



Welcome to today's Tribal Consultation meeting!

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.

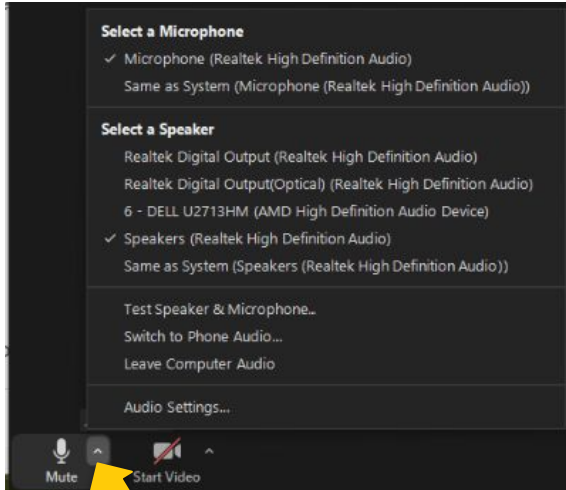


Thank you.

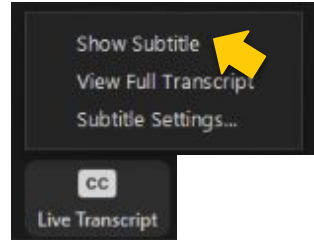
Zoom Webinar Controls

Navigating your bar on the bottom...

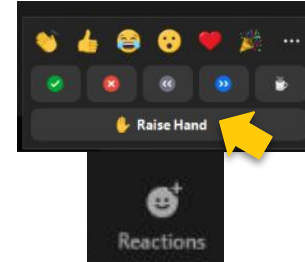
Audio Settings



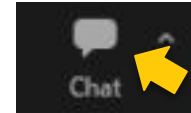
Turn on Closed Captioning



Raise Hand



Chat

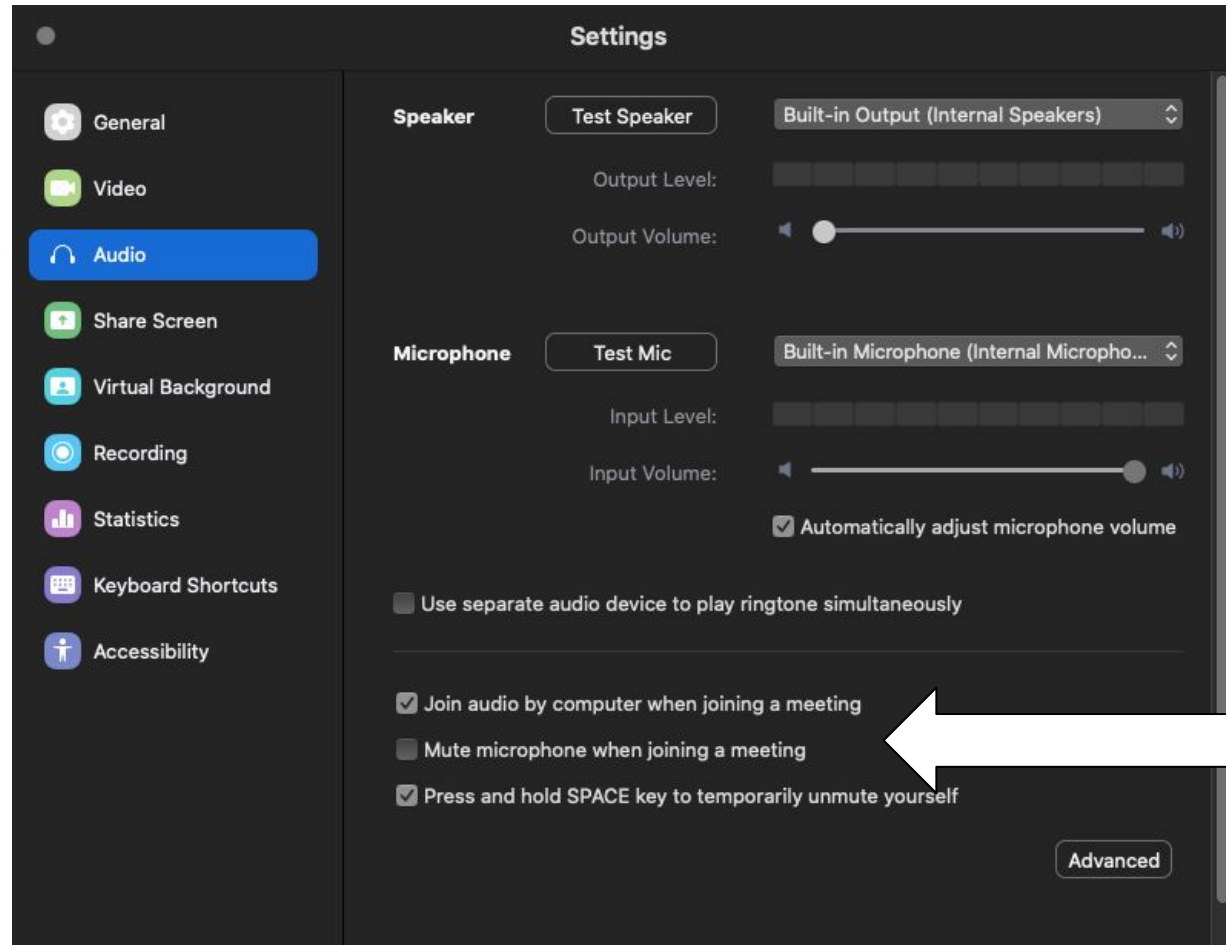


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' highlighted in blue. The main panel is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for '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 '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 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

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

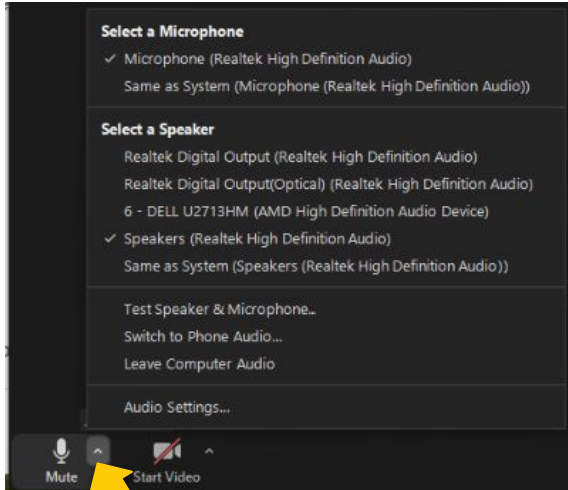


Use CHAT to ask
questions or share
resources

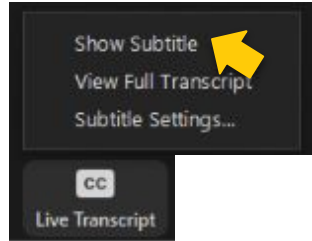
Zoom Webinar Controls

Navigating your bar on the bottom...

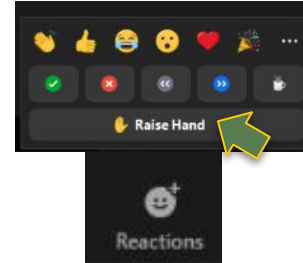
Audio Settings



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

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.

Agenda

Opening Prayer & Welcome - Dr. John Molina

Opening Remarks & AHCCCS Director Updates - Carmen Heredia

OIG Updates - Vanessa Templeman

AACIHC Overview & Updates - Kim Russell

ADHS Overview & Updates - Gerilene Haskon & Cindy Graham

Scope of the Problem: The Tribal Perspective - Open Floor

DFSM Management Strategies - Markay Adams & Melina Solomon

American Indian Health Program Enrollment - Julie Swenson

OPEN DISCUSSION

Closing Remarks - Carmen Heredia

Next Steps, Announcements & Adjournment



Special Tribal Consultation Meeting

April 04, 2023

Opening Prayer & Welcome



Dr. John Molina
Health Service Director
NATIVE HEALTH

AHCCCS Director Updates



Carmen Heredia
AHCCCS Director

- Our Commitment
 - Our Approach
 - Collaboration

Open Discussion

Office of Inspector General Updates

Vanessa Templeman
AHCCCS Inspector General

Credible Allegation of Fraud

- Why are Credible Allegations of Fraud preliminary?
 - Reliable indicia of fraud
- If a company has multiple IDs, does a CAF apply to them all?
 - No, CAFs are provider Id specific
- How are providers notified?
 - Via certified mail
- Can a CAF be reversed?
 - Good Cause
 - Evidentiary Support
 - Criminal Matter

Credible Allegation of Fraud

Federal Fiscal Year	Number of Credible Allegation of Fraud Payment Suspensions instituted
FFY23 (10/1/22-current)	38
FFY22 (10/1/21-9/30/22)	19
FFY21	32
FFY20	11
FFY19	0
FFY18	0

Credible Allegation of Fraud

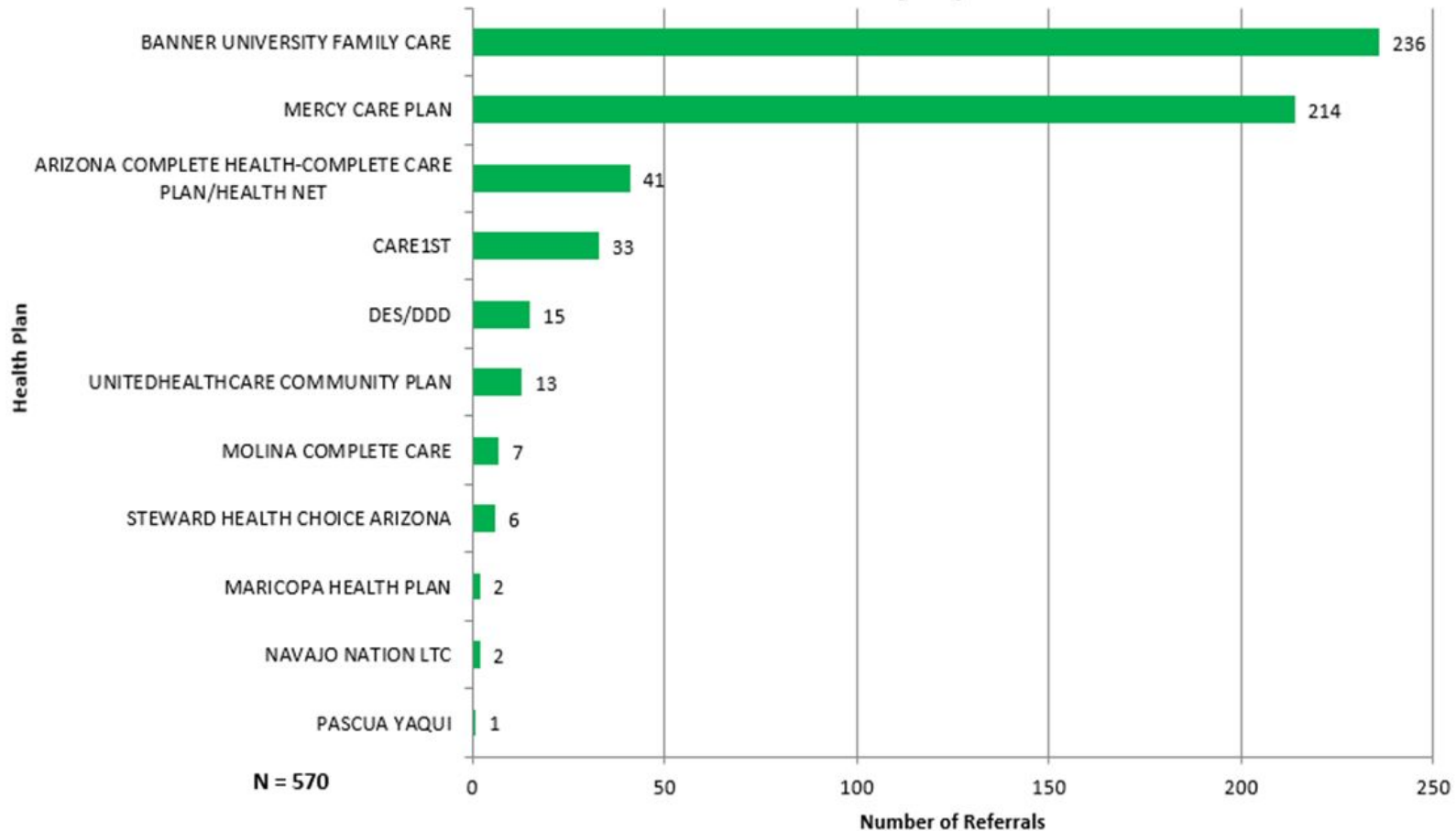
A Credible Allegation of Fraud is a preliminary action OIG is required to take to stop payments to providers who are suspected of potentially fraudulent activities.

- OIG will cc TRBHAs on all Credible Allegation of Fraud notices starting 4/4/2023
- OIG reviewing potential publication of providers who are under a CAF on AHCCCS website.

Referrals

- Is a member name needed in order to submit a referral?
 - No, OIG investigates matters related to members and providers. Cross over identification is not needed in order to refer any suspected fraud, waste and abuse.
- Can referrals be made anonymously?
 - Yes. OIG currently receives several anonymous referrals.
- Does OIG verify receipt of referrals and provide updates?
 - OIG will verify referral receipt
 - OIG does not provide case updates

SFY23 Health Plan Referrals as of 2/28/2023



N = 570

Number of Referrals

Coordination and Information Sharing

- **OIG Compliance Officers Networking Group (CONG)**
 - Quarterly meetings designed to discuss a variety of compliance items, hear information from OIG directly, and various speakers who operate in the FWA arenas.
- **NAMPI: National Association of Medicaid Program Integrity**
 - NAMPI encompasses all 50 states and territories
 - Their primary task focuses on instances of fraud and abuse in the Medicaid Medical Assistance Program
 - Conference is in Phoenix this year.

Other OIG Actions

- Terminating providers
 - In conjunction with ADHS information sharing
- Cease and Desist
 - Inappropriate advertising
 - Recruiting
- Site Visits should our case necessitate such actions

Ways to Report Suspected FWA

- Email: AHCCCSFraud@azahcccs.gov
- Online:
<https://www.azahcccs.gov/Fraud/ReportFraud/onlineform.aspx>
- Phone: 602.417.4045 or 888-ITS-NOT-OK (888.487.6686)

Open Discussion

Arizona Advisory Council on Indian Health Care (AACIHC)

AACIHC Overview & Updates



Kim Russell
AACIHC Director



ARIZONA ADVISORY COUNCIL ON INDIAN HEALTH CARE

AACIHC Overview

- State agency created in 1990
- The mission of the AACIHC is to advocate for increasing access to high quality health care programs for all American Indians in Arizona.
- The AACIHC strives to be the premier resource for Tribes and Urban Indians in Arizona on American Indian health care.
- Governor appointed and state appointed members
- Provide legislative and administrative advocacy on Indian health policies

AZ MMIWG Study Committee

- Created in 2019 via HB 2570
- Purpose: to explore and analyze the gaps in data to begin addressing the horrific ongoing violence committed against Native women and girls in Arizona.



Study Committee Purpose

- The purpose of the Study Committee:
 - Conduct a comprehensive study to determine how this state can reduce and end violence against indigenous women and girls in this state.
 - Establish methods for tracking and collecting data on violence against indigenous women and girls, including data on missing and murdered indigenous women and girls.
 - Review policies and practices that impact violence against indigenous women and girls, such as child welfare policies and practices.

Study Committee Purpose (con't)

- Review prosecutorial trends and practices relating to crimes of gender violence against indigenous people.
- Gather data on violence against indigenous women and girls in this state.
- Determine the number of missing and murdered indigenous women and girls in this state.
- Identify barriers to providing more state resources in tracking violence against indigenous women and girls and reducing the incidences of violence.

Study Committee Purpose (con't)

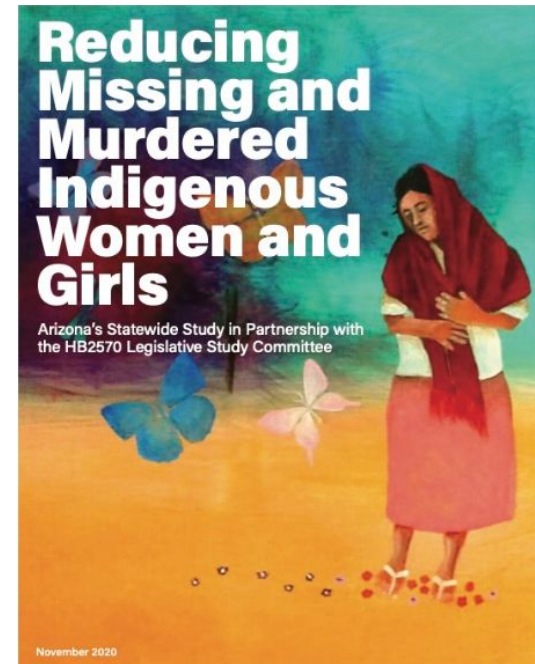
- Propose measures to ensure access to culturally appropriate victim services for indigenous women and girls who have been victims of violence.
- Propose legislation to address issues identified by the study committee.
- Submit a report regarding the study committee's activities and recommendations for administrative or legislative action

AZ MMIWG Study Committee

- Multiple Open Meetings were conducted on various tribal reservations throughout Arizona
 - 5 total meetings in 2019 & 2020
 - Gathered information from multiple presentations and testimony from tribal members
- Field study performed by LeCroy & Milligan Associates Inc. and Honwungsi Consulting Services, LLC
- Interviews were conducted with law enforcement representatives, survivors and family members of those who went missing

AZ MMIWG Study Committee (con't)

- The aim of the report is to tell a data-driven story about what is known so far about MMIWG in Arizona and offers best practices to reduce MMIWG.
- Collaboration with the ASU School of Criminology and Criminal Justice and Honwungsi Consulting Services, LLC
 - Report located here:
<https://academyforjustice.asu.edu/project/reducing-missing-and-murdered-indigenous-women-and-girls/>



AZ MMIP Study Committee

- Reconvened in 2022 with an expanded scope to include all MMIPersons including men, boys, Two-Spirit and LGBTQ.
- Open Meetings were conducted in 5 tribal communities



Key Areas

1. Legislative
2. Administrative
3. Arizona Victim Compensation Program
4. Victim Services
5. Data Improvement
6. Resource Allocation
7. Training and Education
8. Collaborative
9. Law Enforcement



Reports & Recommendations

- 1st report resulted in 78 recommendation
 - <https://www.azleg.gov/iminute/house/54leg/2r/103020StudyCommitteeMissingMurderedIndigenousWomenGirlsFinalReport.pdf>
- 2nd report resulted in 84 recommendations
 - <https://www.azleg.gov/iminute/house/55leg/2r/121522HouseAhocMissingMurderedIndigenousPeoples.pdf>

Arizona Policy

- Missing Children's Statute no longer a waiting period to report a child missing
- Increased Protective Orders from 1 year to 2 year
- Created a Tribal Area Health Education Center to focus on training more Sexual Assault Nurse Examiners
- Included reimbursement of Traditional funerals through the AZ Victim's Compensation Fund
- \$2M set aside for the Attorney General's Office
- Funding for Domestic Violence Programs

Arizona Policy

- Funding for Tribal Housing Programs
- Increase monthly stipend for kinship care
- Increased funding for school social workers, counselors, and psychologists
- Federal:
 - Worked with AZ Congressional Delegation to Reauthorize Violence Against Women's Act and find specific funding for MMIWG
 - Committee Members sat on the Not Invisible Act Commission

AZ MMIP Task Force



Task Force Duties

- Collaborate with state, federal and tribal agencies to address the recommendations of the Missing and Murdered Indigenous Peoples Study Committee, which aim to reduce and end violence against Indigenous People in Arizona;
- Consult with tribal governments on the scope and the nature of the issues associated with missing and murdered Indigenous People and gather data on the prevalence and contextual characteristics of violence against Indigenous People;

Task Force Duties (con't)

- Work with law enforcement and tribal governments to continue to track and collect data on violence against Indigenous People, including data on missing and murdered Indigenous People;
- Review policies and practices that impact violence against Indigenous People, such as child welfare policies and practices;
- Evaluate prosecutorial trends and practices relating to crimes of gender violence against Indigenous People;

Task Force Duties (con't)

- Recommend measures to ensure access to culturally appropriate victim services for Indigenous People who have been victims of violence;
- Gather information to understand the lived experiences among Indigenous People surrounding missing and murdered Indigenous People in an effort to ensure that policy recommendations are culturally accurate;

Task Force Duties (con't)

- ***Examine the practices of licensed and unlicensed public and private rehabilitation and sober living homes and propose recommendations;***
- Work with the Attorney General's Office and relevant entities to formulate effective programs and identify sustainable funding sources.
- Task Order can be found here:
 - https://azgovernor.gov/sites/default/files/2023.03.07_eo_2023-08.pdf

AZ Legislative Update

SB 1663- [residential treatment; sober living; transportation](#)

- Summary: A Behavioral Health Residential Facility and Sober Living Home shall inquire both written and verbal consent to whether the client receiving services would like to be transported back to the client's residence after discharge. The client's consent must be documented on a form created by the Department of Health Services signed by the client and retained into the client's medical record.
- Status: Bill failed to advance

AZ Legislative Update (con't)

SB 1661- [behavioral health treatment facilities; notification](#)

- Summary: Requires a client's family or next of kin to be notified that the client has been admitted into a behavioral health residential facility and must be documented in the client's medical record that contact was made. The client must be sober or referred by an approved tribal healthcare program in order to be taken to a behavioral health residential facility. Penalties against the facilities for not complying are included.
- Status: Bill failed to advance

Thank you!

Kim.Russell@aacihc.az.gov

602-542-5725

Question & Answer

Arizona Department of Health Services (ADHS)

Arizona Department of Health Services Overview & Updates



Gerilene Haskon
ADHS Tribal Liaison



Cindy Graham
ADHS Deputy Bureau Chief

ADHS Licensing

April 4, 2023

Presenting To

Tribal Consultation | Phoenix, AZ

Gerilene Haskon | ADHS Tribal Liaison

Cindy Graham | ADHS Deputy Bureau Chief,
Bureau of Residential Facilities Licensing



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

ADHS Public Health Divisions

Preparedness	Prevention	Licensing
Preparing for Public Health Threats & Emergencies <ul style="list-style-type: none">• Emergency Preparedness• EMS & Trauma System• Epidemiology & Disease Control• Public Health Statistics• State Lab	Promoting Health through Programs & Policy <ul style="list-style-type: none">• Health Systems Development• Women's & Children's Health• Nutrition & Physical Activity• Tobacco & Chronic Disease	Protecting and Regulating Health & Child Care Services <ul style="list-style-type: none">• Regulate Facilities & Individuals• Register & Maintain Vital Records• Regulate Radioactive Materials & Radiation Equipment



Licensing Protects Health & Safety Through:



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

Public Health Licensing

Centralized Services

- Bureau of Child Care Facilities Licensing
- Bureau of Marijuana Licensing
- Bureau of Radiation Control
- Bureau of Special Licensing
- Bureau of Vital Records

Health Care Institutions

- Bureau of Long Term Care Licensing
- Bureau of Medical Facilities Licensing
- Bureau of Residential Facilities Licensing



**Sober Living Homes
vs.
Behavioral Health Residential Facilities**



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OF HEALTH SERVICES

Health and Wellness for all Arizonans

Sober Living Homes

(Bureau of Special Licensing)

- A.R.S. §36-2061(3) defines a sober living home as:
 - “...any premises, place or building that provides alcohol-free or drug-free housing and that:
 - a)Promotes independent living and life skills development.
 - b)May provide activities that are directed primarily toward recovery from substance use disorders.
 - c)Provides a supervised setting to a group of unrelated individuals who are recovering from substance use disorders.
 - d)Does not provide any medical or clinical services or medication administration on-site, except for verification of abstinence.”



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

Behavioral Health Residential Facilities

(Bureau of Residential Facilities Licensing)

- A.A.C. R9-10-101(36) defines a behavioral health residential facility as:
 - "... a health care institution that provides treatment to an individual experiencing a behavioral health issue that:
 - Limits the individual's ability to be independent, or
 - Causes the individual to require treatment to maintain or enhance independence."



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Sober Living Homes

- No medical or clinical services provided
- Not covered by insurance, AHCCCS, Medicare/Medicaid, etc.
- Addresses are confidential

Behavioral Health Residential Facilities

- Health Care Institution
- Behavioral health services must be provided on-site, which may include treatment for a mental disorder, personality disorder, substance abuse, or a significant psychological or behavioral response to an identifiable stressor(s).
- Typically covered by insurance, AHCCCS, Medicare/Medicaid, etc.
- Addresses are not confidential



Who does not need a license

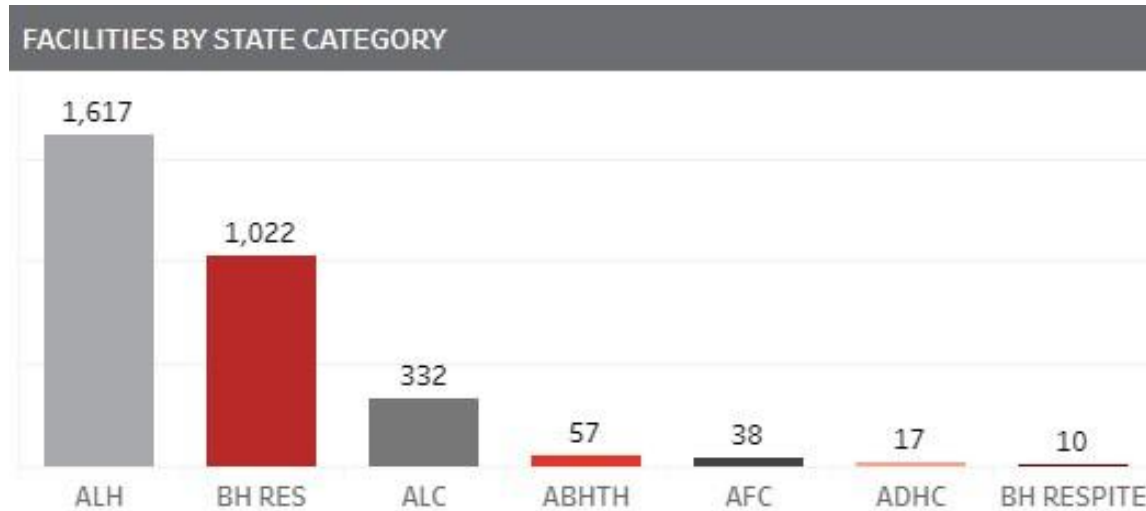
There are exemptions under A.R.S. § 36-402 which lists circumstances in which a health care institution license or sober living home license is not required

The most common exemption we see is “Boarding Homes.” They do not purport to be a business (i.e. care home/sober living home/etc.) and they do not provide any type of services. Group of people living together without a house manager.



Residential Health Care Institutions

(Total = 3,093)



Bureau of Residential Facilities Statistics

Since November 1, 2022:

- 1,188 inspections conducted
- 3,476 deficiencies cited
- 496 complaints investigated
- 12% of inspections were deficiency-free
- More than 400 Enforcement Actions taken



Licensing Tools for the Public



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

Online Complaint Forms

www.AZDHS.gov



ARIZONA DEPARTMENT OF HEALTH SERVICES
Health and Wellness for All Arizonans

HOME

AUDIENCES

TOPICS

DIVISIONS

A-Z INDEX

ENHANCED BY Google



Arizona State Hospital

Patients & Families

Arizona Community Protection and Treatment Center (ACPTC)

Center for Psychiatric Excellence

Volunteer Services & Charitable Donations

Director's Office

Licensing

Enforcement Action Search

Online Complaint Forms

Online Provider Services

Provider & Facility Databases

Map of Health and Child Care Facilities

Child Care Licensing

Planning & Operations

Financial Services

Human Resources

Information Technology Services

Procurement

Preparedness

Epidemiology & Disease Control

Prevention

Health Systems Development

Healthy People Healthy Communities IGA

Women's & Children's Health

Nutrition and Physical Activity

Tobacco and Chronic Disease

Tobacco Free Arizona



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Online Complaint Forms



Complaint Tracker
ARIZONA DEPARTMENT OF HEALTH SERVICES



Licensing Services Online Complaint Forms



Special Licensing

Group Homes for Individuals with Developmental Disabilities

Marijuana Facilities

Laser Technicians

Medical Radiologic Technologists

Midwives

Sober Living Homes



Residential

Assisted Living Centers

Assisted Living Homes

Adult Foster Care Homes

Adult Day Health Care Facilities

Adult Behavioral Health Therapeutic Homes

Behavioral Health Residential Facility



Medical

Abortion Clinics

Dialysis Facilities

Hospitals

Hospice Agencies

Home Health Agencies

Outpatient Treatment Centers/Urgent Care



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OF HEALTH SERVICES

Health and Wellness for all Arizonans

Complaints

- ADHS investigates allegations within our jurisdiction
 - Statute or rule violations including unlicensed care
- Investigations involve:
 - Inspection, interviews, document review, etc.
 - Evidence is required to substantiate allegations
- Substantiated allegations may result in:
 - Statements of Deficiencies
 - Enforcement Action (revocation, suspension, civil penalties, cease & desist order, etc.)



www.AZCareCheck.com

Allows the public to:

- Find a licensed provider in their area
- Verify licensing information
- View cited deficiencies
- View plans of correction
- View enforcement actions



AZCareCheck.com



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans



Questions?

[AZDHS.gov/Licensing](https://www.azdhs.gov/Licensing)

Main Licensing Line: 602.364.2536



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

Scope of the Problem: The Tribal Perspective

Open Floor

An orange ceramic mug is the central focus, sitting on a light-colored desk. The words "Break Time" are written on the mug in a white, casual script font, with a white horizontal line underneath. In the background, a laptop is open, and a smartphone lies flat on the desk. A small green plant in an orange pot is also visible, though out of focus.

Break
Time

We will resume at
2:55 pm MST

Division of Fee For Service Management Strategies



Markay Adams
AHCCCS Assistant Director



Melina Solomon
AHCCCS Clinical Administrator

DFSM Updates

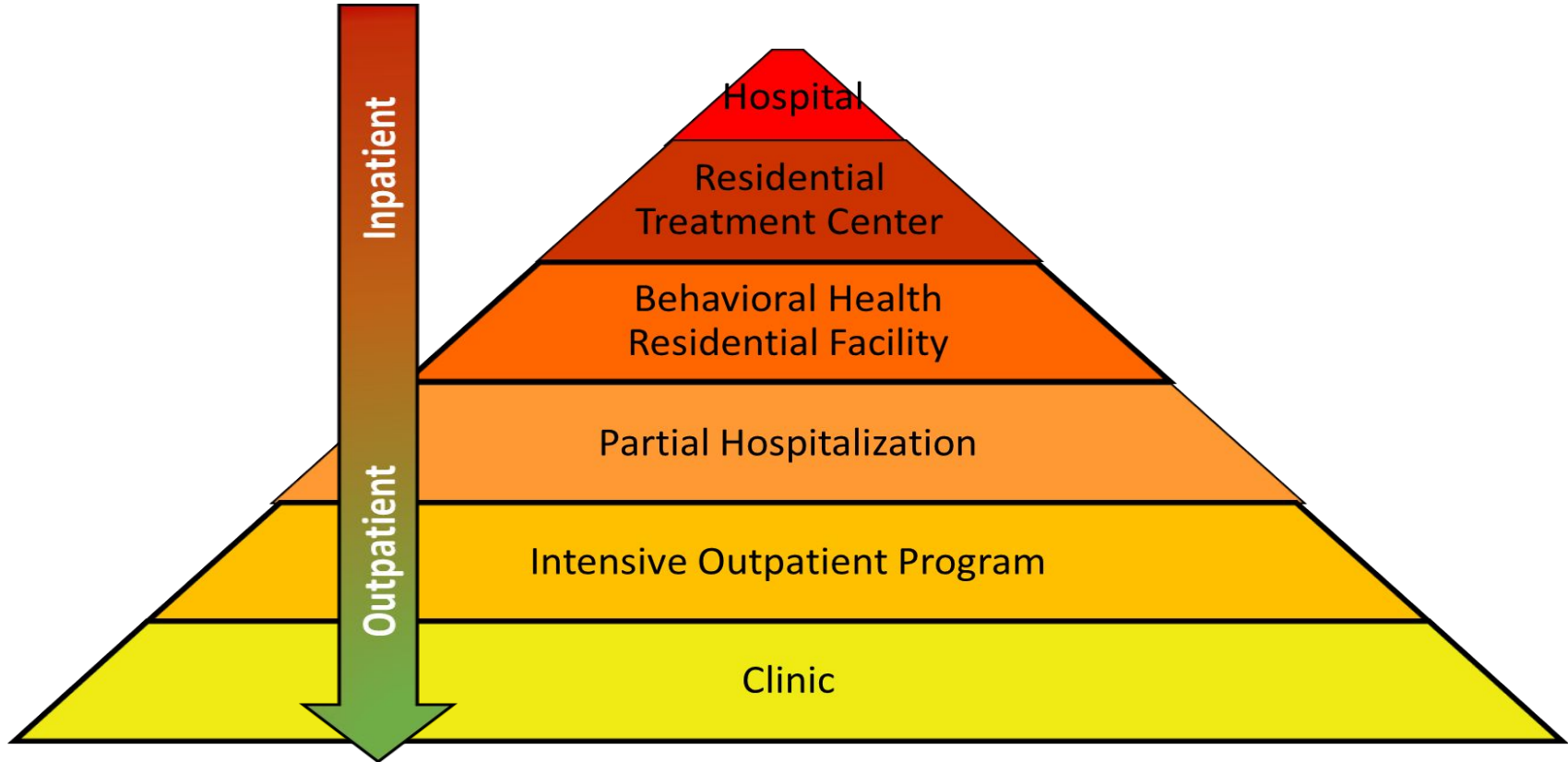
- Worked to expand our Quality Management footprint in coordination with other divisions from AHCCCS
- Continue to actively coordinate with OIG and OGC
- Please continue to Report Suspicious Activity:
<https://www.azahcccs.gov/shared/News/GeneralNews/ReportingSuspiciousActivity.html>
- Ongoing collaboration with other divisions and verification of member services (phone surveys)
- Reviewing codes, including intensive outpatient

Behavioral Health Strategies

Behavioral Health Treatment Continuum



Behavioral Health Care Levels



Quality & Utilization Goals

Quality

Ensuring:

- Adherence to strong treatment plan
- Consistent delivery of quality treatment services
- Treatment delivered by qualified staff

Appropriate Utilization

Ensuring:

- Appropriate referral sources
- Purposeful approach between residential treatment and housing
- Member need matches treatment services
- Appropriate benefits are being applied

DFSM Strategies

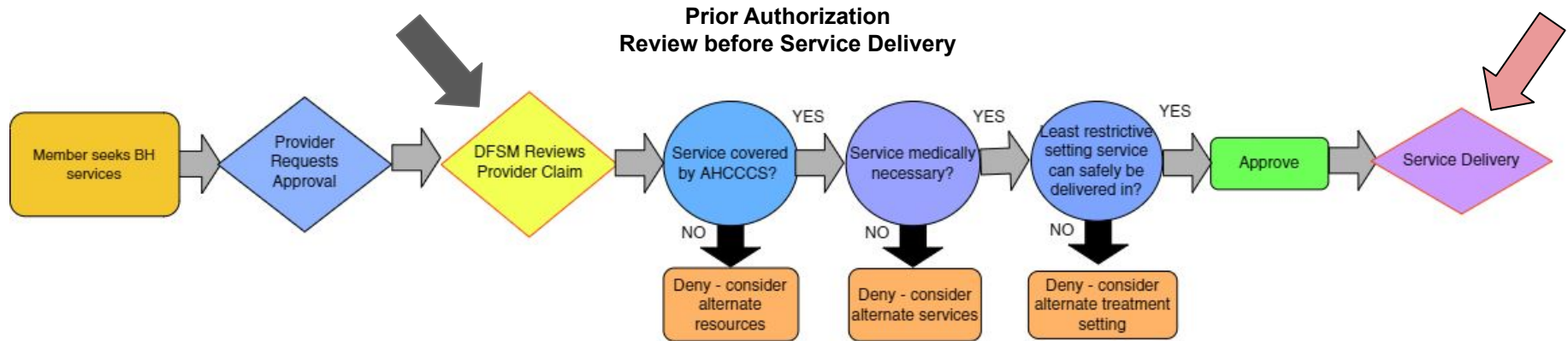
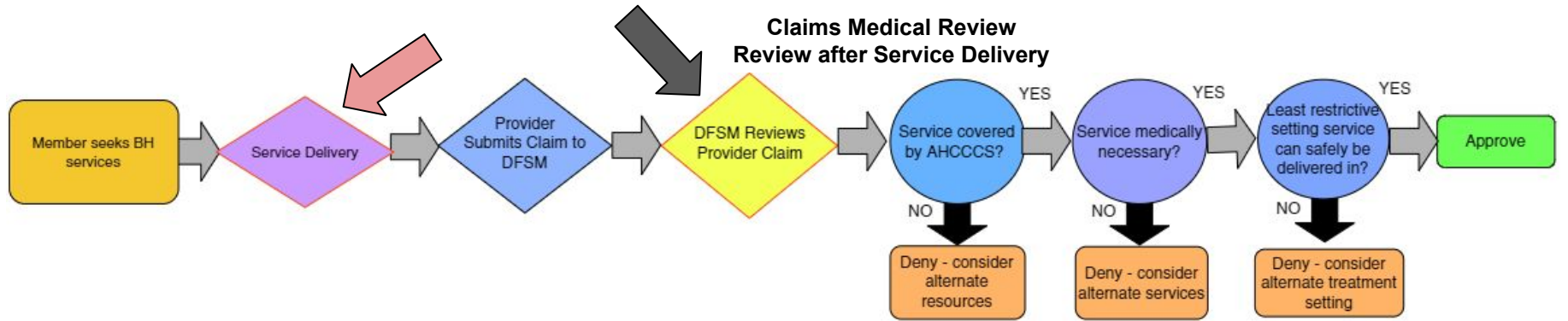
Equitable Reimbursement

- Rate setting

Pre-payment Review

- Prior Authorization (before service delivery)
- Claims Medical Review (after service delivery)





Open Discussion

American Indian Health Program Enrollment



Julie Swenson
AHCCCS Senior Policy Advisor

Current Enrollment Policy

An American Indian customer may change from an available health plan to American Indian Health Program (AIHP) or from AIHP to an available health plan at any time.

There is no proof required to make these changes, and the change can be requested using any standard modality, including by phone and online.

Policy Background and Basis

- No Medicaid enrollment requirement for proof of eligibility for IHS services;
- Medicaid “Simplicity of administration” rules;
- Certain non-Indian individuals are eligible for IHS services;
- Past issues of eligible individuals experiencing barriers or delays in accessing services through IHS;
- AHCCCS DMPS priority on the needs of individual customers.

Goals, Objectives and Next Steps

Identifying strategies to address program integrity concerns:

- Participants
- Process
- Timing

Assessing impact to AHCCCS customers:

- Participants
- Process
- Timing

Open Discussion

General Discussion

Announcements

Next AHCCCS Tribal Consultation:

May 11, 2023 at 1 p.m.

Please check the [AHCCCS Tribal Consultation](#) webpage for meeting information.

*Please send any agenda recommendations to Christine.Holden@azahcccs.gov by April 28, 2023.

Upcoming Tribal Feedback Session

AMPM 200 - Behavioral Health Practice Tools

April 19, 2023 at 9 a.m.

Feedback session will be held virtually

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:

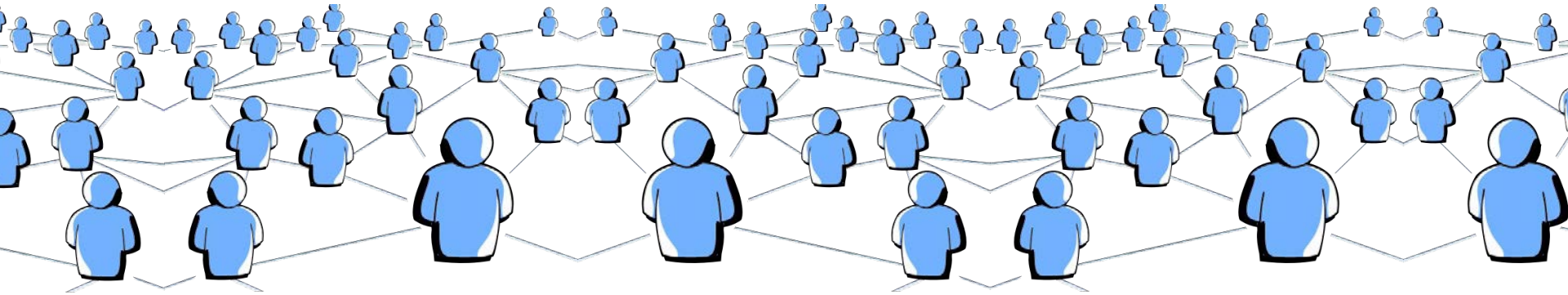
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

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



Learn about AHCCCS' Medicaid Program on YouTube!



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](#)

Thank You.

Have a great day!