



# Welcome to AHCCCS OIFA System Navigation

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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

Tuesday, January 23, 2024

## OIFA AHCCCS Team

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

# Introductions

Type in chat:

- First Name
- Choose one word to describe the past year and one you hope will describe this year



# Serious Emotional Disturbance

Cynthia Burr & Ashley Gill

# What Is a Serious Emotional Disturbance?

- A designation used to identify children who have a mental, behavioral, or emotional disorder which substantially interferes with or limits the child's ability to function in family, school, or community activities.
- Designation can identify higher needs and match services to the member's specific needs.



## What is the Criteria?

In order to receive an SED determination an individuals must:

- Be under age 18 years old,
- Have a qualifying diagnosis,
- Have serious impairment due to the symptoms of their diagnosis, or be at risk of deterioration if adequate supports and services are not provided.

## What is the Benefit of the SED Designation?

Children with an SED designation may qualify for:

- AHCCCS covered behavioral and physical health services
- Need based higher levels of care
- Crisis Intervention services
- Traditional Healing Services
- Auricular Acupuncture
- Behavioral Health Residential Facility



## How to Request a SED Designation?

The parent/guardian (Health Care Decision Maker - HCDM) may call their primary care provider (PCP), their established behavioral health provider, their health plan (AHCCCS or commercial/private insurer), or their school to request an SED eligibility determination. If the child is uninsured/underinsured, the parent/guardian can contact the local [AHCCCS Complete Care-Regional Behavioral Health Agreement](#) (ACC-RBHAs and request an evaluation appointment).

# What to Expect During the Designation Process?

- HCDM and child meet with assessor within 7 days of application
- Packet submitted to Solari
  - Solari reviews (decision within 3 days)
    - Review may take up to 60 days for additional information to be reviewed
- Decision made (SED eligible, Not SED)
- HCDM notified of decision

## What Happens at the age of 18?

An SED designation does not automatically become an SMI designation when a child turns 18 years old. A child is eligible to receive an [SMI evaluation](#) at age 17 years and 6 months of age. The SED and SMI determination processes are separate.

More information can be found in the [SED Determination FAQs](#) document.

# OIFA Contact Information

Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	<a href="mailto:oifa@azahcccs.gov">oifa@azahcccs.gov</a>
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	<a href="mailto:melisbrown@azcompletehealth.com">melisbrown@azcompletehealth.com</a>
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	<a href="mailto:OIFAteam@bannerhealth.com">OIFAteam@bannerhealth.com</a>
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	<a href="mailto:OIFA@care1staz.com">OIFA@care1staz.com</a>
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	<a href="mailto:CHPCompliance@azdcs.gov">CHPCompliance@azdcs.gov</a>
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	<a href="mailto:OIFABHAdvocate@azdes.gov">OIFABHAdvocate@azdes.gov</a>
Molina Complete Care	Veronica De La O	Administrator, Individual and Family Affairs	602.489.4165	<a href="mailto:MCCAZ-OIFA@molinahealthcare.com">MCCAZ-OIFA@molinahealthcare.com</a>
Mercy Care	Tyson Gillespie	Administrator, Office of Individual and Family Affairs	520.539.1277	<a href="mailto:Tyson.Gillespie@mercycaresaz.org">Tyson.Gillespie@mercycaresaz.org</a>
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	<a href="mailto:OIFA@azblue.com">OIFA@azblue.com</a>
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	<a href="mailto:advocate.oifa@uhc.com">advocate.oifa@uhc.com</a>

# Upcoming AHCCCS Community Events

- Building Partnership Community Policy
  - 2/12/24 12:00 p.m. -1:00 p.m.
  - [Join](#) Meeting
- Jacob's Law
  - 2/22/2024 1:00 p.m. - 3:00 p.m.
  - [Register](#)
- System Navigation
  - 2/27/24 12:00 p.m. - 12:30 p.m.
  - [Register](#)



Questions?  
Want to attend?  
Reach out to OIFA at  
[oifa@azahcccs.gov](mailto:oifa@azahcccs.gov)

# Subscribe to OIFA's Friday Newsletter

It's easy to join our mailing list!

## Two Easy Ways to Join

1 Text **OIFALIST** to **22828**  
Message and data rates may apply.

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2 Subscribe at  
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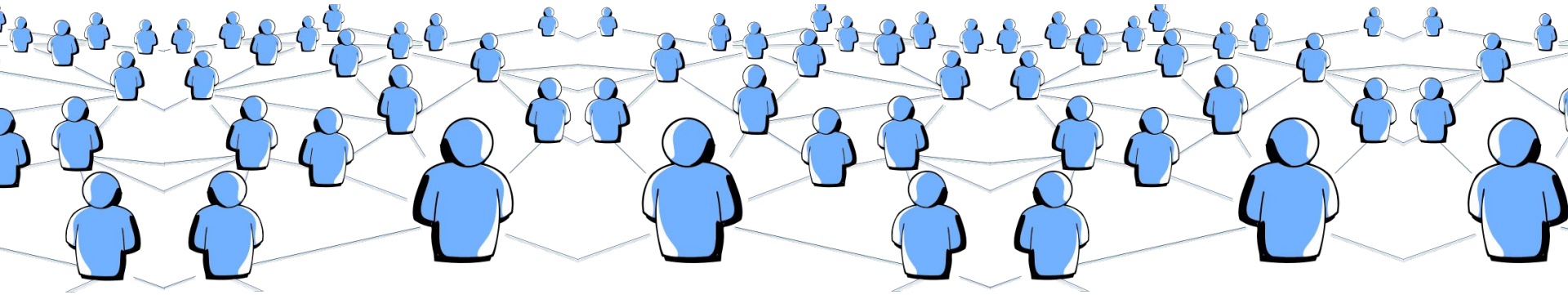
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**Next System Navigation Meeting**  
**Tuesday 2/27/24 @ noon**

**Thank You**