

Voice and Choice

Susan Junck

Office of Individual and Family Affairs



OIFA One Pager – Be Your Own Advocate

- **Voice:** You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need.
- **Choice:** You have the right to request covered services and choose where to receive these services within your network.
- **Be Involved:** You have a right to be actively involved in the service planning process. The plan focuses on you and your needs. You can ask your team about your covered service options.
- www.azahcccs.gov/oifa

Discussion:

- Voice & Choice – Where does it come from?
- Share **your** ideas on how to champion this approach