



# Parents as Paid Caregivers

## Waiver Amendment

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Division of Community Advocacy and Intergovernmental Relations



## Welcome to Parents as Paid Caregivers Waiver

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.

# 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**

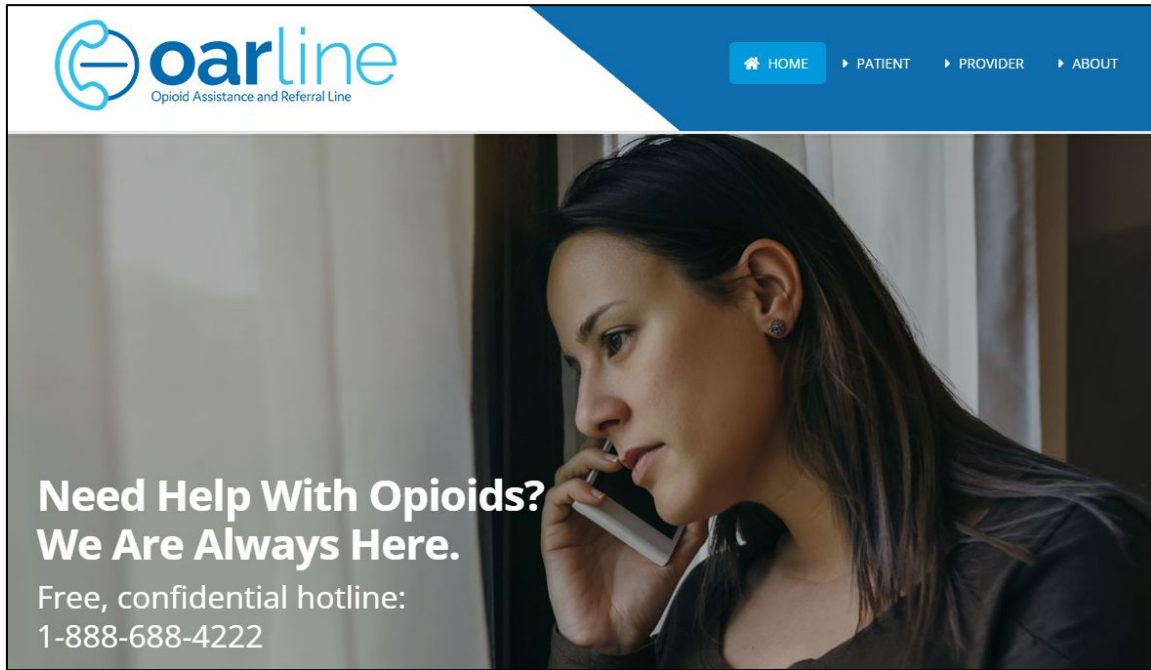
## South GSA

- **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

The image shows a screenshot of the OARLine website. At the top left is the logo for 'oarline' with the tagline 'Opioid Assistance and Referral Line'. To the right of the logo is a navigation menu with links for 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. Below the navigation is a large photograph of a woman with long dark hair talking on a mobile phone. In the bottom left corner of the photograph, there is white text that reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'.

**Email:**

[AzOarline@gmail.com](mailto:AzOarline@gmail.com)

[www.azdhs.gov/oarline](http://www.azdhs.gov/oarline)

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

## Need to report a change?

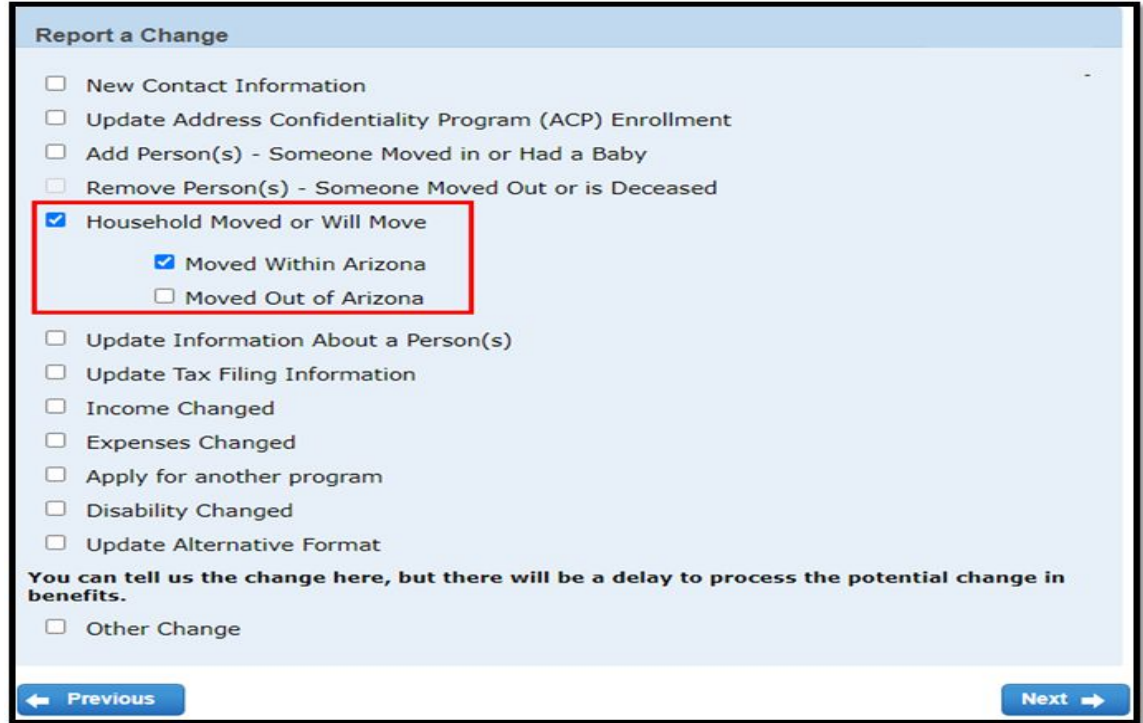
The screenshot shows the Health-e-Arizona PLUS user interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red rectangular box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', '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, beginning 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 search bar at the top containing the URL [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov). 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.' To the right, a laptop displays a webpage with a 'Thank You for Connecting With Us' message and a 'My Information' section. The AHCCCS logo is at the bottom left, and the text 'Individual and Family' is on the right.

Log in or create an account today at [www.healtharizonaplus.gov](http://www.healtharizonaplus.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

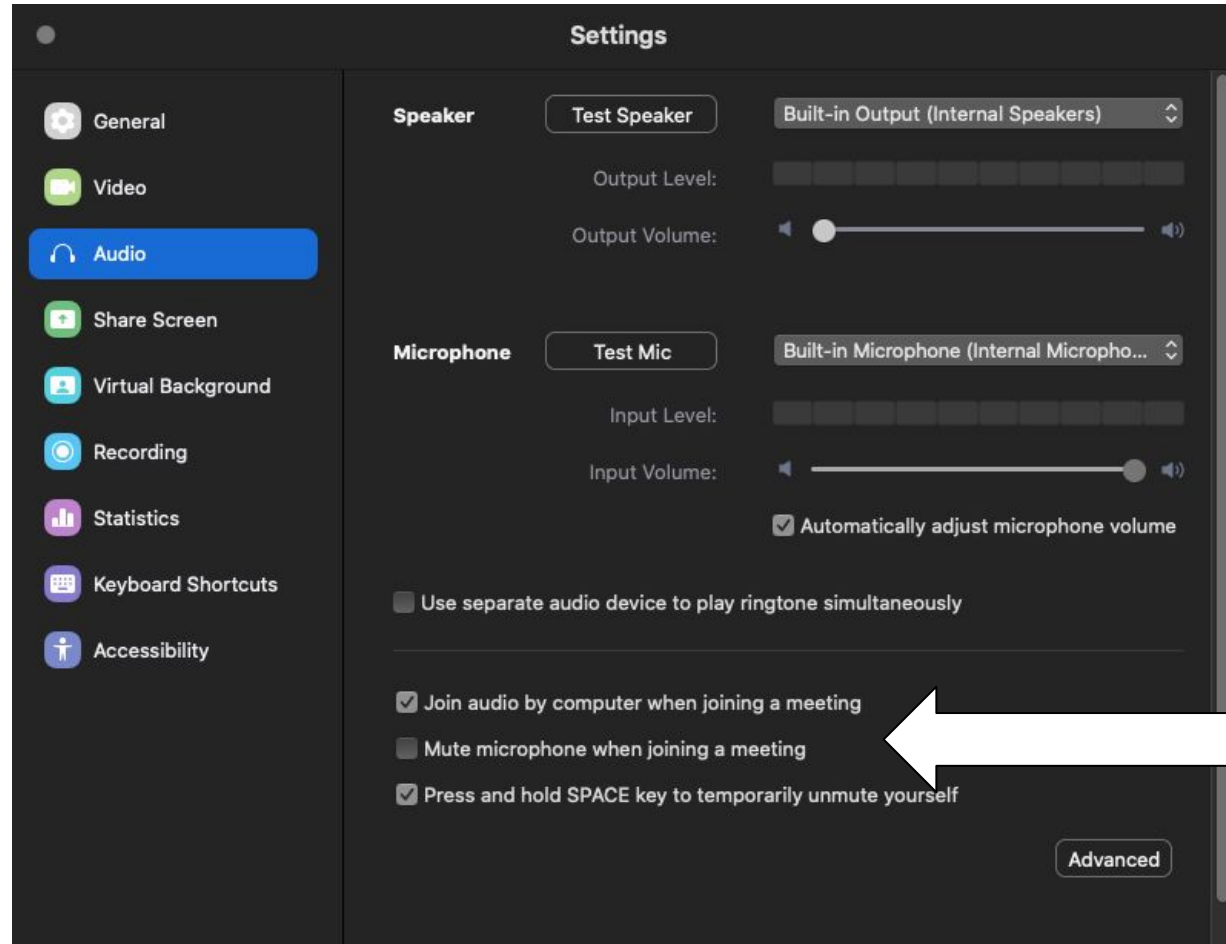
**You can tell us the change here, but there will be a delay to process the potential change in benefits.**

- Other Change

← Previous Next →



# Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' selected and highlighted in blue. The main panel is titled 'Settings' and is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for the output device (set to 'Built-in Output (Internal Speakers)'), an 'Output Level' indicator, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for the input device (set to 'Built-in Microphone (Internal Micropho...)'), an 'Input Level' indicator, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are several checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). An 'Advanced' button is located at the bottom right of the settings panel. A large white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

**Settings**

**Speaker** Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

**Microphone** Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

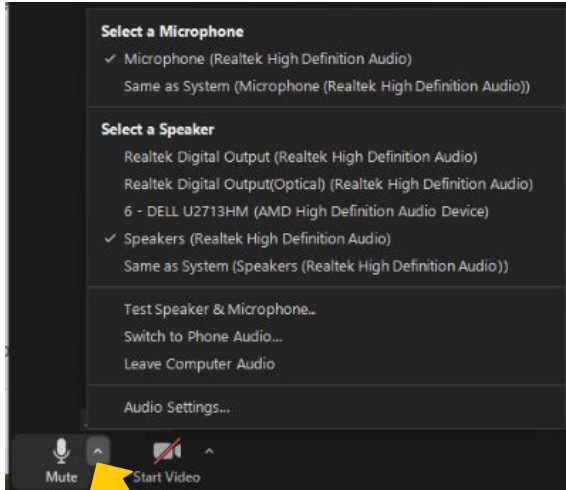
Press and hold SPACE key to temporarily unmute yourself

Advanced

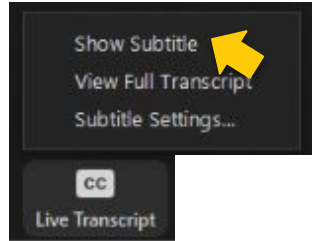
# Zoom Webinar Controls

## Navigating your bar on the bottom...

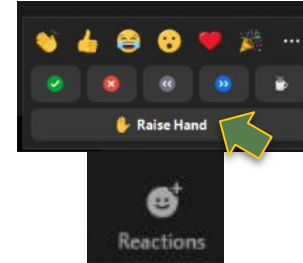
Audio Settings



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.**

# Introduction & Welcoming Remarks

# Section 1115 of the Social Security Act

- Allows states flexibility to design Demonstration projects that promote the objectives of the Medicaid program,
- Demonstration projects are typically approved for a five-year period and can be renewed every five years,
- Must be budget neutral, meaning that federal spending under the waiver cannot exceed what it would have been in absence of the waiver, and
- Must undergo extension evaluations with an independent evaluator.

# Parents as Paid Caregivers Waiver Amendment

# Parents as Paid Caregivers


- **Eligible Individuals:** Eligible minor Arizona Long-Term Care (ALTCS) members who require home and community-based services (HCBS).
- **Benefits:**
  - Allows legally responsible parents to receive payment for “extraordinary” direct care services (attendant care, habilitation, personal care, and homemaker services) approved under the 1115 demonstration waiver, and
  - Parents would be limited to 40 hours of paid care, per child, in a given week and cannot exceed more than 16 hours in a single day.



# Public Comment Review

- AHCCCS formally concluded the public comment period on 8/21/23 and throughout the process AHCCCS:
  - Engaged over 1,700 stakeholders through community forums and other stakeholder meetings.
  - Received over 2,100 total pieces of feedback through verbal, chat, and email responses with the most common themes:
    - Adding habilitation as a covered service,
    - Concern with the 40 hour limitation and date of implementation,
    - Inability to find habilitation providers,
    - Countless valuable personal experiences, and many more.

# Parents as Paid Caregivers Overview



Pre-PHE (1988-2020)	During-PHE (2020-2023)	After-PHE (2023- →)
<p>No ability for parents to be paid as caregivers for their minor children</p> <p>Ability for parents of adult children (and other family members) to provide care has been a long standing feature of the ALTCS program</p>	<p>Parents as Paid Caregivers of their Minor Children- Temporary flexibility offered by CMS to address challenges presented by PHE.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>- Paying parents for services such as attendant care and habilitation</li> <li>- No hourly limitations</li> </ul> <p>Parents of adult children (and other family members) remained in place</p>	<p>Proposal looks to continue aspects of the program including:</p> <ul style="list-style-type: none"> <li>- Paying parents for attendant care <b>and habilitation</b></li> <li>- 40 hour limitation for parents <b>with a phase down approach</b></li> <li>- Inclusion of family support services for ALTCS members and families</li> </ul> <p>Parents of adult children (and other family members) will remain in place</p>

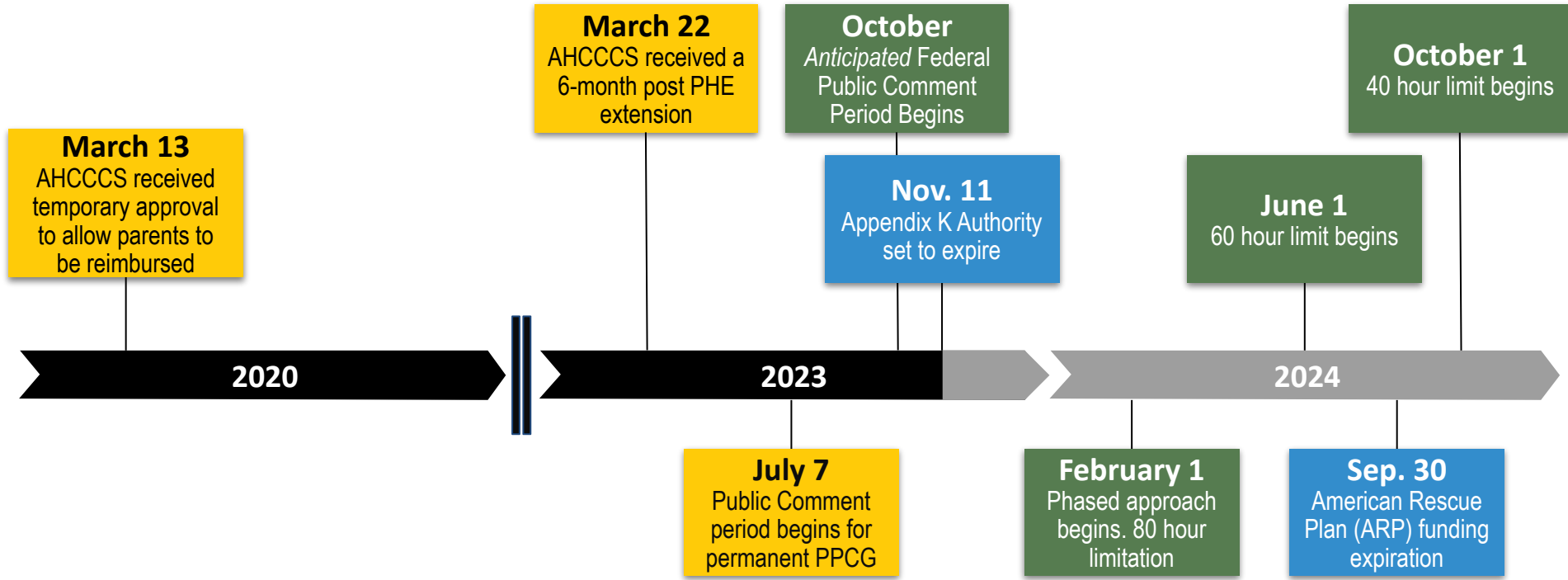
# Proposed Phased Approach

- Currently, in Arizona, there are 277 (8%) members receiving over 40 hours of paid care from their parent providers out of the total 3,454 members with parent DCWs.
- AHCCCS is proposing a phased-in approach for these families currently over the 40 hour limitation:
  - Until January 31, 2024: No hourly limitation
  - 2/1/2024 to 5/31/24: 80 hour per week limitation
  - 6/1/24 to 9/30/24: 60 hour per week limitation
  - 10/1/2024 and thereafter: 40 hour per week limitation
- Note: Recent CMS guidance allows for the automatic extension of certain PHE HCBS programs past November 11 to allow for negotiations to make programs permanent, if applicable.

# Next Steps

- AHCCCS will finalize the public comment review and submit the formal proposal to CMS within the coming weeks
- Following submission of the proposal, CMS will then undergo a federal comment period where additional comments can be submitted
- Negotiations will then begin following the federal public comment period

# Parents as Paid Caregivers - Proposed Timelines



# Operational/Policy Improvements

- Upon CMS approval, the following operational and policy modifications will be implemented:
  - Maintenance of effort for providers on workforce planning, recruitment, and retention,
  - Update to Habilitation policy including demonstrated competency requirements,
  - Focus on Respite recruitment and retention,
  - Incorporate an extraordinary care assessment into service planning, and
  - More clear definitions and guidance for “legally responsible parent.”

# Data Snapshot

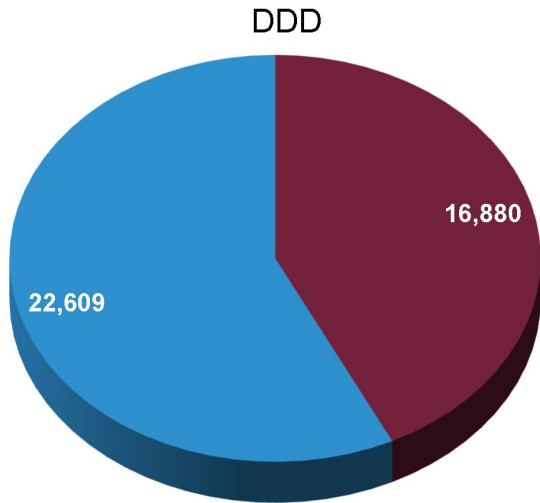
# Data Caveats

- Based on EVV data from January - March 2023 for attendant care and habilitation services,
- Reflects members under the age of 18 at the time of service,
- Currently, there is no identifier to indicate if the person delivering the in-home care service is a parent, and
- Does not include respite, IDLA habilitation (daily), group home, or day program workforces.

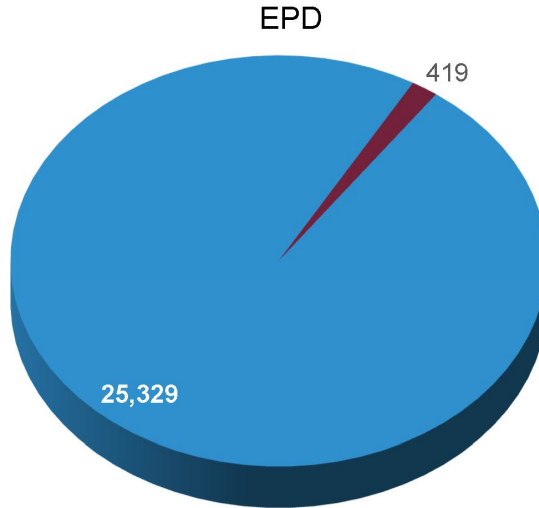


# Total # of Minors vs. Total Enrollment

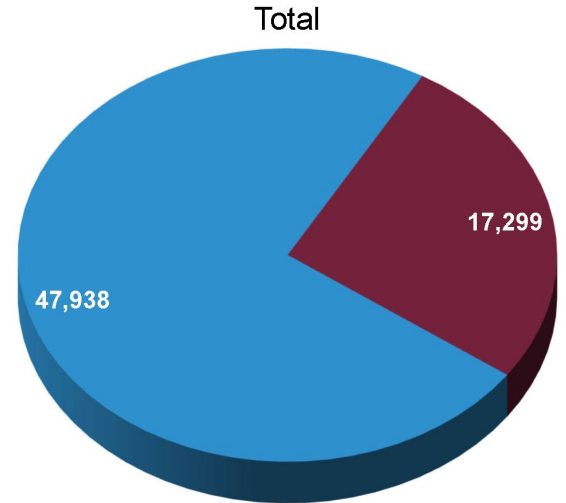
■ # of minor children living at home receiving HCBS\*   ■ Other Members



Total: 39,489



Total: 25,748



Total: 65,237

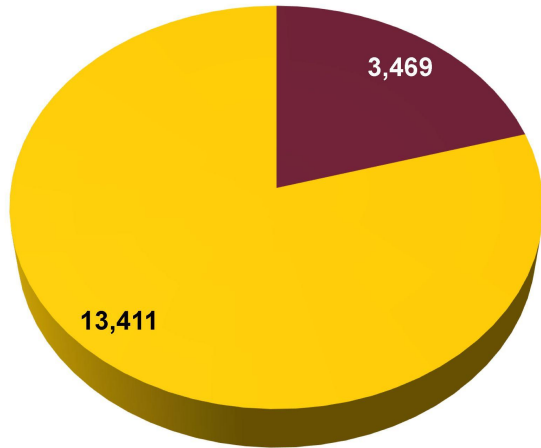
\*Data represents both parent and non-parent providers

# Number of Minor Children Served by Parent

■ #of minor children served by parent

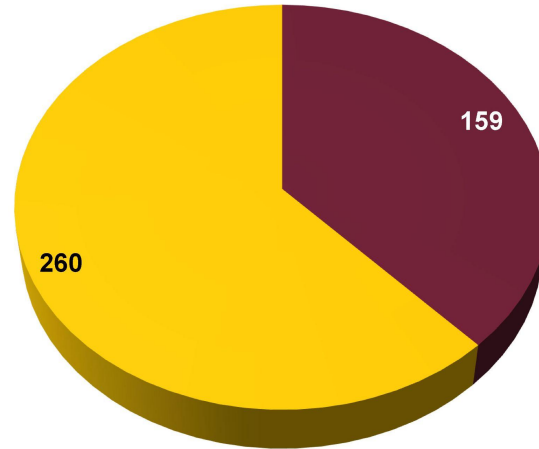
■ Minor members not served by parents

DDD



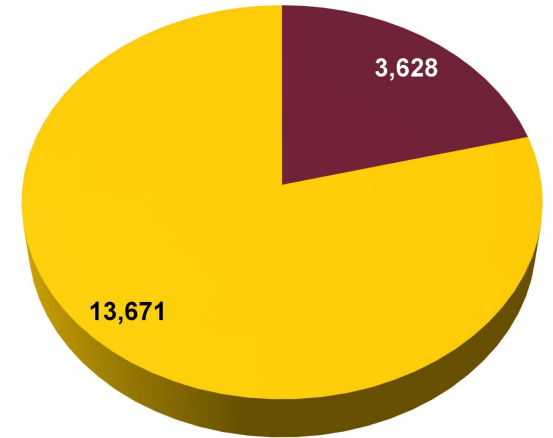
Total: 16,880

EPD



Total: 419

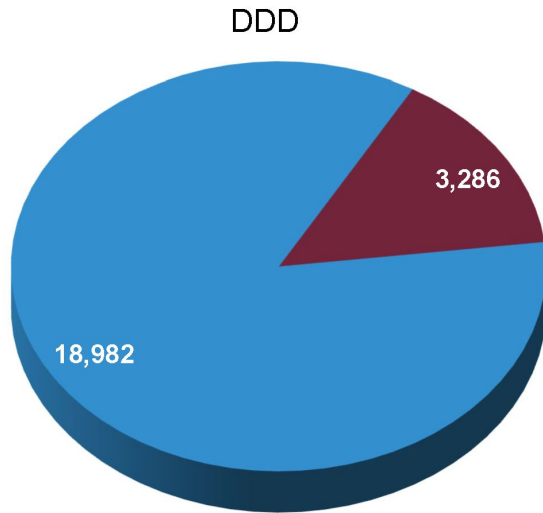
Total



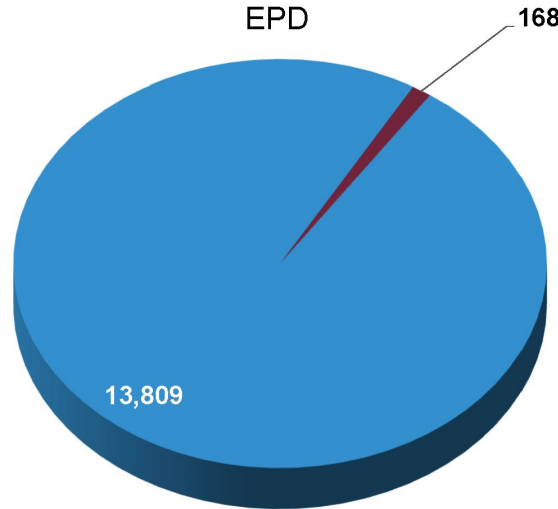
Total: 17,299

# Direct Care Worker Provider Comparison

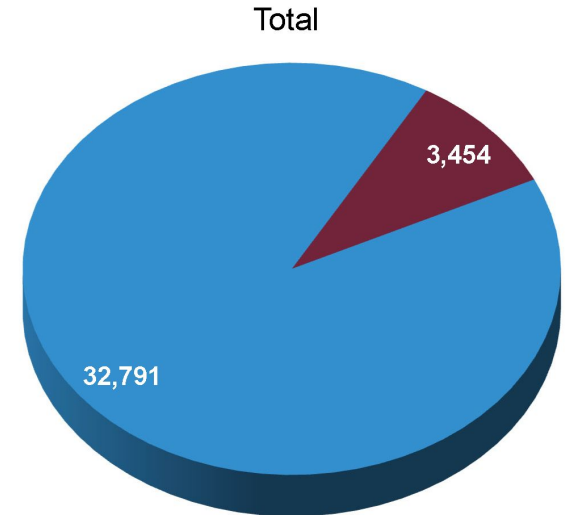
■ Total # of parent DCWs    ■ Total # of other DCWs\*



Total: 22,268



Total: 13,977

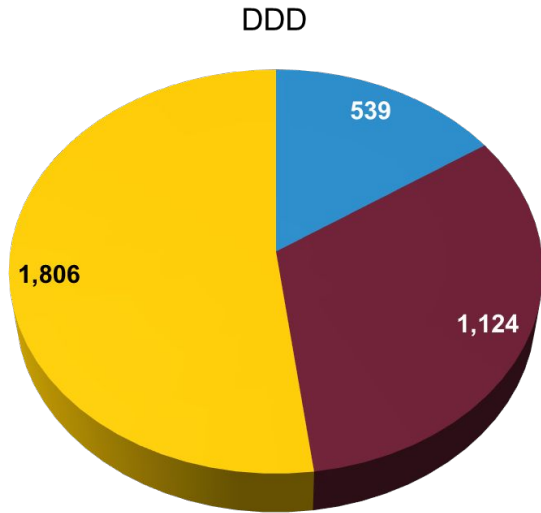


Total: 36,245

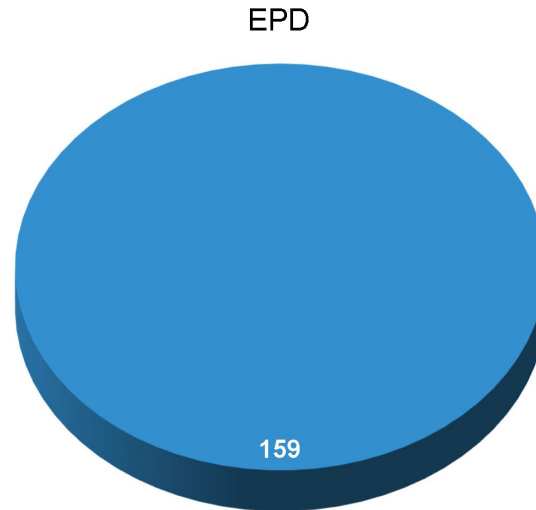
\*Total representing only those who provide ATC or HAH services ; some DCWs may serve both EPD and DDD members

# Services Provided to Minor Members by Parents

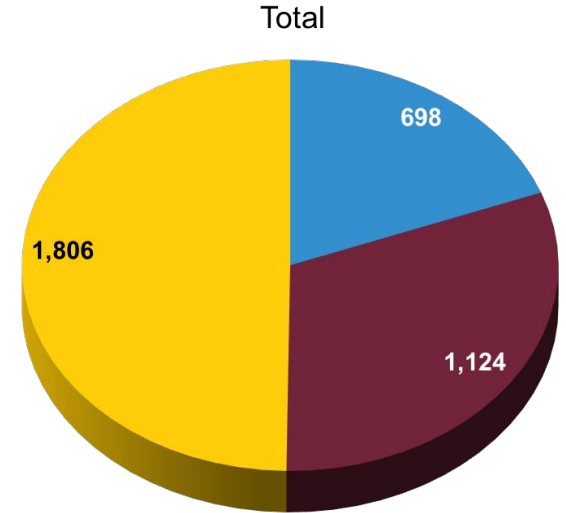
■ Attendant Care   ■ Attendant Care and Habilitation   ■ Habilitation



Total: 3,469



Total: 159

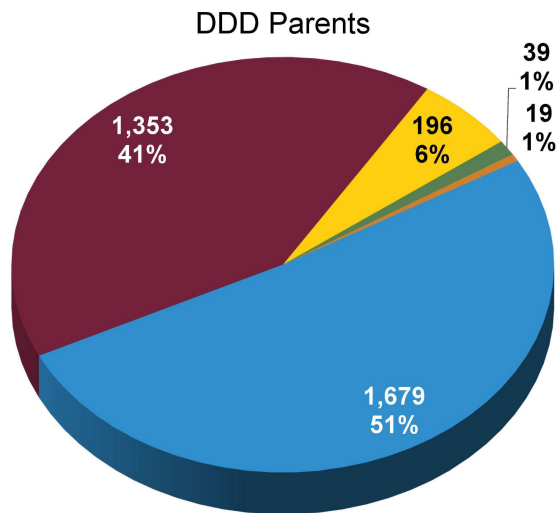


Total: 3,628

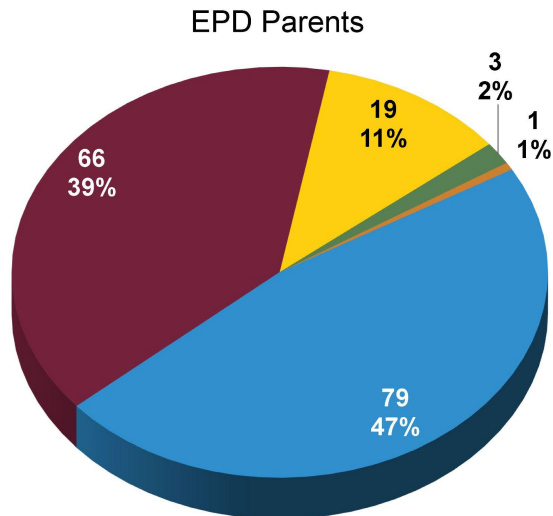
Note: The graphs represent the number of members receiving each service (or combination of services) by their parents.

# Weekly Paid Hours by Parents to their Child

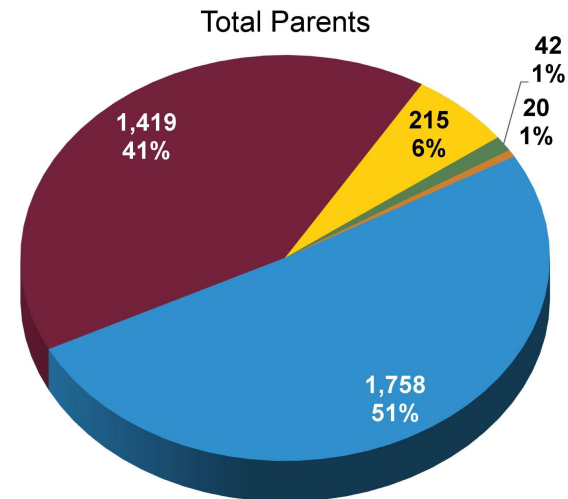
■ 0-20 ■ 21-40 ■ 41-60 ■ 61-80 ■ 80+



Total: 3,286



Total: 168



Total: 3,454

# Discussion & Questions

# Resources

# Parents as Paid Caregivers Resources

- More information on the Parents as Paid Caregivers Waiver Amendment can be found at [www.azahcccs.gov/Resources/Federal/PendingWaivers/ParentCareGivers.html](http://www.azahcccs.gov/Resources/Federal/PendingWaivers/ParentCareGivers.html).
- The web page includes a summary of Arizona's Demonstration amendment request.



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 YouTube

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

Handle:

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

Handle:

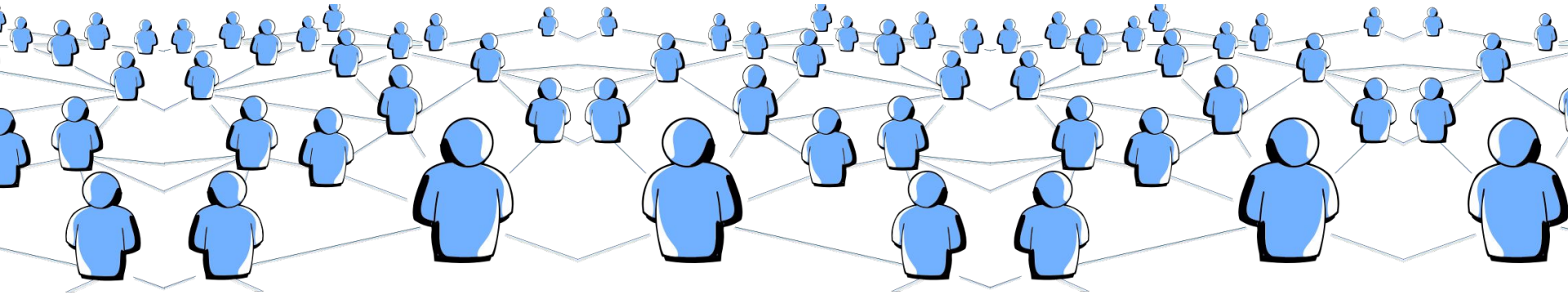
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

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



# Learn about AHCCCS' Medicaid Program on YouTube!



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](#)



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to help us better  
tailor meetings to  
meet your needs.