



Welcome to AHCCCS OIFA System Navigation

You were automatically muted upon entry.

Please only join by either your phone or your computer.

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

Thank you.





AHCCCS OIFA System Navigation

How to Find a Provider
January 24, 2023

OIFA AHCCCS Team

- Susan Kennard, Administrator
- Chaz Longwell, Recovery and Resiliency Coordinator
- Cynthia Burr, Children's Behavioral Health Community Liaison
- Jamie Green, Healthcare Advocacy Coordinator
- Austin Hernandez, Administrative Assistant

Introductions

Type in chat:

- First Name
- Snow or Sun



Finding a Provider: Where to Start

- Search your health plan provider web page
- Call your health plan member services department
- Ask your friends and family
- Ask your other health care providers



Which Provider Can Best Meet Your Needs?

- Primary Care Provider (PCP) - A Primary Care Provider (PCP) is who you see for your general health concerns
- Specialty Provider - Specialty providers have specific areas of expertise such as nutritionist, cardiologist, ear/nose/throat, etc.
- Behavioral Health Providers - Behavioral health providers offer a variety of mental health or substance use services.

Questions to Ask a Provider

- Is the Provider contracted with your health plan?
- What are the appointment and scheduling options?
- Is there urgent care or after hour appointment availability?
- Is telehealth an option?
- Are there multiple locations to choose from?
- Does the provider deliver both physical and behavioral health?



Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	oifa@azahcccs.gov
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	melisbrown@azcompletehealth.com
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	OIFAteam@bannerhealth.com
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	OIFA@care1staz.com
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	CHPCompliance@azdcs.gov
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	OIFABHAdvocate@azdes.gov
Molina Complete Care	Mackenzie Tewell	Interim Administrator, Individual and Family Affairs	928.963.4910	MCCAZ-OIFA@molinahealthcare.com
Mercy Care	Laura Piontkowski	Administrator, Office of Individual and Family Affairs	602.621.0110	OIFAteam@mercycaarez.org
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	OIFA@azblue.com
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	advocate.oifa@uhc.com

Updated 1.4.23

Upcoming AHCCCS Community Events



- Office of Human Rights: Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness? ([click to register](#))
 - 1/26/23, 3:00 p.m. - 4:30 p.m.
- Housing and Health Opportunities (H2O) Waiver Forum ([click to register](#))
 - 1/31/23, 11:00 a.m. - 12:00 p.m.
- Hot Topics ([click to register](#))
 - 2/13/23, 11:00 a.m. - 11:30 a.m.
- Building Partnerships Community Policy Meeting ([click to register](#))
 - 2/13/23, 12:00 p.m. - 1:00 p.m.

Questions?
Want to attend?
Reach out to OIFA at
oifa@azahcccs.gov

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Two Easy Ways to Join

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Message and data rates may apply.

or

2 Subscribe at
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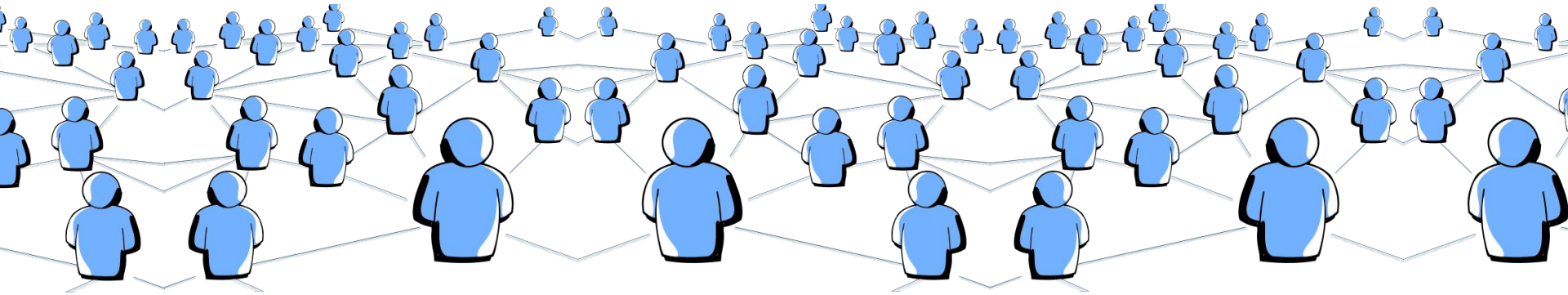
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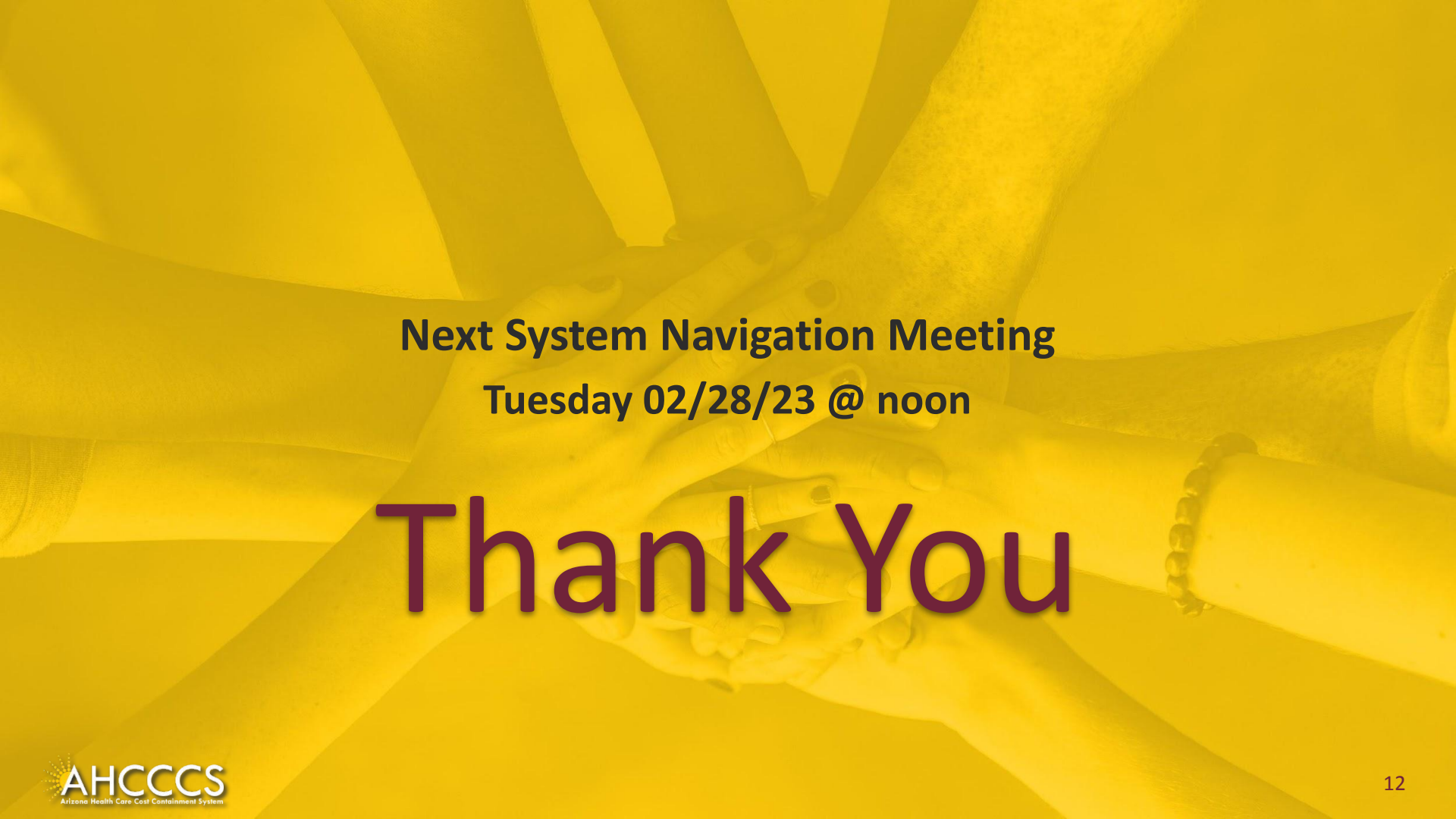
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Next System Navigation Meeting
Tuesday 02/28/23 @ noon

Thank You