



Welcome to AHCCCS Hot Topics

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.

CommunityCares

Closed-Loop Referral System

- Contexture and Unite Us are holding roadshow demos of the new statewide Closed-Loop Referral System, CommunityCares
 - The system will enable health care providers to refer members to social services to improve their health outcomes
- The roadshows provide:
 - The program's purpose and goals
 - A live demonstration of the system
 - An opportunity for questions and answers
- To sign up visit www.eventbright.com and search for “CommunityCares”
- All are welcome to attend!
- For more information about the system visit www.communitycaresaz.org

Statewide Arizona Crisis Hotline

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

Text: 4HOPE (44673)



Arizona Crisis Hotlines by County

Local Suicide and Crisis Hotlines by County

Phone

Maricopa, Pinal, Gila Counties served by Mercy
Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties
served by Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties served by Care1st:
1-877-756-4090

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

Teen Life Line phone or text: **602-248-TEEN (8336)**



How to access the crisis line in your area

Statewide:

Call: 1-844-534-HOPE (4673) or Text: 4HOPE (44673)

North GSA

- **Counties: Coconino, Mohave, Navajo, Yavapai:**
Health Choice Arizona: **1-877-756-4090**

Central GSA

- **Maricopa County, Pinal, Gila: Mercy Care** **1-800-631-1314**

South GSA

- **Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Santa Cruz, Yuma:**
Arizona Complete Health - Complete Care Plan
1-866-495-6735

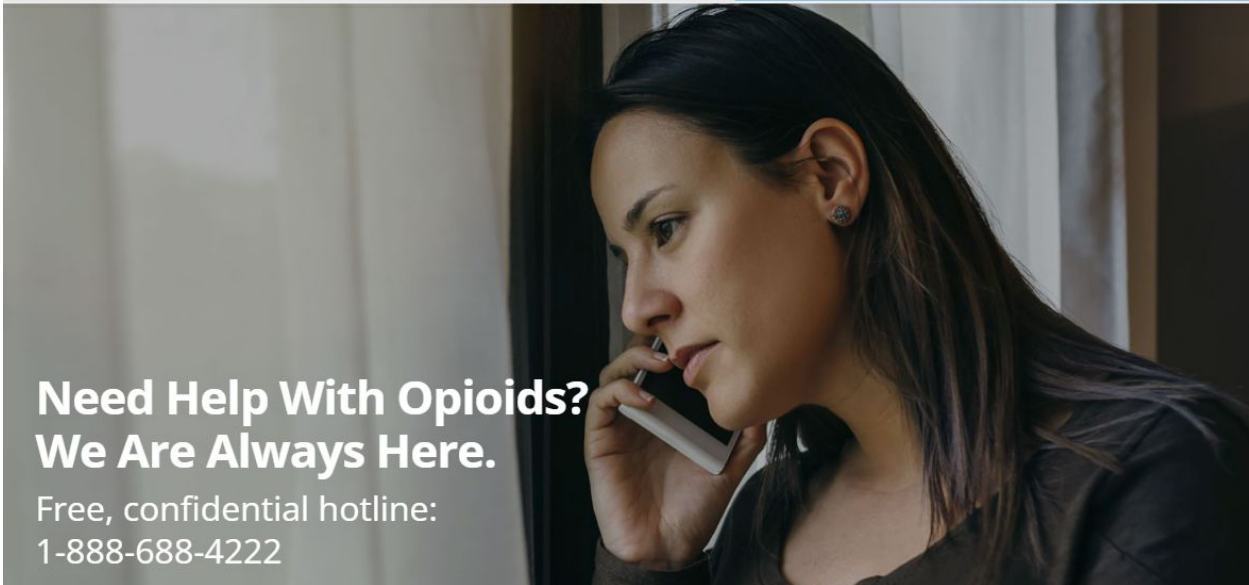
Tribal

- **Ak-Chin Indian Indian Community:**
1-800-259-3449
- **Gila River Indian Community:**
1-800-259-3449
- **Salt River Pima Maricopa Indian Community:**
1-855-331-6432
- **Tohono O'odham Nation:**
1-844-423-8759

OARLine: www.azdhs.gov/oarline
AzOarline@gmail.com



HOME ▶ PATIENT ▶ PROVIDER ▶ ABOUT



**Need Help With Opioids?
We Are Always Here.**

Free, confidential hotline:
1-888-688-4222

Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

Need to report a change?

The screenshot shows the Health-e-Arizona PLUS website interface. The 'I Want To...' menu on the left has 'Report a Change' highlighted with a red box. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and email. Below this is 'My Medical Assistance' with a table showing one entry: AHCCCS Medical Assistance, beginning on 09/01/2021. At the bottom, 'My Applications' shows a table with one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and a View link.

Name	Program	Begin Date	End Date
	AHCCCS Medical Assistance	09/01/2021	

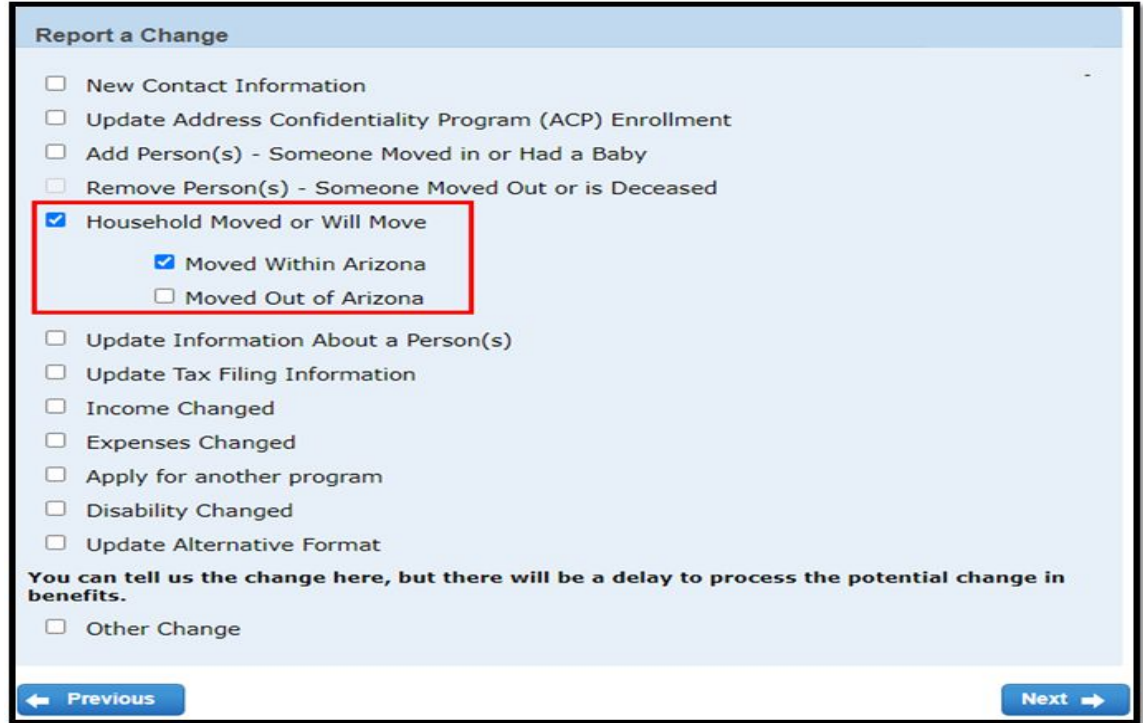
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a laptop displaying the website. The URL www.healthearizonaplus.gov is shown in a search bar. The main text reads 'UPDATE YOUR INFORMATION TODAY!' followed by the instruction: 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' Below this is a section for 'INDIVIDUAL AND FAMILY' with a photo of a family and the text 'Connecting individuals and families to coverage, plans and services.' The AHCCCS logo is at the bottom left.

Log in or create an account today at www.healthearizonaplus.gov

Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.



Report a Change

- New Contact Information
- Update Address Confidentiality Program (ACP) Enrollment
- Add Person(s) - Someone Moved in or Had a Baby
- Remove Person(s) - Someone Moved Out or is Deceased
- Household Moved or Will Move
 - Moved Within Arizona
 - Moved Out of Arizona
- Update Information About a Person(s)
- Update Tax Filing Information
- Income Changed
- Expenses Changed
- Apply for another program
- Disability Changed
- Update Alternative Format

You can tell us the change here, but there will be a delay to process the potential change in benefits.

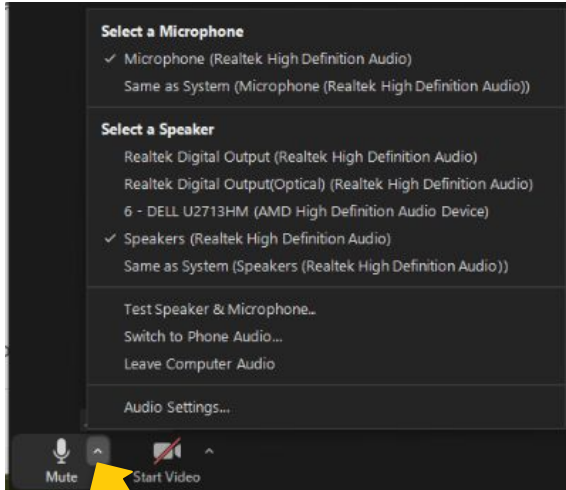
- Other Change

← Previous Next →

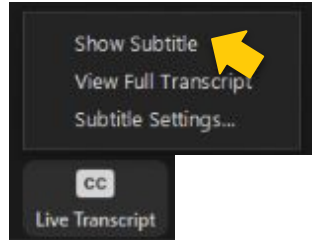
Zoom Webinar Controls

Navigating your bar on the bottom...

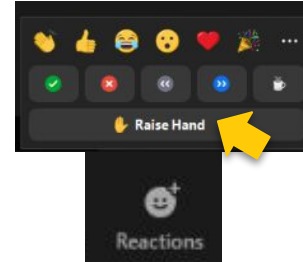
Audio Settings



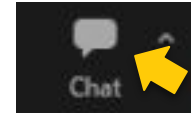
Turn on Closed Captioning



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

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

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.

PHE Continuous Enrollment End: Renewal Updates

Julie Swenson

Senior Policy Advisor: AHCCCS Eligibility



Unwinding Continuous Enrollment & Resuming Standard Redetermination Processes

Processing Renewals

- Renewals continued through PHE.
- More than 670,000 members are either:
 1. **Non-Responsive:** failed to supply needed documentation,
OR
 2. **Factually Ineligible:** shown to be ineligible based on information **received** between March 2020 and current date.
- After a full redetermination, these members could be found to be *eligible* and will **stay enrolled** or *ineligible* due to changing circumstances and be **disenrolled**.
- Distributing renewals for these members over **12 months**.

Processing Renewals

Hybrid approach to prioritizing

- Process “ineligible” before “non-responsive”
- Within these groups process “oldest application date to newest”

Distributing the added workload

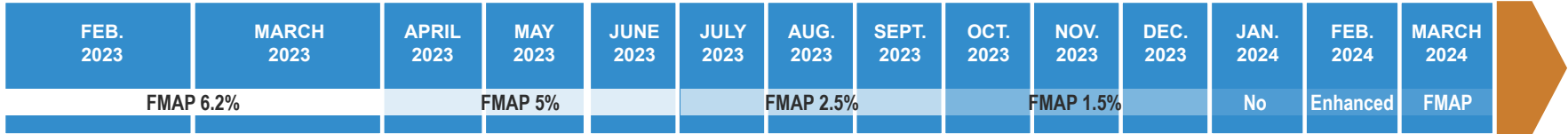
- Aligning household renewal dates and SNAP renewal dates where applicable.
- Adjust renewal volumes batches based on volume of regular monthly renewals due, and
- Renewal volumes as even as possible over unwinding period.

April 1 - March 31

Medicaid renewals resume for COVID-19 Override group (members continued March 2020-February 2023). New applications and changes processed under standard rules. When a response is required, members have 30 days to provide that information before disenrollment.

March 31
Continuous Medicaid enrollment requirement expires

Dec. 31 All factually ineligible re-determinations from COVID-19 Override group will be processed	Jan. Last month to initiate post-continuous enrollment renewals	March Last month to complete post-continuous enrollment renewals
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COVID-19 Override & Regular Monthly Redetermination Continue

April to March
Individuals failing to renew benefits have 90 days to reapply without submitting a new application

Monthly on ~ the 20th
10-day notice of adverse action sent to next month's discontinued members

Feb. 17-19
Ex parte case matching initiated for April determinations

Feb. 13
April renewals initiated

Feb. 25-March 11
Renewal notices sent to members renewing in April

April 1
Earliest date of disenrollment for members redetermined in April

Stakeholder Outreach & Tools

- Community advocacy meetings
- State agencies & Veterans Administration
- Providers (Pharmacy Benefit Managers, etc.)
- Toolkit (fliers, email)



Questions?

What is ABA? Do I need it? How do I get it?

Dr. Megan Woods

Integrated Care Administrator

Applied Behavior Analysis

Applied Behavior Analysis (ABA) is a science developed to better understand the way that people learn and behave. It includes the way that behavior takes place in different places or circumstances, and how people learn in different environments. ABA is a covered behavioral health service for all Arizona Medicaid members.



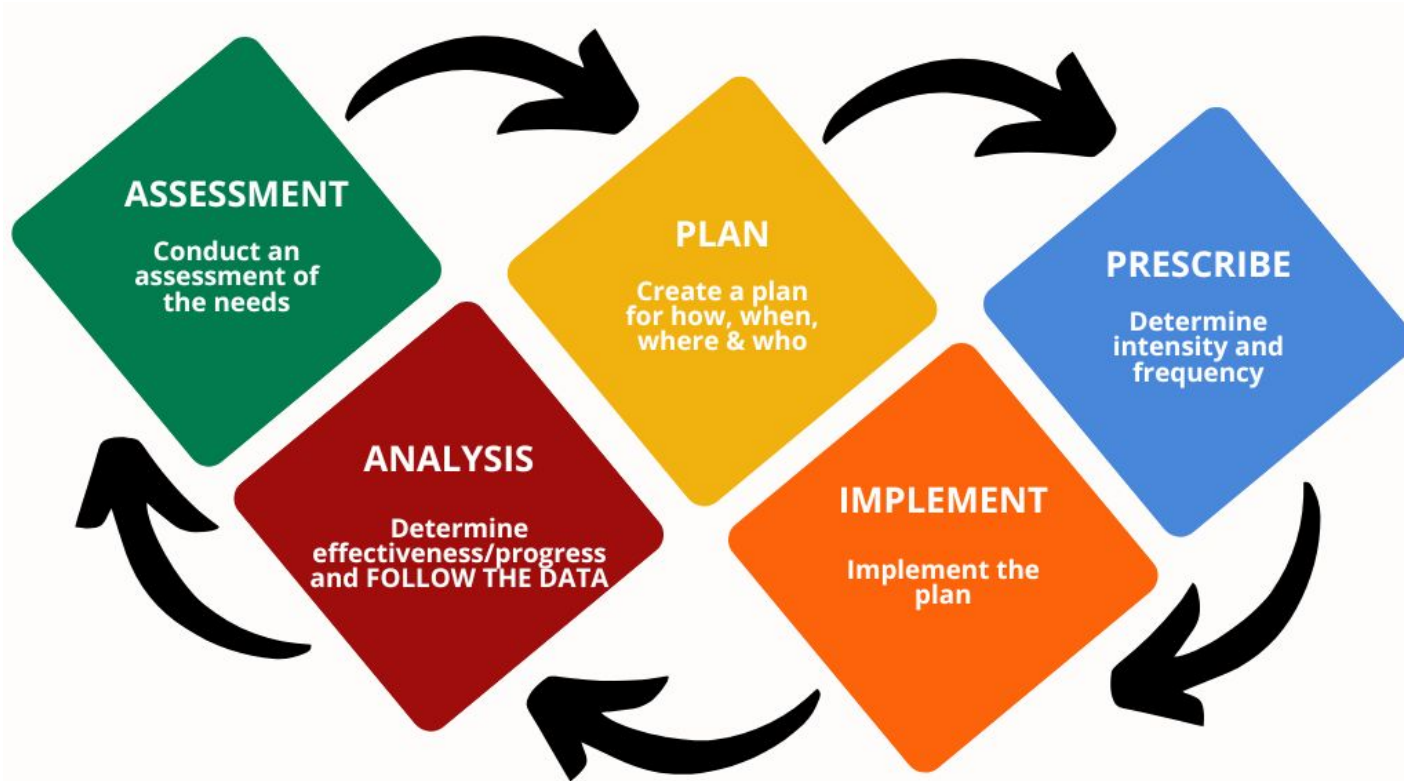
Who might need ABA?

ABA Could be beneficial if you or your family member is...

- ❑ having difficulty learning or gaining new skills
- ❑ having a hard time communicating
- ❑ experiencing behaviors that are, or could become harmful or reduce quality of life (i.e. Physical aggression, temper tantrums, self-injury, isolation, repetitive behaviors)

AHCCCS has no age or diagnostic limitations on ABA services when medically necessary

What does ABA look like?



How to receive ABA

Primary Care Provider

Speak to your care provider about whether ABA may be appropriate

School

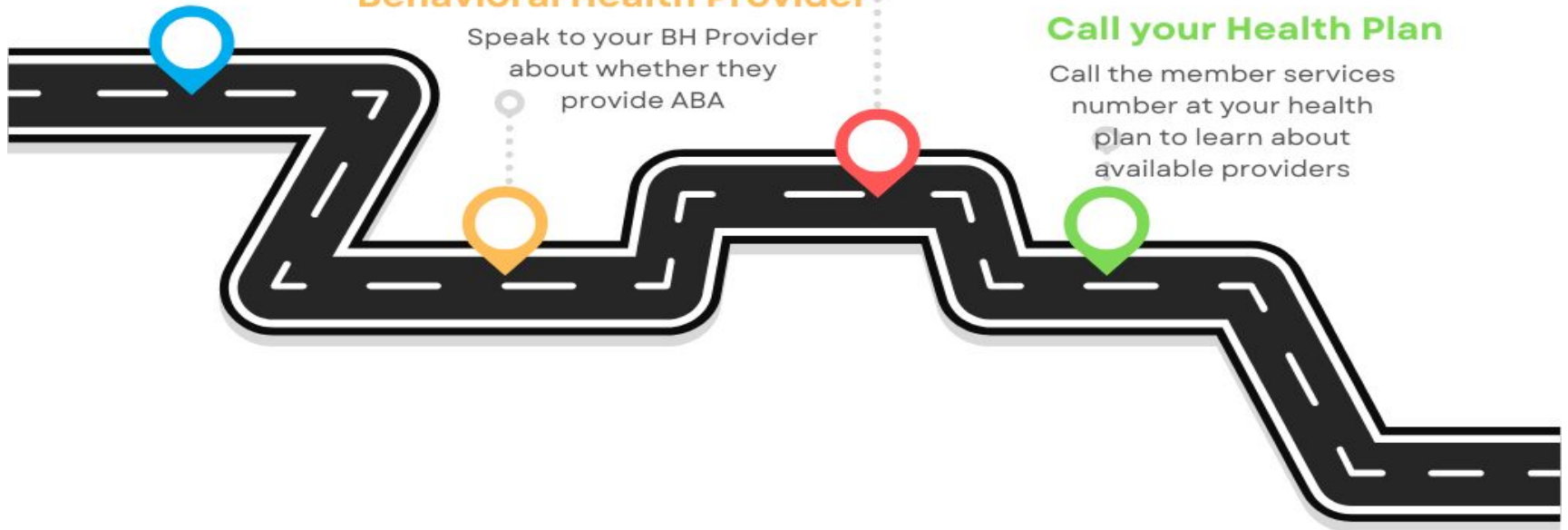
Speak to your school about ABA service availability

Behavioral Health Provider

Speak to your BH Provider about whether they provide ABA

Call your Health Plan

Call the member services number at your health plan to learn about available providers



Resources

A small sampling of related resources available on the AHCCCS website:

- [AMPM 320-S](#) Behavior Analysis Services
- No Wait Lists - [English](#) / [Spanish](#)
- Standards Appointment Availability - [English](#) / [Spanish](#)
- You Have a Voice and Choice in Your Health Care Decisions - [English](#) / [Spanish](#)
- 12 Guiding Principles in the Children's System of Care - [English](#) / [Spanish](#)
- 9 Guiding Principles in the Adult System of Care - [English](#) / [Spanish](#)
- How to Find a Provider - [English](#) / [Spanish](#)
- How to Access Behavioral Health Services - [English](#) / [Spanish](#)



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:

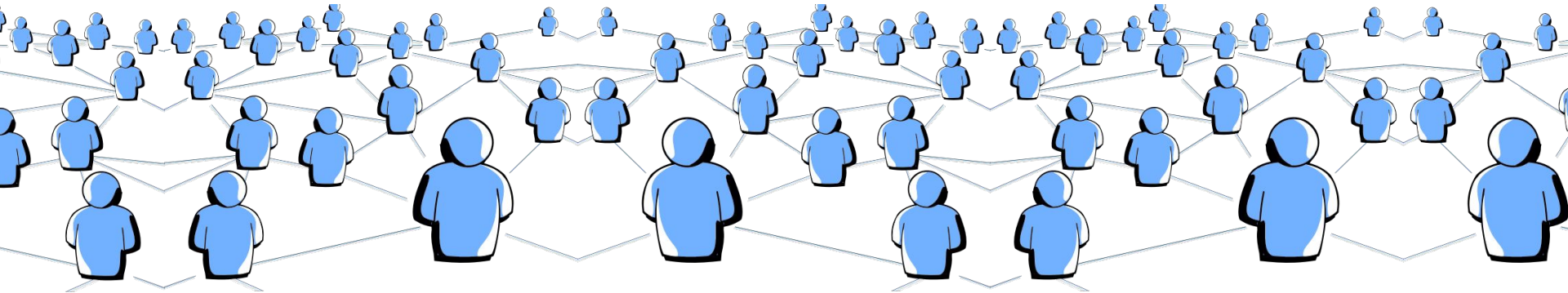
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

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](#)



Please take the survey

to help us better
tailor meetings to
meet your needs.