your needs.