

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

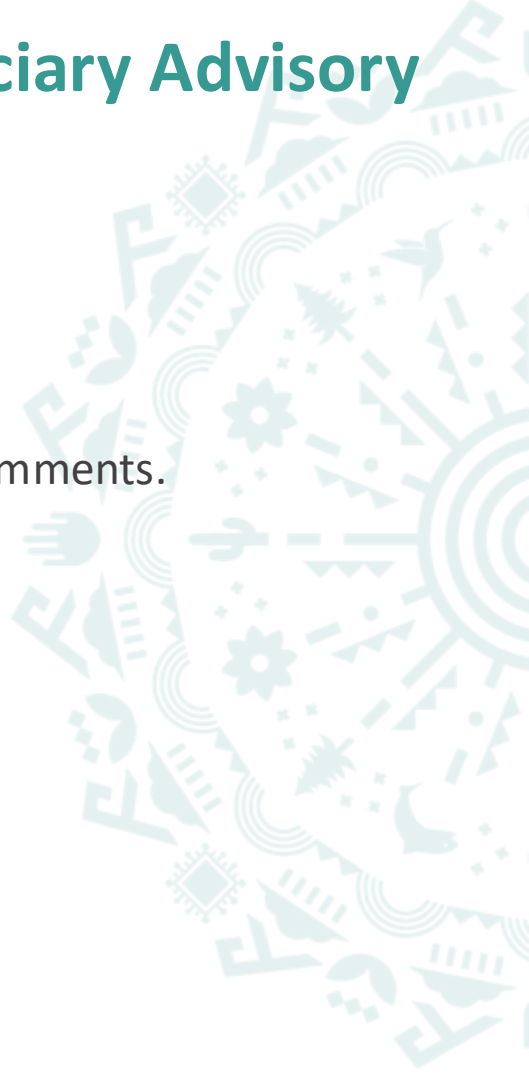
**Beneficiary Advisory Council Quarterly
Meeting**

Wednesday, September 9, 2026
2:00 – 3:30 pm

Welcome to the Quarterly AHCCCS Beneficiary Advisory Council Meeting

- While you are waiting test your audio.
- Please raise your hand and unmute yourself to speak.
- You can also use the chat feature to drop your questions and comments.

Thank you for being here!



Do you know that anyone in Arizona can access crisis services?



Arizona Statewide Crisis Line

Call: 1-844-534-HOPE (4673)

Text: 4HOPE (44673)

Start a Chat:

<https://crisis.solari-inc.org/start-a-chat/>

National 988 Suicide & Crisis Lifeline

Call or Text: 988

Start a Chat: <https://chat.988lifeline.org/>

Webinar Tips



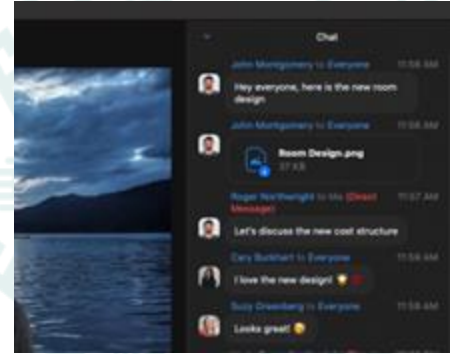
Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use gallery view to allow all participants.

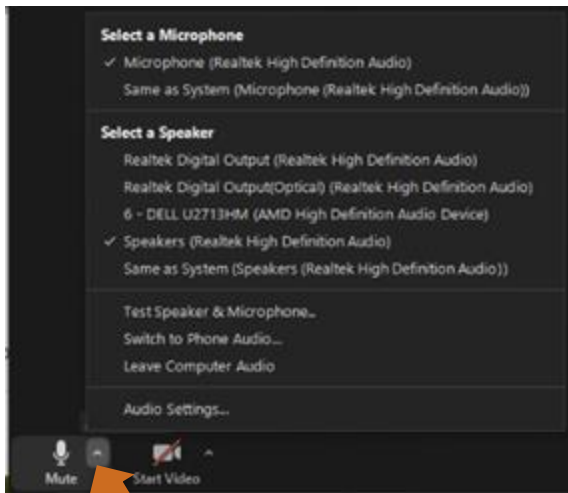


Use Q&A to ask questions or share resources (when applicable).

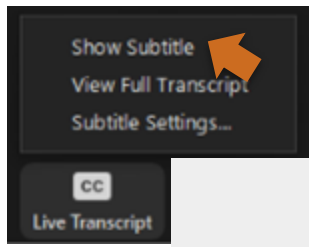
Zoom Webinar Controls

Navigating your bar on the bottom...

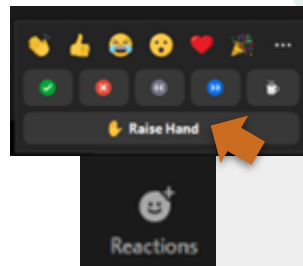
Audio Settings



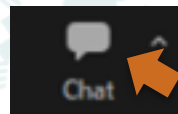
Turn on Closed Captioning



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.

To respect the confidentiality of the participants and the content discussed, the recording will remain private.

Please disconnect from this meeting if you do not agree to these terms.



Welcome and BAC Agreements and Norms

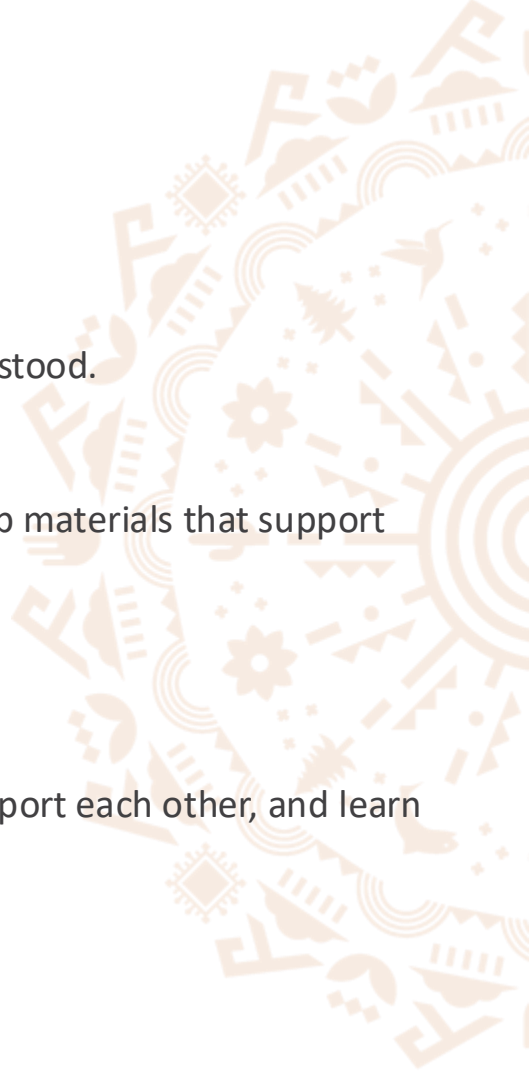


Desiree Greene

*Project Manager and
BAC Administration,
Division of Public Policy
and Strategic Planning*

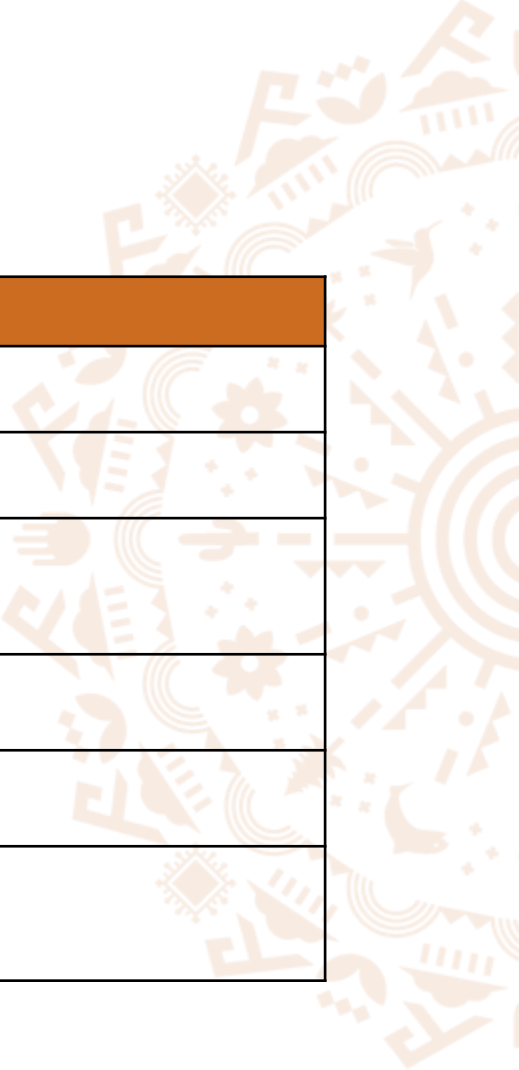
Community Agreements and Norms

- Listen with intent and ask questions.
- Embrace curiosity, collaboration, and seek to understand before being understood.
- Attend meetings, share ideas, feedback, and suggestions.
- Partner with AHCCCS to identify and assess community priorities and develop materials that support outreach and engagement.
- Acknowledge and respect differing views, opinions, and experiences.
- It's okay to not understand or know everything.
- BAC members will ask for what they need to feel good about being here, support each other, and learn together as we go.
- What happens here, stays here. What's learned here, leaves here.



The AHCCCS BAC Administration

Name & Role	Division
Roberta Harrison, Interim Director	Office of the Director
Emily Mercado, Chief of Staff	Office of the Director
Desiree Greene, SMAC & BAC Liaison; Project Manager - BAC Administration	Division of Public Policy and Strategic Planning
Jenny Williams, Senior Budget Analyst – BAC Administration	Division of Budget and Finance
Laura Preder, Benefits and Eligibility Specialist Advanced – BAC Administration	Division of Member and Provider Services
Campbell Small, Whole Person Care Research and Project Specialist – BAC Administration	Division of Managed Care



AHCCCS Updates



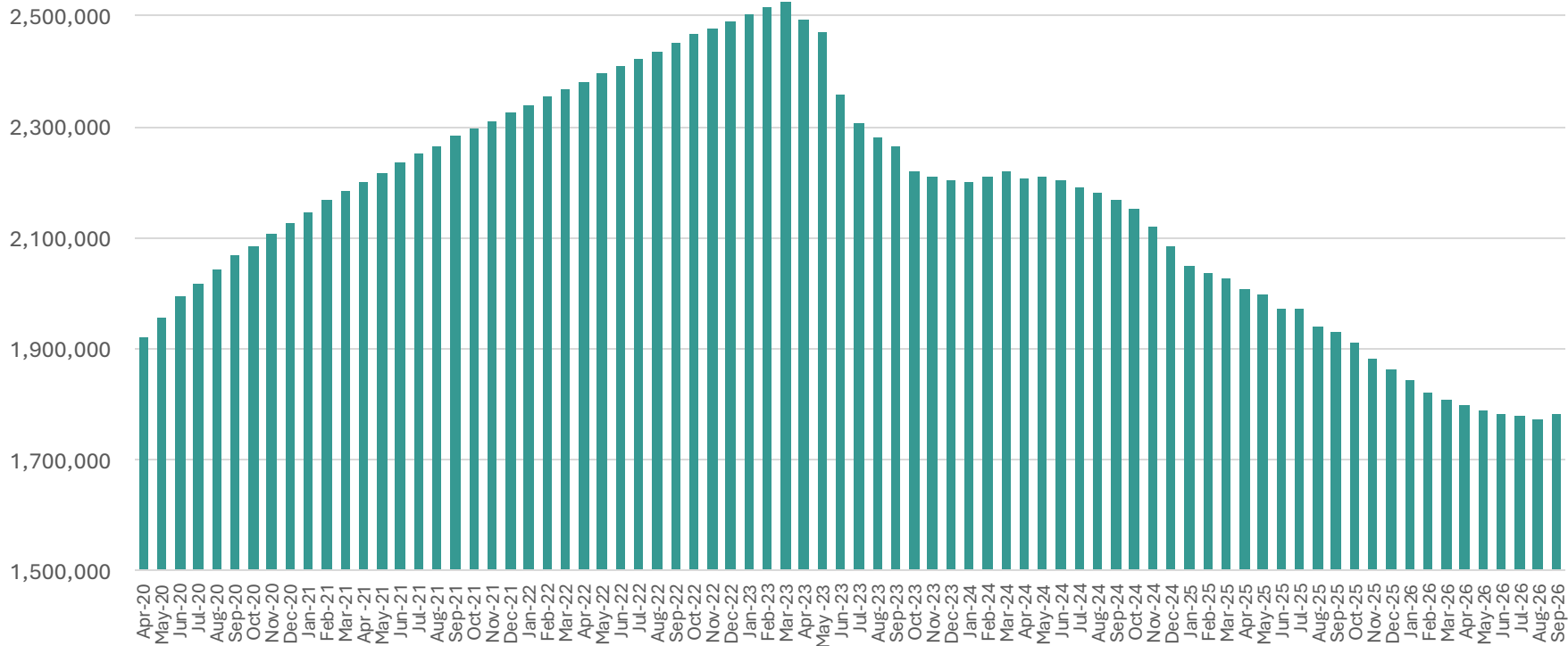
Roberta Harrison
*Interim Director,
Office of the Director*

Overview

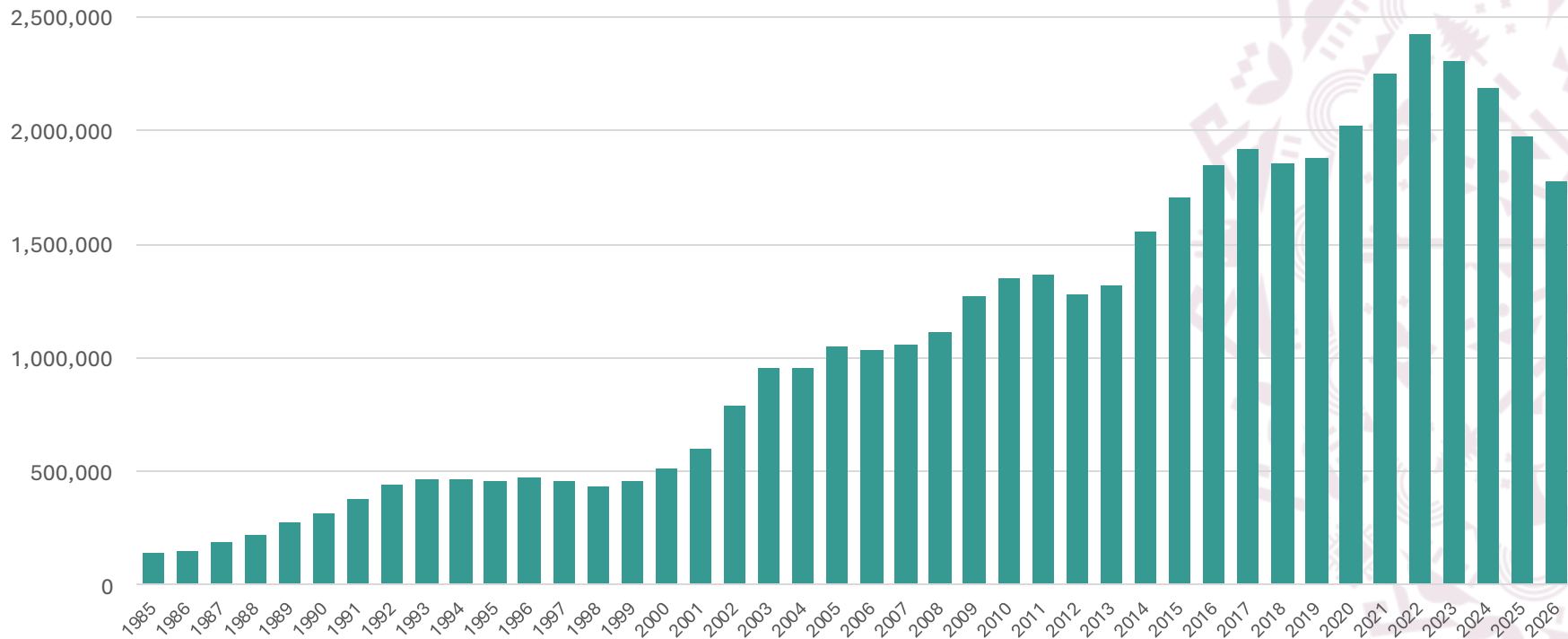
- Enrollment Trends
- 1115 Waiver Renewal
- H.R. 1 Implementation Latest



AHCCCS Population: Mar. 2020 – Sept. 2026

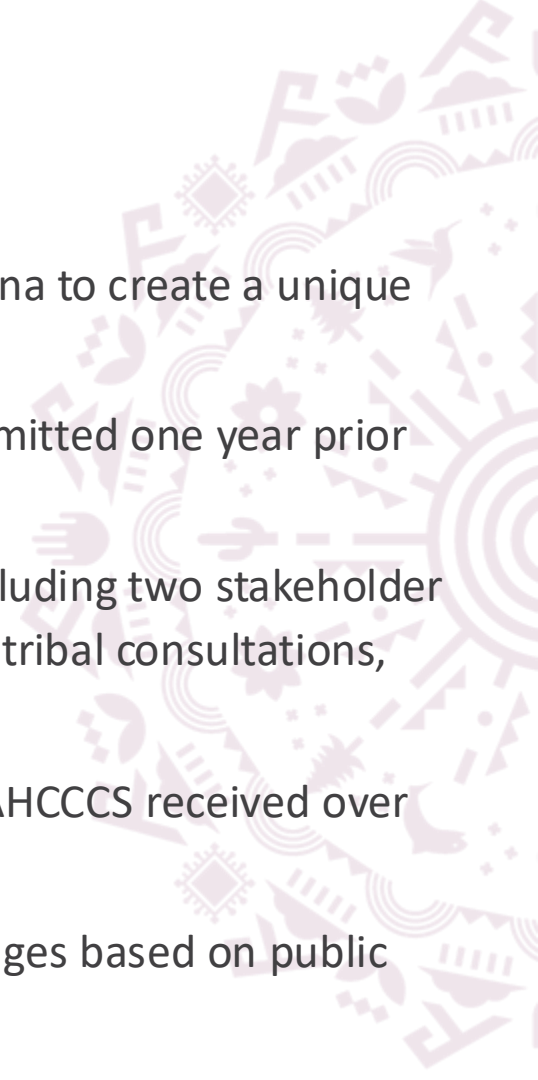


AHCCCS Population as of July 1, 1985 – 2026



1115 Waiver Renewal Update

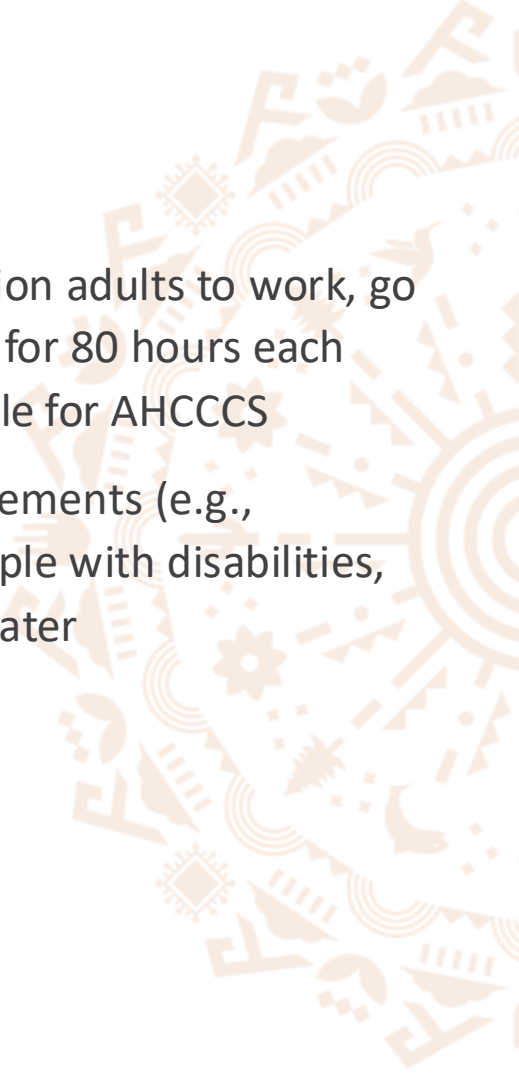
- The 1115 Waiver is the governing document which allows Arizona to create a unique and innovative program to serve our members
- The current waiver expires 9/30/27 and a renewal must be submitted one year prior to expiration
- AHCCCS has performed extensive public feedback gathering including two stakeholder listening sessions in 2025, presentations at community forums, tribal consultations, and two public waiver forums
- The public comment period concluded on September 6th and AHCCCS received over 200 comments from the public
- AHCCCS is now finalizing the waiver and incorporating any changes based on public feedback prior to submission by 9/30/26



H.R.1 - Work Requirements (71119)

Note: Work Requirements also referred to as Community Engagement

- Starting January 2027, the law requires certain Medicaid Expansion adults to work, go to school, volunteer, or participate in a defined qualified activity for 80 hours each month, or to have earned at least \$580 in the month to be eligible for AHCCCS
- Many people are exempt and will not need to meet these requirements (e.g., American Indians/Alaska Natives, kids, pregnant individuals, people with disabilities, caregivers, and more). A full list of exemptions will be reviewed later



Who is Subject to Work Requirements:

Applicable Adults in the ACA Expansion & Prop 204 "Childless Adult" Population

Applicable individuals are generally those:

1. Eligible for or enrolled under the state plan in the adult group~~or
2. Eligible to enroll or is enrolled in a section 1115 demonstration that provides minimum essential coverage (MEC), and who are **at least 19 and under 65 years of age**, not pregnant, not entitled to or enrolled for benefits under Medicare Part A or Part B, and not otherwise eligible to enroll under the state Medicaid plan
3. Household income is up to 133% of the Federal Poverty Level (about \$22,000 a year for one person or \$29,000 for two people).

~~Individuals enrolled in the parent/caretaker relative group under the state plan are not included as an applicable population, regardless of the age of their dependent(s)

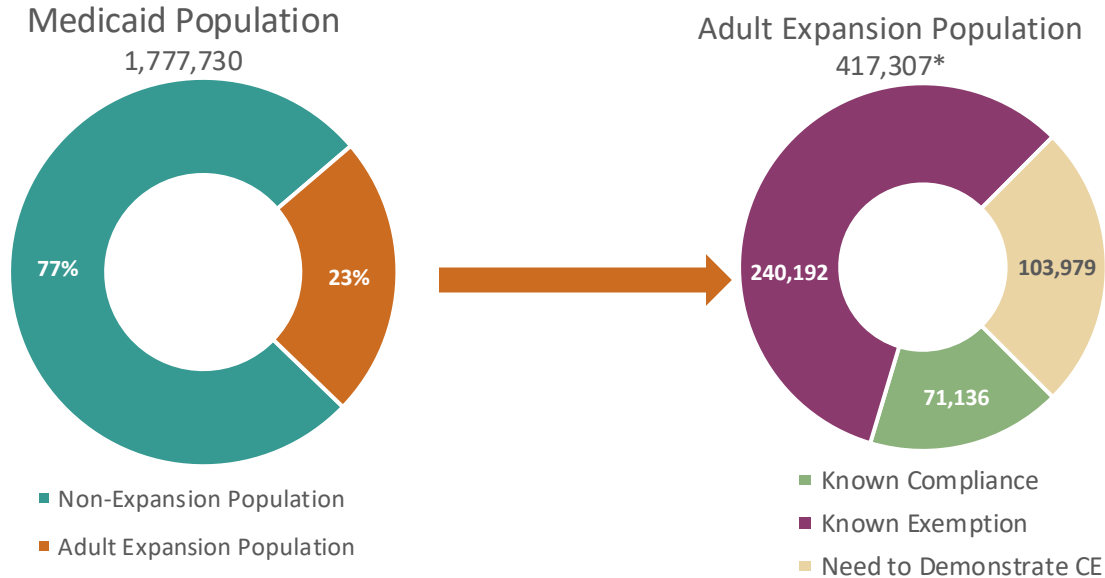
Who is Exempt from Work Requirements:

Exemptions/Exclusions

- Individuals already compliant with TANF work requirements
- Certain Nutrition and Cash Assistance recipients subject to Able-Bodied Adults Without Dependents work rules
- Participants in qualifying drug or alcohol treatment or rehabilitation programs
- Pregnant individuals or those eligible for postpartum medical assistance
- Experiencing specific short-term hardships
- Former foster youth under age 26
- American Indians or Alaska Natives
- Parents, guardians, or caregivers of:
 - A dependent child under age 14
 - A disabled individual
- Veterans with a total disability rating
- Individuals who are medically frail or have special medical needs
- Currently incarcerated or recently released

Work Requirements Population Data

The adult expansion population is a smaller subset of the total Medicaid population.



The adult expansion population represents **23%** of the total Medicaid population.

Population Source: [PopulationDemographics07062026.pdf](#)

*Internal Data Estimates as of July 2026

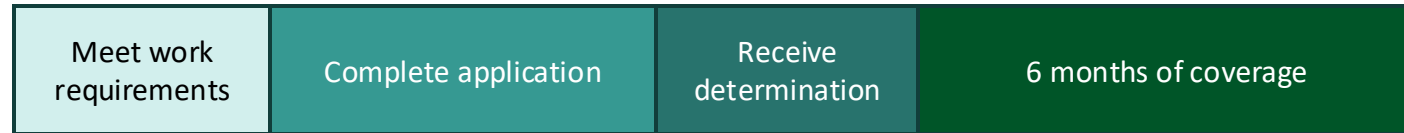
What this looks like in practice:

New applicants

Today:



Starting January 1, 2027:



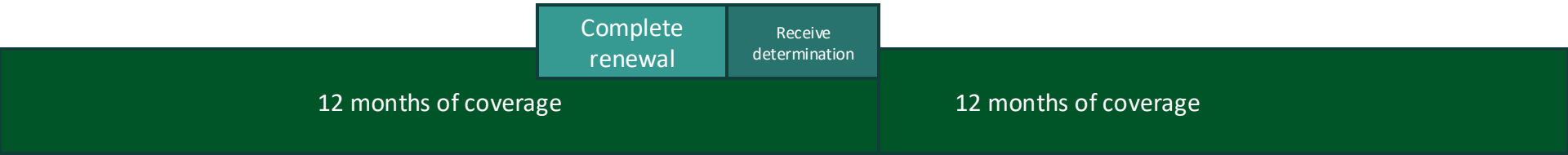
Month prior to applying



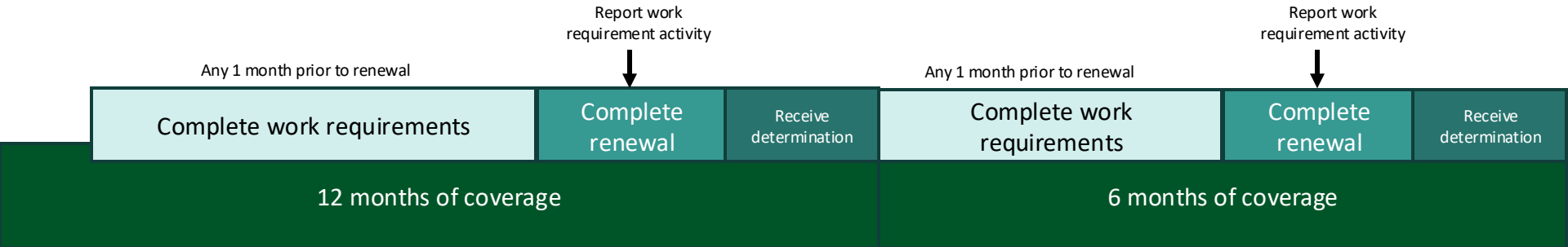
New questions added for
Community Engagement

What this looks like for Members renewing their Medicaid

Today:

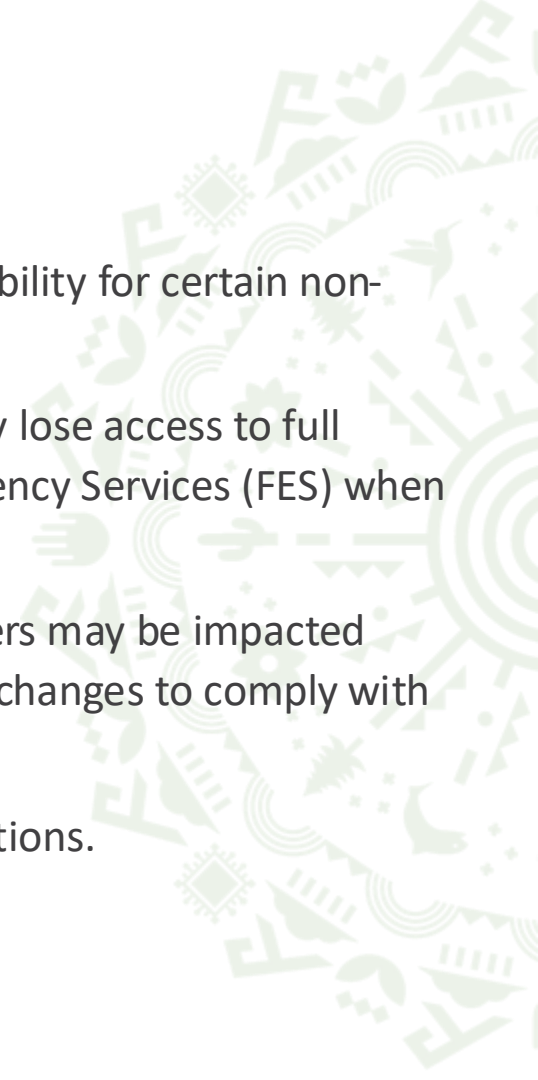


Starting January 1, 2027:



HR1 Section 71109 Eligibility Changes

- Starting October 1, 2026, H.R. 1 Section 71109 limits Medicaid eligibility for certain non-citizen populations.
- Individuals who no longer meet federal eligibility requirements may lose access to full Medicaid coverage and may instead qualify only for Federal Emergency Services (FES) when applicable.
- AHCCCS estimates approximately 34,000 currently enrolled members may be impacted statewide and is implementing policy, system, and communication changes to comply with federal requirements.
- AHCCCS will send notices to impacted members to explain their options.



What is Changing?

Today	H.R. 1 Section 71109 Requirement	Future State
Certain non-citizen populations qualify for full Medicaid coverage.	Limits Medicaid eligibility to specified non-citizen categories effective 10/01/2026.	AHCCCS will implement updated eligibility determinations, member notices, and reverification processes.
Existing members receive coverage based upon current federal requirements.	Certain members may transition to Federal Emergency Services or lose eligibility.	Eligibility systems and business processes are being updated to support the Section 71109 implementation.

Open Discussion



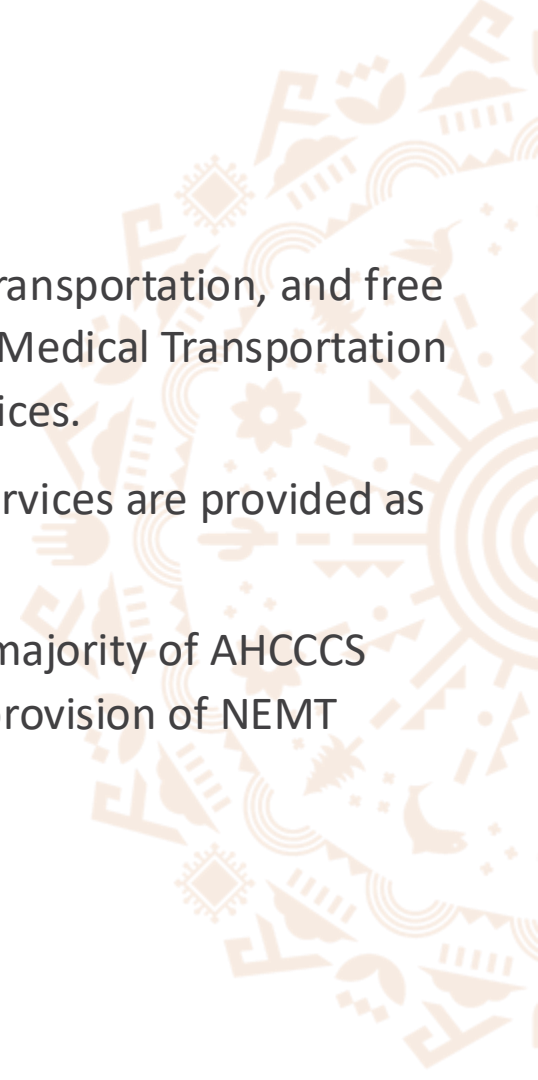
AHCCCS: Behind the Scenes NEMT Workgroup



Christina Quast
*Assistant Director,
Division of Managed Care*

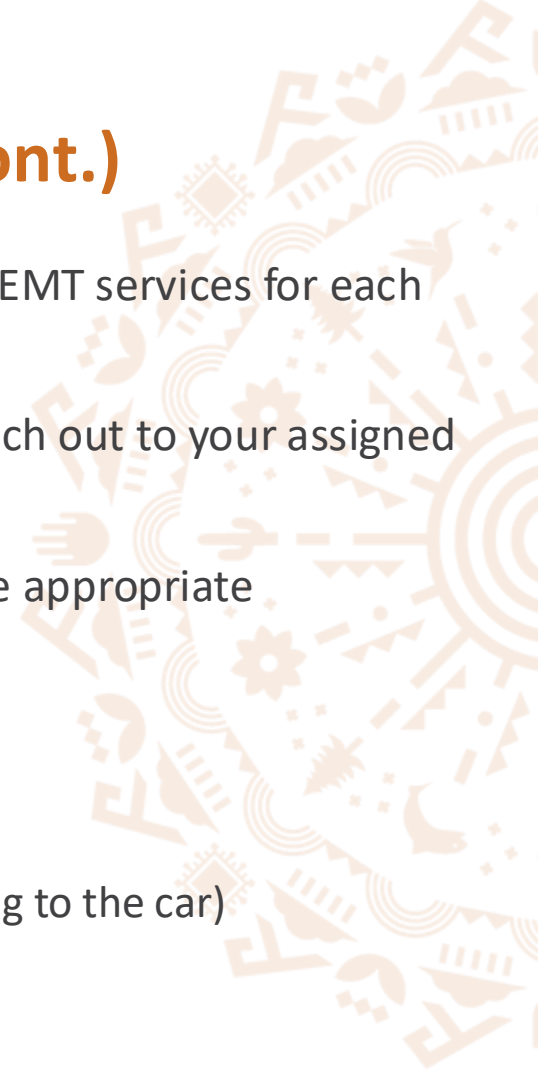
Non-Emergency Medical Transportation

- If a member is unable to provide, secure, or pay for their own transportation, and free transportation is not available, AHCCCS covers Non-Emergency Medical Transportation (NEMT) services to and from covered medically necessary services.
- AHCCCS requires its contracted health plans to ensure NEMT services are provided as appropriate.
- The specific method of providing NEMT services may vary, the majority of AHCCCS contracted health plans contract with an NEMT Broker for the provision of NEMT services.



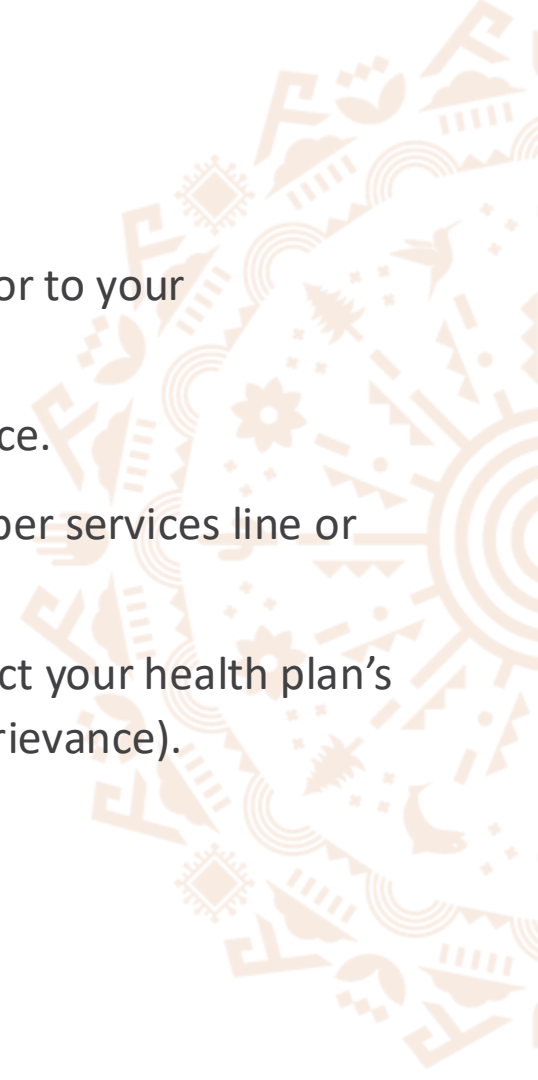
Non-Emergency Medical Transportation (cont.)

- Member handbooks provide information on how to schedule NEMT services for each health plan.
- If you are unsure how to AHCCCS the NEMT service benefit, reach out to your assigned health plan.
- When calling to schedule NEMT services, remember to have the appropriate information available:
 - Member name, AHCCCS ID number, and date of birth
 - Date, time, and location of the appointment
 - Any specific travel needs (e.g. wheelchair, stretcher, help getting to the car)



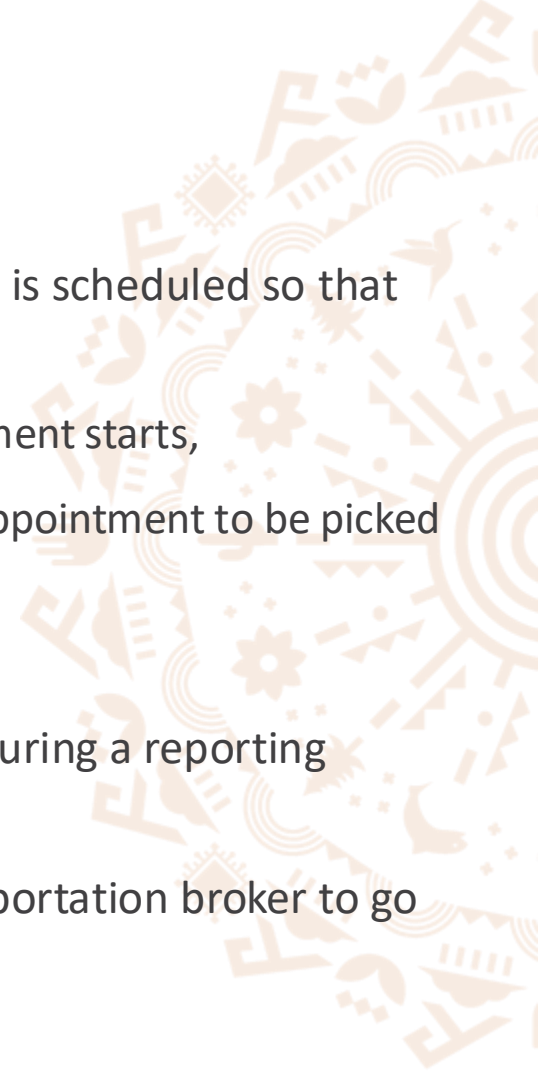
NEMT Helpful Tips

- If possible, call to schedule the NEMT service at least 3 days prior to your appointment.
- Be clear on your needs when calling to schedule an NEMT service.
- If a ride needs to be cancelled, contact your health plan's member services line or NEMT broker line.
- If you have concerns around the NEMT services received, contact your health plan's member services line to file a complaint (also referred to as a grievance).



NEMT Monitoring

- AHCCCS requires the health plans to ensure that transportation is scheduled so that the member:
 - Arrives on time but no sooner than 1 hour before the appointment starts,
 - Has to wait no more than 1 hour after the completion of the appointment to be picked up, and
 - Is not picked up prior to the completion of the appointment.
- Health plans are to ensure 95% of all NEMT services provided during a reporting quarter are completed timely.
- Health plans have regular meetings with their contracted transportation broker to go over metrics.

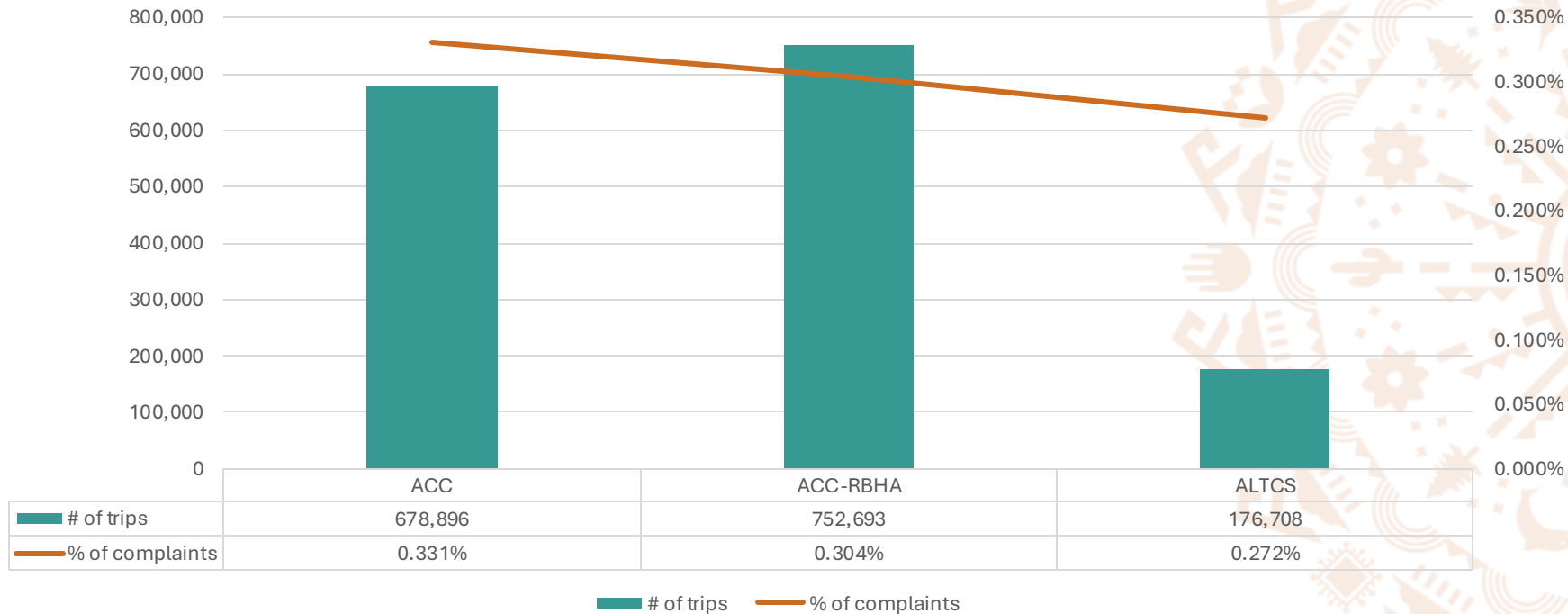


NEMT Monitoring (cont.)

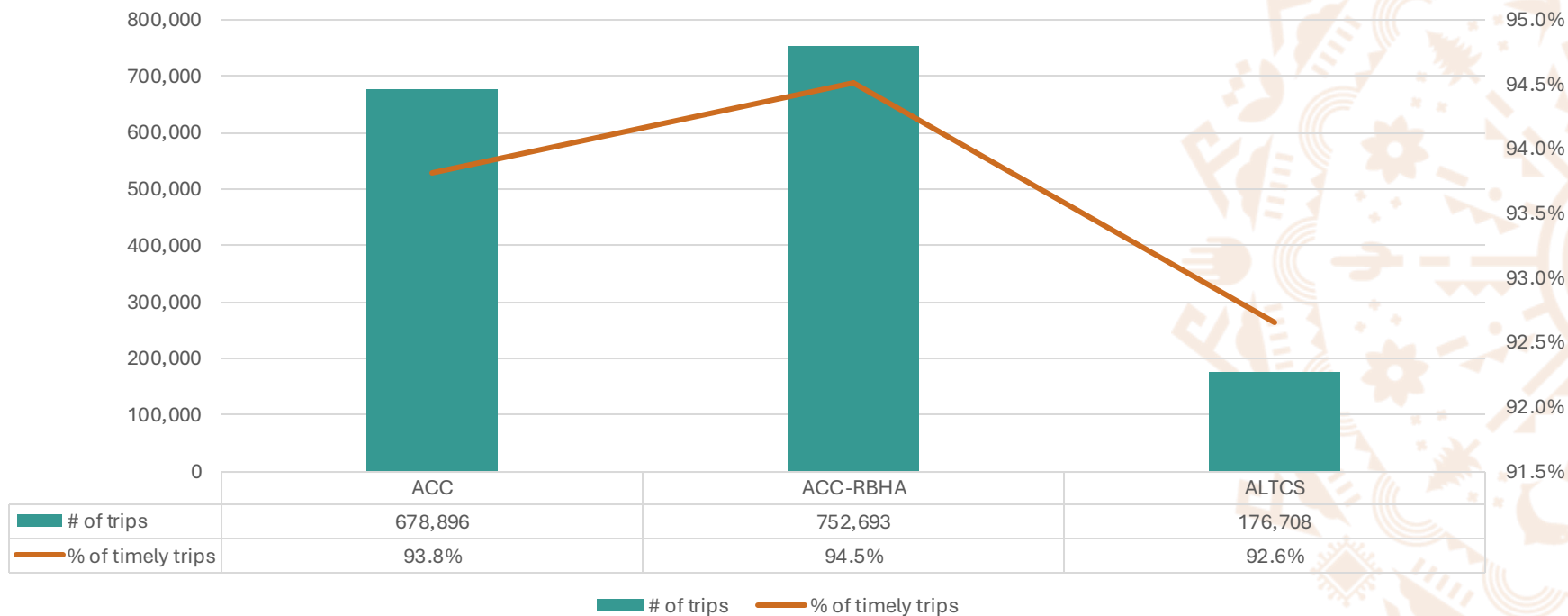
- Health plans are required to perform monthly monitoring of transportation brokers' compliance with timeliness requirements, and require corrective actions if standards are not met
- Health plans report the number of complaints received regarding NEMT services to AHCCCS monthly.
- Health plans report on the timeliness of NEMT trips to AHCCCS quarterly
- AHCCCS holds a cross-divisional NEMT Committee monthly to collaborate, identify and work on issue resolution related to the provision of NEMT services, including recommendations of policy and operational improvements.



% of NEMT Trips with Reported Complaints (10/2025-6/2026)



% of Timely NEMT Trips (10/2025-6/2026)



NEMT Resources

- [AHCCCS Medical Policy Manual \(AMPM\) 310-BB](#) outlines the specific requirements around the NEMT benefit.
- [AHCCCS Contractor Operations Manual \(ACOM\) 417](#) outlines transportation timelines requirements and related reporting.
- NEMT One-Pager
<https://azahcccs.gov/AHCCCS/Downloads/NEMT.pdf>



Open Discussion



H.R.1 Community Awareness Communications Overview



David Goodspeed

*Chief Communications Officer
Office of the Director*



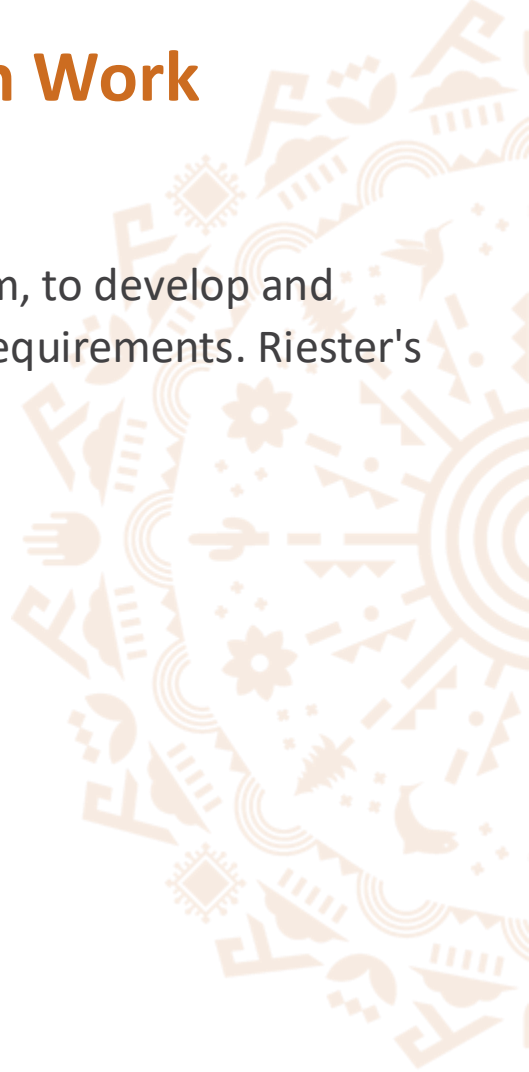
Katherine Willard

*Community Affairs Officer
Office of the Director*

H.R.1 Community Awareness Campaign on Work Requirements

AHCCCS has partnered with Riester, a Phoenix-based marketing firm, to develop and launch a community awareness campaign focused on H.R.1 work requirements. Riester's scope includes:

- Stakeholder & member focus groups and gatherings
- Messaging & asset creation
- Member/provider toolkits
- [KeepmyAHCCCS.com](https://www.KeepmyAHCCCS.com) member facing website, Sept 2026



Findings - Stakeholder Segments' Perspectives

Governor's Office, AHCCCS, DES Staff	Providers, Community Partner Assistants, MCOs, CBOs, Workforce Partners, Activists + Caregivers
All demonstrated concern that members would lose coverage and considered this a large communications and implementation challenge.	More focused on preventing members from assuming they had already lost coverage . Preferred language emphasized asking for help, confirming status, and taking a clear next step .
Focused on governance, consistent statewide messaging , integration with eligibility workflows, system capacity, legal contingencies, and advance review.	Emphasized member navigation, live assistance , targeted outreach, training, funding, practical tools , and rapid resolution when coverage problems occur.
Realized urgency but requested a holistic roadmap, adequate review time, and contingency messages for changing federal or legal conditions.	Want early awareness-building but warned that detailed training cannot be reliable until rules, forms, exemptions, and documentation standards are finalized.
Believe partner coordination as a way to maintain consistency, control message quality, and avoid misinformation or system overload.	View themselves as indispensable trusted messengers but cannot absorb uncompensated outreach, eligibility, mailing, and documentation work.

A campaign system that moves people from uncertainty to next step.

Our messaging pillars are designed to answer the three questions members and partners need answered:

1. What is changing?

Simple awareness message that **creates recognition without creating panic.**

2. Does this apply to me?

Educational tools that help members **self-identify, understand exemptions, and avoid unnecessary alarm.**

3. What steps do I need to take?

Action-oriented instructions: update contact information, open AHCCCS notices, use the portal, or seek help.

The goal: Make required information feel official, calm and easy to act on — not punitive or overwhelming.

Campaign Logo



- Mobile format, social posts, one-pagers, infographics, partner toolkits
- Self-screener tool
- Links to volunteer and job opportunities
- Every asset reinforces the same plain language path

Creative Goal

1

The overall goal is to make an clear, approachable, and manageable.

By combining the established brand equity with a more contemporary, social-first visual language, the **campaign turns complex information into a series of simple conversations.**

The result is a campaign that informs without overwhelming, reassures without minimizing the change, and guides people toward the information they need.

Starting January 1, 2027
Most adults on AHCCCS will renew their coverage every 6-months, and there will be new work requirements for some adults on AHCCCS. These changes come from a new federal law.

MOST AHCCCS MEMBERS ARE NOT IMPACTED. YOU MAY NOT BE AFFECTED IF YOU ARE:

- ✓ Under age 19 or 65+
- ✓ Enrolled in the Arizona Long Term Care System (ALTCSS)
- ✓ Pregnant or pregnant in the last 12 months
- ✓ Eligible for AHCCCS due to disability
- ✓ American Indian/Alaska Native

AHCCCS will let you know if changes apply to you.

WORK REQUIREMENTS
Some adults ages 19-64 will need to show they meet the requirement each month by:
✓ Earning at least \$500, or
✓ Completing 80 hours of qualifying activities (work, school, job training, volunteering), or
✓ A mix of these.

6-MONTH RENEWALS
Most individuals in the adults group will renew their AHCCCS coverage every 6 months. This replaces the yearly renewal.

EXEMPTIONS
Some people do not have to meet the work requirements. This is called an exemption. You may be exempt from the work requirements if you are:

- An American Indian or Alaska Native
- A veteran with a 100% total disability rating
- A caregiver for a child age 13 and younger, or for a person with a disability
- Under age 26 and you were in foster care at age 18
- Someone with specific health conditions
- Getting treatment for drug or alcohol use
- Pregnant, or were pregnant in the last 12 months
- Already meeting work requirements for Nutrition Assistance or Cash Assistance (TANF)
- In jail or prison, or were released in the last 3 months

WHAT TO DO RIGHT NOW

- Keep your address, phone, and email up-to-date with AHCCCS
- Check your mailbox and email at least once a week
- Open and read all messages from DES or AHCCCS

Learn more and find out if this applies to you
KeepMyAHCCCS.com

KEEP MY AHCCCS

Infographic

Campaign Visual System

2 The AHCCCS palette is used in a more energetic way through color blocking and gradient-inspired transitions. This gives the campaign a **contemporary personality while remaining connected to the existing brand.**

All subsequent assets (social posts, one-pagers, infographics) feel like parts of one campaign.



Mobile Preview



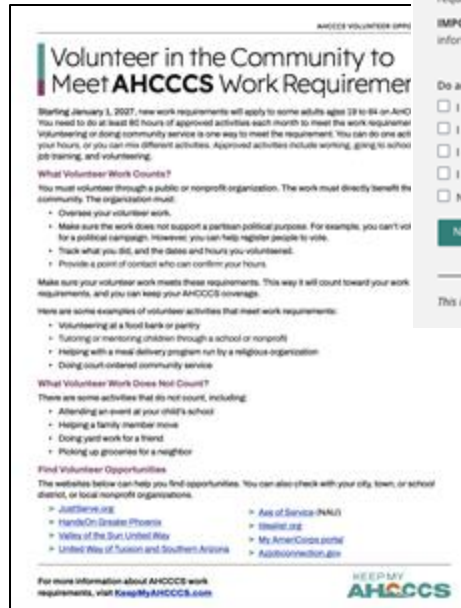
Member Landing Page

Empower Members with the Tools They Need

3 The Member Landing Page will feature the following resources:

A **self-screener tool** that offers an easy and quick educational tool to make members, family supports, and partners aware of changes and **understand who is impacted**.

Links to job and volunteer opportunities to help members meet their eligibility requirements.



AHCCCS VOLUNTEER ONE-PAGER

Volunteer in the Community to Meet AHCCCS Work Requirements

Starting January 1, 2027, new work requirements will apply to some adults ages 19 to 64 on AHCCCS. You need to do at least 80 hours of approved activities each month to meet the work requirement. Volunteering or doing community service is one way to meet the requirement. You can do one act your hours, or you can mix different activities. Approved activities include working, going to school, job training, and volunteering.

What Volunteer Work Counts?
You must volunteer through a public or nonprofit organization. The work must directly benefit the community. The organization must:

- Oversee your volunteer work.
- Make sure the work does not support a partisan political purpose. For example, you can't vote for a political campaign. However, you can help register people to vote.
- Track what you did, and the dates and hours you volunteered.
- Provide a point of contact who can confirm your hours.

Make sure your volunteer work meets these requirements. This way it will count toward your work requirements, and you can keep your AHCCCS coverage.

Here are some examples of volunteer activities that meet work requirements:

- Volunteering at a food bank or pantry
- Tutoring or mentoring children through a school or nonprofit
- Helping with a meal delivery program run by a religious organization
- Doing court-ordered community service

What Volunteer Work Does Not Count?
There are some activities that do not count, including:

- Attending an event at your child's school
- Helping a family member move
- Doing odd work for a friend
- Picking up groceries for a neighbor

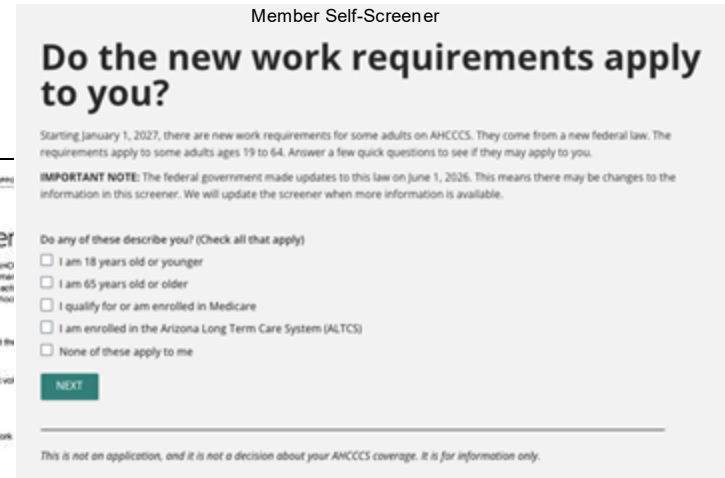
Find Volunteer Opportunities
The websites below can help you find opportunities. You can also check with your city, town, or school district, or local nonprofit organizations.

➤ JustServe.org ➤ HandsOn Greater Phoenix ➤ Volunteers of the Sun United Way ➤ United Way of Tucson and Southern Arizona	➤ Aas of Service (NAHL) ➤ TutorSat.org ➤ My AmeriCorps profile ➤ AzVolunteerConnection.org
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For more information about AHCCCS work requirements, visit [KeepMyAHCCCS.com](#)

KEEP MY AHCCCS

Volunteer One-pager



Member Self-Screener

Do the new work requirements apply to you?

Starting January 1, 2027, there are new work requirements for some adults on AHCCCS. They come from a new federal law. The requirements apply to some adults ages 19 to 64. Answer a few quick questions to see if they may apply to you.

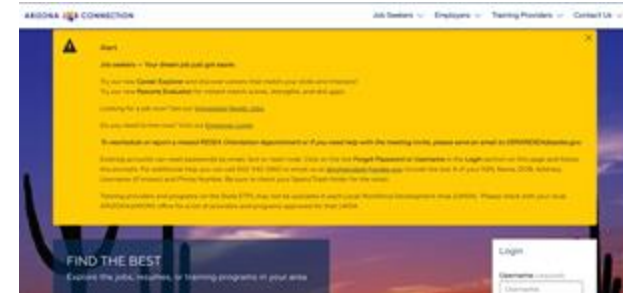
IMPORTANT NOTE: The federal government made updates to this law on June 1, 2026. This means there may be changes to the information in this screener. We will update the screener when more information is available.

Do any of these describe you? (Check all that apply)

- ☐ I am 18 years old or younger
- ☐ I am 65 years old or older
- ☐ I qualify for or am enrolled in Medicare
- ☐ I am enrolled in the Arizona Long Term Care System (ALTCs)
- ☐ None of these apply to me

[NEXT](#)

This is not an application, and it is not a decision about your AHCCCS coverage. It is for information only.



ARIZONA CONNECTION

Job Seekers | Employees | Training Providers | Contact Us

Alert

Job seekers - Your dream job will get here.

Do you want faster response and more ways to find the job you're looking for?

You can now **Post Your Resume** for more ways to find the job you're looking for.

Looking for a job? Visit [Find the Best](#) for more ways to find the job you're looking for.

Do you need more help? Visit [Find the Best](#) for more help.

Remember to sign in to your AHCCCS account or if you need help with the login, please email [support@arizonaconnection.org](#).

Looking for a job? Visit [Find the Best](#) for more ways to find the job you're looking for.

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Remember to sign in to your AHCCCS account or if you need help with the login, please email [support@arizonaconnection.org](#).

FIND THE BEST
Expand the job, training, or learning programs in your area

[Login](#)

[Remember me](#) [Forgot password](#)

Link to Job Opportunities

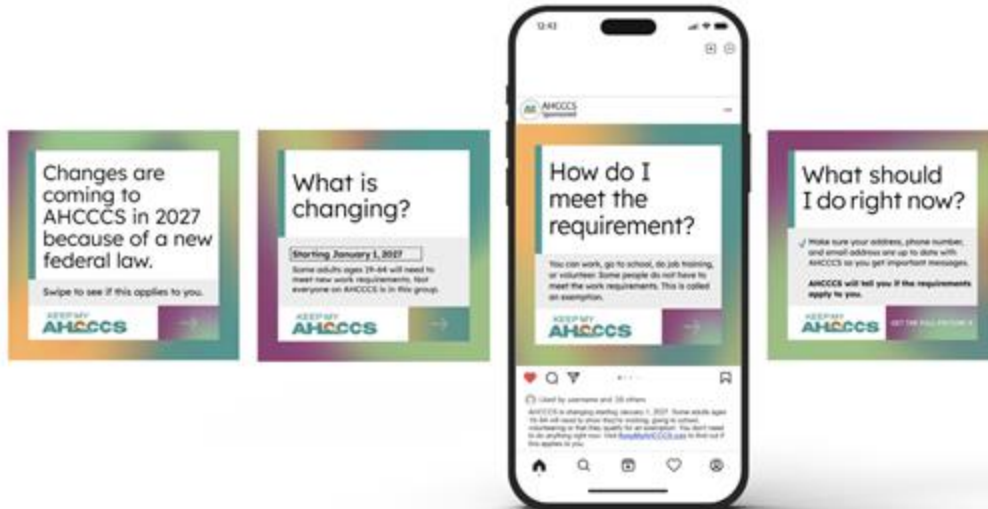


Leverage Plain-language Copy

4

Social ⇒ Website ⇒ Tools ⇒ Partner support

Every asset reinforces the same plain-language path.



Social Media Carousel



Static Social Asset

Partner Asset Roadmap

PHASE 1 — AWARENESS

SEPTEMBER | What is changing?

MESSAGE OBJECTIVE

Create recognition without panic. Reinforce that members should not assume they have lost coverage and establish KeepMyAHCCCS.com as the trusted source.

PARTNER ASSETS

- Member landing page + FAQs
- Self-screener
- Shareable infographic
- Ready-to-use/co-brandable social posts
- Partner/provider resource page
- Job + volunteer resources

WHAT THIS ACCOMPLISHES

Creates awareness + establishes one trusted source

PHASE 2 — PREPAREDNESS

OCT–MID NOV | Does this apply to me?

MESSAGE OBJECTIVE

Help members understand who may be impacted or exempt, make the requirements easier to understand and prepare before action is required.

PARTNER ASSETS

- Print-ready flyers + posters
- Expanded social content library
- Topic-specific infographics
- Quick-reference guides
- Staff training PowerPoint

WHAT THIS ACCOMPLISHES

Builds understanding + partner readiness

PHASE 3 — ACTION

LATE NOV–JUNE 2027 | What steps do I need to take?

MESSAGE OBJECTIVE

Shift from education to clear instructions and reminders that help members complete the appropriate next step, maintain eligibility and know where to get help.

PARTNER ASSETS

- How-to-Comply guides
- Instructional videos
- Action-focused landing page updates
- Reminder-driven social posts
- Step-by-step graphics / infographics
- Refreshed flyers + posters
- Updated toolkit materials as needed

WHAT THIS ACCOMPLISHES

Drives the correct member action

CONSISTENT ACROSS ALL PHASES

English + Spanish

AHCCCS-approved messaging

Co-brandable where applicable

September Early Awareness Notice

- Mailed in phases throughout the month of September
- Sent to full adult expansion population = 418,000 members
- Informational about work requirements
- No action needed
- Many people will be exempt or will already comply

Who May Be Required to Meet Work Requirements?

Work requirements may apply to adults who:

- Are 19 to 64 years old
- Do not have Medicare
- Do not meet an exemption

Who is Exempt from Work Requirements:

- Individuals already compliant with TANF and SNAP work requirements
- Participants in qualifying drug or alcohol treatment rehabilitation programs
- Pregnant individuals or postpartum within 12 months after pregnancy
- Individuals experiencing specific short-term hardships
- Veterans with a total disability rating
- Former foster youth under age 26
- American Indians or Alaska Natives
- Parents, guardians, or caregivers of:
 - A dependent child under age 14
 - A disabled individual
- Individuals who are medically frail or have special medical needs
- Currently incarcerated or recently released individuals

What Can Members Do?

- Keep their contact information with AHCCCS up-to-date.
- Read all mail and text messages from AHCCCS and their health plan.
- Visit [KeepMyAHCCCS.com](https://www.KeepMyAHCCCS.com) for information and resources.
- Answer the self-screen quiz on the website to see if they might be exempt.
- If they are not exempt and not yet meeting the work requirements, prepare by enrolling in job training or school or volunteering in their community.
- Call (855) 220-0903 for recorded Q and A information.

How Can YOU Help?

- Spread the word to all who interact with members to update their contact information with AHCCCS -- use HEA+ or live chat
- Tell all members to continue to renew their coverage, fill their Rx, use health care
- Let people know there are many exemptions and many pathways to comply with work requirements
- Encourage people to visit [KeepMyAHCCCS.com](https://www.KeepMyAHCCCS.com)

Open Discussion



Prioritizing Preventive Health: Non-Emergency Medical Transport



Desiree Greene

*Project Manager and BAC
Liaison - BAC Administration,
Division of Public Policy and
Strategic Planning*

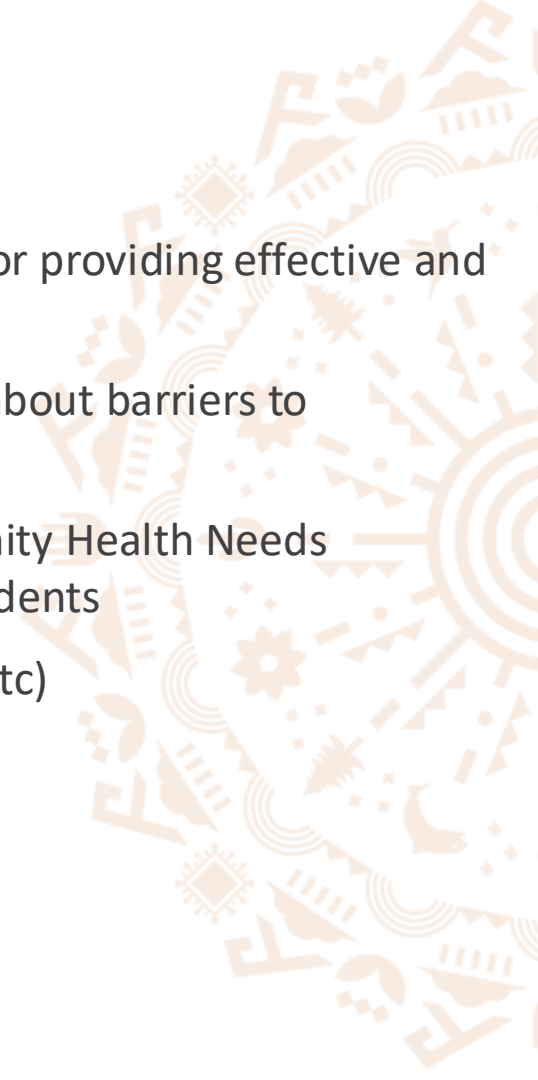


Campbell Small

*Whole Person Care Research and
Project Specialist – BAC
Administration, Division of
Managed Care Services*

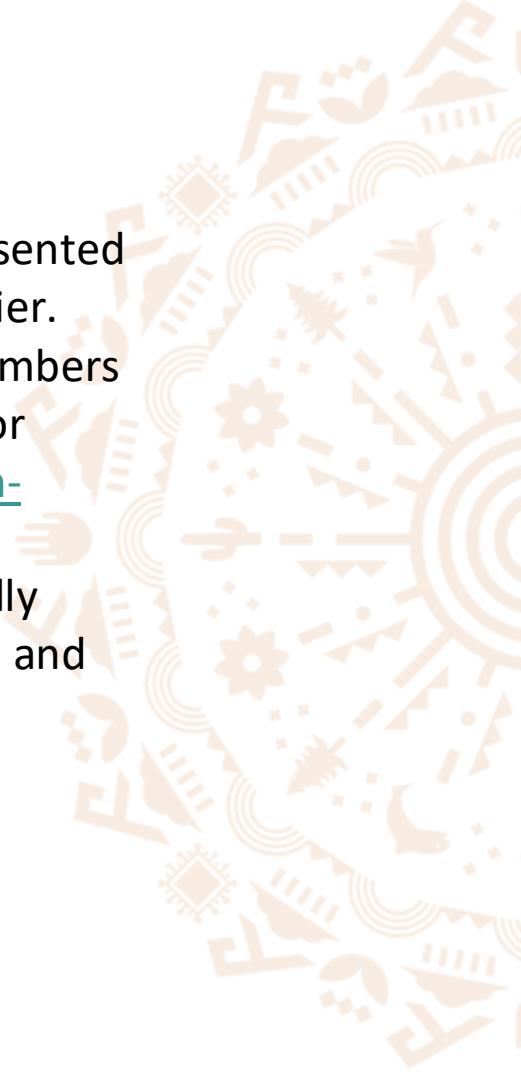
What We Did & Who We Heard From

- Asked our **SMAC members** about perceived barriers to getting or providing effective and efficient preventive healthcare
- Asked **BAC members** about their experiences and perceptions about barriers to preventive healthcare and access
- Reviewed **Maricopa County Public Health** data (CHNA Community Health Needs Assessment) to find out what health issues are priorities to residents
- Reviewed most common **member comments and issues** (BBB etc)
- **Identified 4 themes** that were common across all channels



Non-Emergency Medical Transport

- At the July 8, 2026 SMAC meeting, BAC team members presented the top three priorities that were identified the month earlier.
- Through a facilitated round-robin discussion, the SMAC members reached consensus on what they felt was the top priority for collaborative problem-solving, which they identified as [Non-Emergency Medical Transport \(NEMT\)](#).
- NEMT is a covered service by AHCCCS and provides medically necessary non-emergency ground and air transportation to and from a required medical service for most recipients.



SMAC and BAC Priorities for 2026-2027

In addition to Transportation and NEMT, the SMAC and BAC identified two other priorities and developed shared recommendations for all three, as illustrated below:

Priority	SMAC and BAC Recommendations	Agency Response
1. Transportation	•Address gaps in transportation services for individuals with various disabilities •Schedule ad-hoc meeting to further discuss transportation and NEMT	Ad-hoc meeting has been scheduled for Tue, 9/15/26
2. Confusion about insurance coverage and benefits	•Develop plain-language communications regarding the federal Medicaid changes from H.R.1 •Better support with navigating the complex Medicaid system for all members •Create better understanding of new community engagement/work requirements	•In 2026, the AHCCCS Communications Director worked with the BAC members to update the language •Federal Relations team presented on navigating Medicaid & the new requirements
3. Provider availability	No recommendations at this time. It may be a topic for future discussions.	N/A No recommendations from the SMAC at this time.

Next Steps

- AHCCCS is continuing to develop a deeper understanding of concerns, or issues around and about NEMT for the members and the community.
- The BAC Administration team will continue to work with internal NEMT subject matter experts to learn more about the programmatic workflows and policies.
- We have an upcoming SMAC and BAC Ad-Hoc NEMT Listening Session on Tuesday, 9/15/26.

Open Discussion



BAC Updates and Announcements



Desiree Greene

*BAC Administration
Division of Public Policy
and Strategic Planning*

Beneficiary Advisory Council Members

Aimee Griffith-Johnson
Amanda Mae Sampsel
Bonnie G Danowski
Cindy Mittlestadt
Dave J Ruitenber
Dominique Colunga
Edward Katz
Felicia Racquel Burford
Lois Earley
Trenae Lonetti



Thank You For Your 1 Year of Service

It has been a great pleasure to work with and learn from each of you over this first year of the BAC. We wish you well on any of your future endeavors and hope to see you at some of the SMAC meetings as a community member. Please help me in celebrating the following outgoing BAC members:

- Cindy Mittlestadt
- Felicia Burford
- Trena Lonetti

Certificate of Appreciation

Presented to

Cindy Mittlestadt

for your outstanding contribution as a member of the
AHCCCS Beneficiary Advisory Council

September 9, 2026

Date



Roberta Harrison
Interim Director



Desiree Greene
State Medicaid Advisory Committee Liaison
Beneficiary Advisory Council Liaison

Certificate of Appreciation

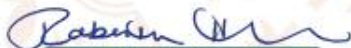
Presented to

Felicia Burford

for your outstanding contribution as a member of the
AHCCCS Beneficiary Advisory Council

September 9, 2026

Date



Roberta Harrison
Interim Director



Desiree Greene
State Medicaid Advisory Committee Liaison
Beneficiary Advisory Council Liaison

Certificate of Appreciation

Presented to

Trenae Lonetti

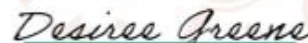
for your outstanding contribution as a member of the
AHCCCS Beneficiary Advisory Council

September 9, 2026

Date



Roberta Harrison
Interim Director



Desiree Greene
State Medicaid Advisory Committee Liaison
Beneficiary Advisory Council Liaison

BAC Representatives for the SMAC

Name	Group	Quarterly SMAC Meeting Months
Bonnie	1st	Jan and July 2026
Aimee	2nd	April and Oct 2026
Dominique	1st	Jan and July 2026
Ed	2nd	April and Oct 2026

— JOIN US! —

Virtual Caregiver Summit

FINDING YOUR WAY FORWARD



A Caregiver Guide to Simplifying Systems

TUESDAY, OCTOBER 20, 2026, 9AM-1PM

Virtual event held via Zoom

Free event for family caregivers in Arizona, featuring presentations on:

- Area Agency on Aging
- ALTCS (Arizona Long Term Care System)
- Advanced Directives, and other legal resources



Pre-registration is required.

[Click here](#)

or scan the QR code to
register for the event.

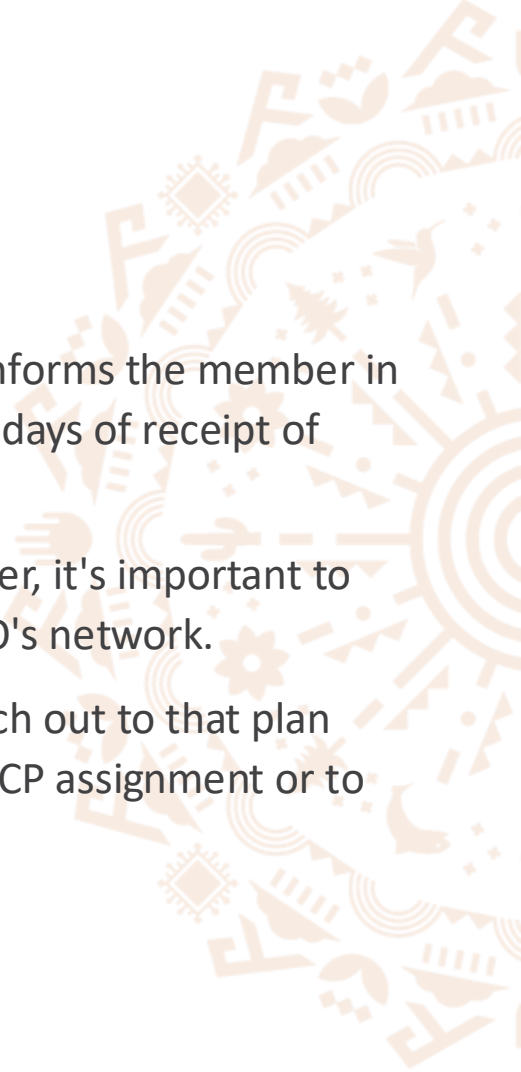
or visit: <https://tinyurl.com/VirtualCaregiverSummit>



[Registration Link](#)

Primary Care Provider Response

- For MCO (Health Plan/Contractor) enrolled members
 - The MCO assigns a primary care provider for the member and informs the member in their welcome packet information (provided within 12 business days of receipt of notification of the member's enrollment from AHCCCS).
 - The MCOs are also to inform the PCP of the assignment. However, it's important to note that a member may choose to see another PCP in the MCO's network.
 - If a current member is enrolled with a health plan, they can reach out to that plan directly via the phone number on their ID Card to obtain their PCP assignment or to select a new PCP.



Topics Follow-Up



Respite Care	Respite hours may also be authorized as a BH benefit, but regardless of the payer - you can't exceed the maximum hours per year. Additionally, services and hours the member receives are based upon an individualized needs assessment and medical necessity. They cannot be "shared" with others.	 COMPLETED	
New Medicaid work requirements, 1115 Waiver, Rural Health Transformation, and other items/changes from H.R.1	Arizona 1115 Demonstration Waiver Webpage 1115 One-Pager and presentation from Max Seifer, Federal Relations Chief on 12/10/25	 ONGOING	
Assignment of Primary Care Providers to AHCCCS Members	For MCO (Health Plan/Contractor) enrolled members - The MCO assigns a primary care provider for the member and informs the member in their welcome packet information (provided within 12 business days of receipt of notification of the member's enrollment from AHCCCS). The MCOs also are to inform the PCP of the assignment. However, it's important to note that a member may choose to see another PCP in the MCO's network. Was the inquiring member enrolled with a health plan - if so, the member may want to reach out to the health plan directly via the phone number on their ID Card to obtain their PCP assignment or to select a PCP.	 COMPLETED	



Open Discussion

AHCCCS Resources



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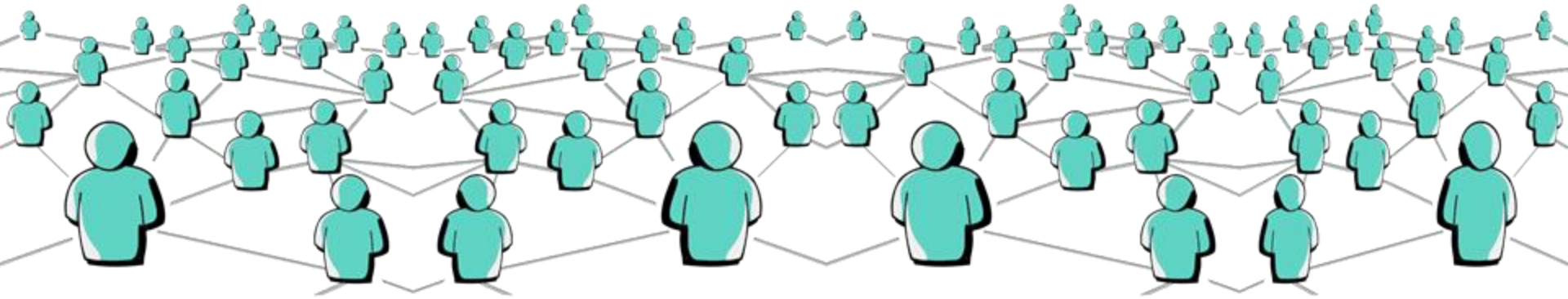
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[AHCCCSgov](#)

[V](#)



Learn about AHCCCS' Medicaid Program on YouTube!



[Meet Arizona's Innovative Medicaid Program](#)

Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- [About AHCCCS](#)
- [AHCCCS Acronyms](#)
- [State Medicaid Advisory Committee \(SMAC\)](#)
- [Beneficiary Advisory Council \(BAC\)](#)
- [AHCCCS Tribal Consultation](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [Understanding Public Comment](#)
- AHCCCS [Members Rights & Responsibilities](#)
- AHCCCS [Grievance and Appeals](#)

**Thank you and
Have a great day!**

