

Since 2007, OIFA's mission has been to ensure the voices of those who receive behavioral health services and their families are heard at every level of Arizona's public behavioral health system. Each OIFA Team Member brings their unique lived experiences to their role as peers and/or family members involved with mental health, justice, substance use and foster care.

How OIFA ensures that individual and family voices are heard at AHCCCS:

- Facilitates a monthly OIFA Advisory Council to hear from the members, family members and stakeholders to share resources, discuss issues, and identify needs in the behavioral health system;
- Attends community meetings and events to hear directly from members and family members;
- Meets regularly with the Director of AHCCCS, Chief Medical Officer, Deputy Directors, and Assistant Directors to discuss issues, opportunities, and trends;
- Collaborates with AHCCCS Health Plan OIFA Administrators (the health plan staff who oversee the OIFA) to address community concerns;
- Monitors health plan performance and outcomes through regular reporting; and
- Ensures peer support and family support professionals have access to specialized training through the Peer and Family Career Academy.

The OIFA offers education on the following:

- Overview of OIFA, our role, and our responsibilities;
- Jacob's Law training for members in the foster care system;
- Health Care System navigation;
- Family Support Services;
- Peer Support Services; and
- AHCCCS system changes.

The OIFA provides guidance by:

- Working one-on-one with AHCCCS members and family members to resolve issues, answer questions, or connect them to people who can assist;
- Creating one page educational documents (empowerment tools) to explain specific parts of the healthcare system;
- Tracking concerns to identify systemic issues; and
- Sharing statewide information through our weekly OIFA newsletter.

To learn more about The OIFA, what it does, how to get involved, or request a training, contact: Email OIFA@azahcccs.gov or visit www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA.html

AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	susan.kennard@azahcccs.gov
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	melisbrown@azcompletehealth.com
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	OIFAteam@bannerhealth.com
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	OIFA@care1staz.com
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	CHPCompliance@azdcs.gov
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	OIFABHAdvocate@azdes.gov
Molina Complete Care	Mackenzie Tewell	Interim Administrator, Individual and Family Affairs	928.963.4910	MCCAZ-OIFA@molinahealthcare.com
Mercy Care	Laura Piontkowski	Administrator, Office of Individual and Family Affairs	602.621.0110	OIFAteam@mercycaresaz.org
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	OIFA@azblue.com
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	advocate.oifa@uhc.com

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS		
Arizona Complete Health - ACC-RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care ACC-RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Care1st ACC-RBHA Customer Service 1-866-560-4042 www.care1staz.com