



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.

National 24-Hour Crisis Hotlines

Phone

- 988 Suicide & Crisis Lifeline: **988**
- National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357)**

Text

- Send a Text to **988**
- Text the word "HOME" to **741741**

Chat

- **988 Lifeline Chat**

Videophone

- Select **ASL NOW** at the bottom of the page to connect with a 988 Lifeline counselor.



Statewide Arizona Crisis Hotline



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

Text: 4HOPE (44673)

Chat: [Solari Crisis Response Network](#)

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 Lifeline phone or text: **602-248-TEEN (8336)**



How to access the crisis line in your area

Statewide:

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

Chat: [Solari Crisis Response Network](#)

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**

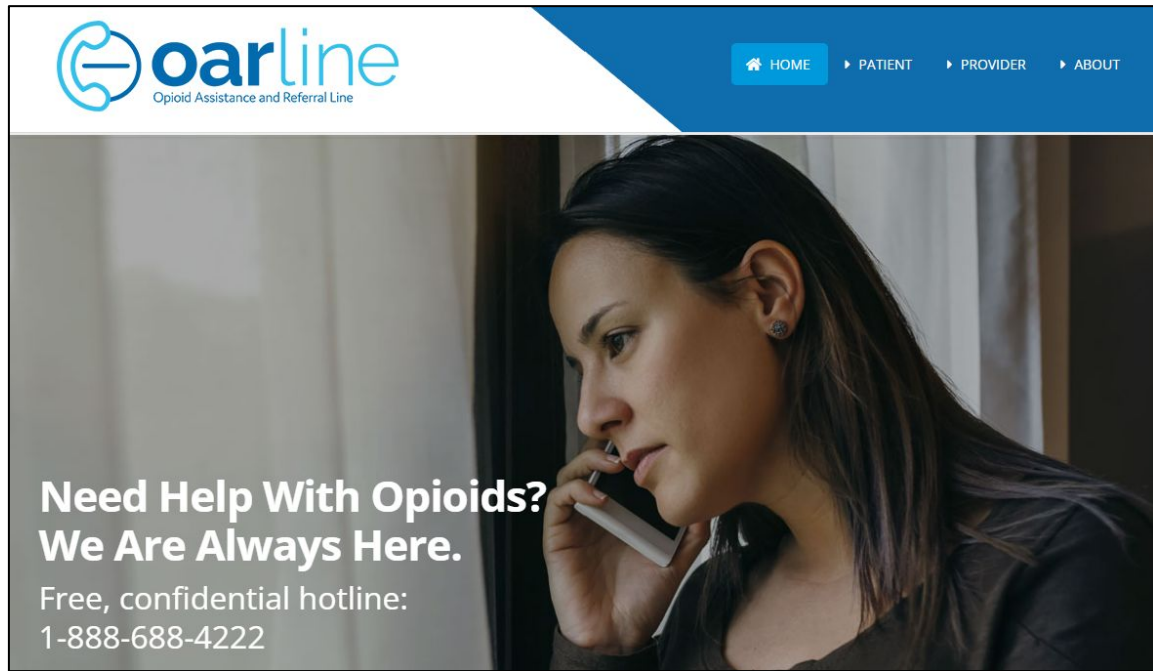
South GSA

- **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

The image shows a screenshot of the OARLine website. The top navigation bar is blue with white text for 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. The logo on the left consists of a stylized 'e' icon and the text 'oarline' in a sans-serif font, with 'Opioid Assistance and Referral Line' in smaller text below it. The main content area features a photograph of a woman with long dark hair talking on a mobile phone. Overlaid on the bottom left of the photo is the text: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'.

Email:

AzOarline@gmail.com

www.azdhs.gov/oarline

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	

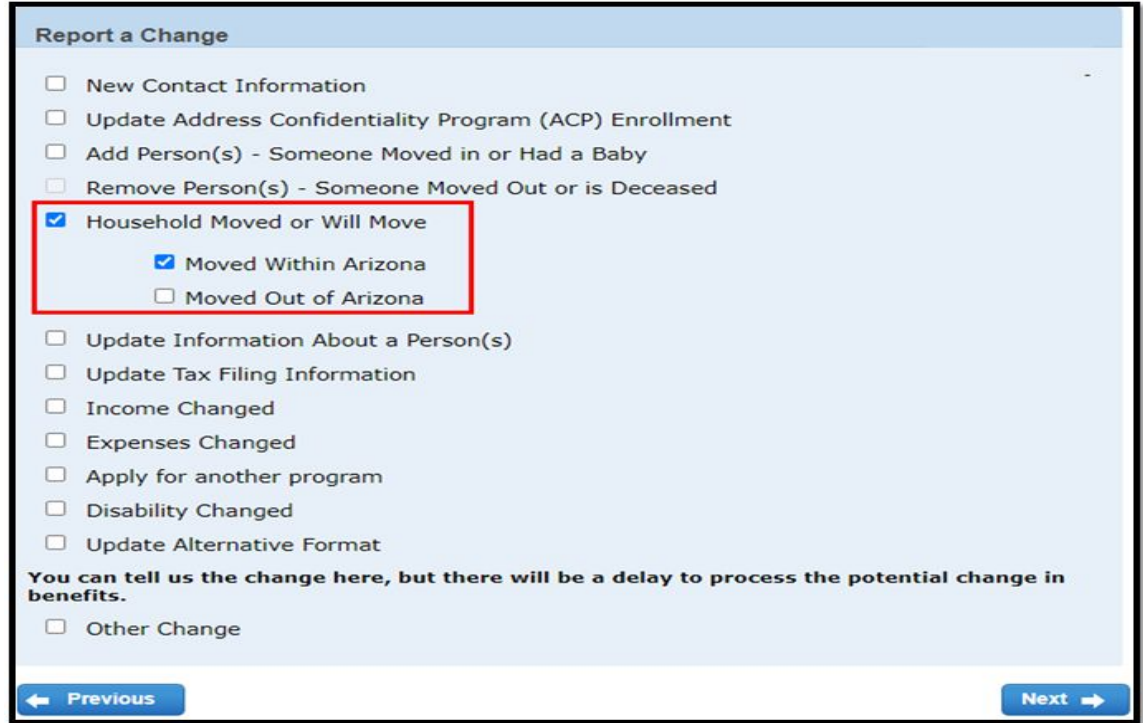
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

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.

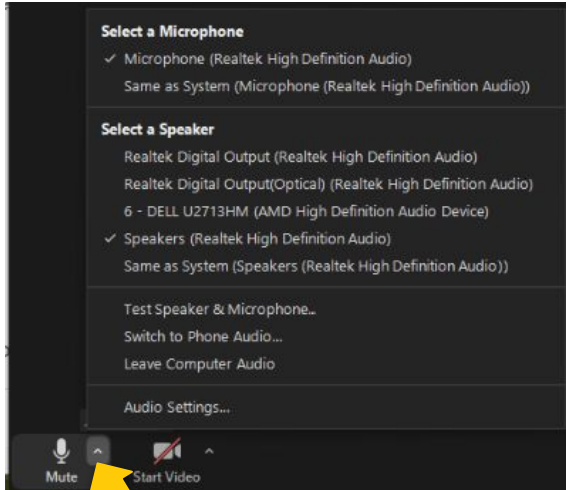
- Other Change

← Previous Next →

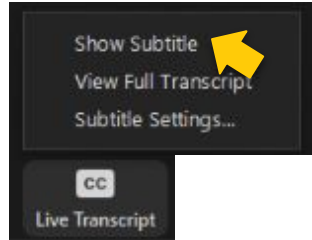
Zoom Webinar Controls

Navigating your bar on the bottom...

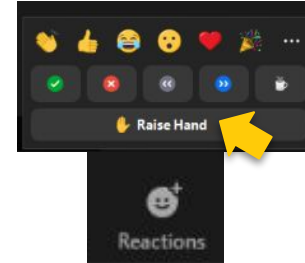
Audio Settings



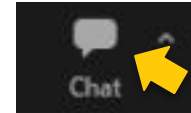
Turn on Closed Captioning



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

Zoom Tips



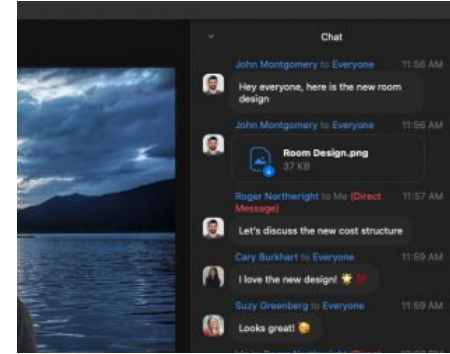
Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use gallery view to all participants.



Use chat feature (or Q&A when available) to ask questions or share resources.

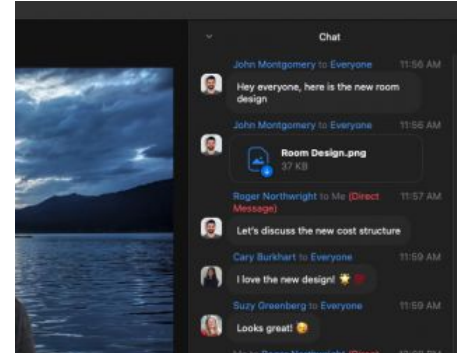
Webinar Tips



Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use chat feature (or Q&A when available) 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.

A set of keys with a house-shaped keychain and a pen on a wooden surface. The background is a warm, yellowish-gold color with a subtle wood grain texture.

AHCCCS Housing & Health Opportunities (H2O) Demonstration Proposal

By Elizabeth DaCosta, Housing Program Administrator,
Division of Behavioral Health and Housing

AHCCCS Housing & Health Opportunities (H2O) Demonstration Goals

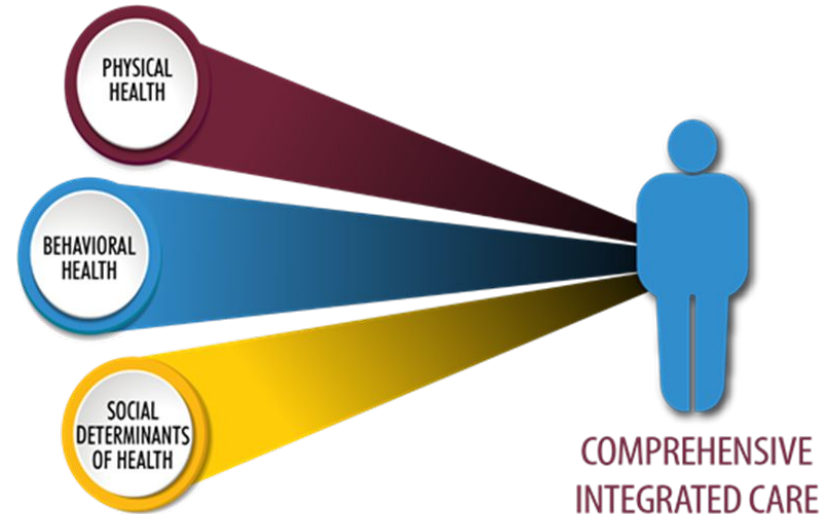
Increase positive
health and
wellbeing outcomes
for target
populations.

Reduce the cost of
care for individuals
successfully housed.

Reduce
homelessness and
maintain housing
stability.

1115 Waiver H2O HRSN Services

- Outreach and Education Services
- Transitional Housing - 6 Months
 - Transitional Housing Setting (Enhanced Shelter)
 - Apartment or Rental Unit (Rental Assistance)
- One-time Transition and Moving Costs
- Home Accessibility Modifications
- Housing Pre-Tenancy Services
- Housing Tenancy Services

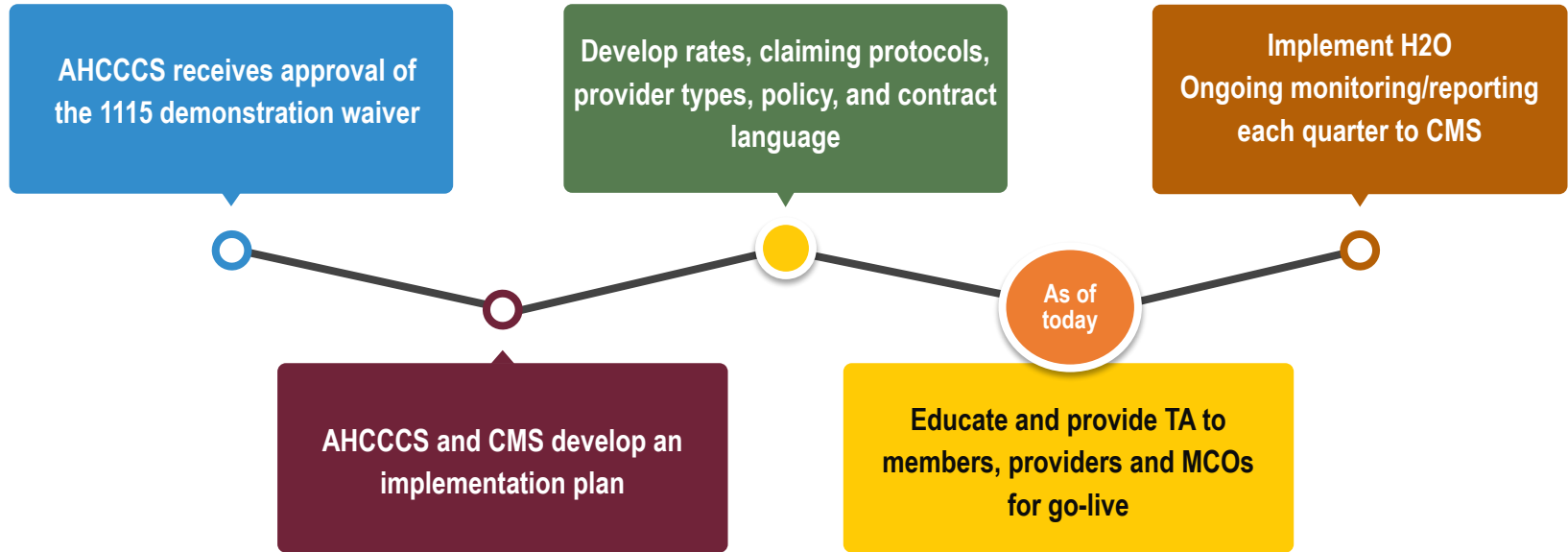


H2O Eligibility Criteria

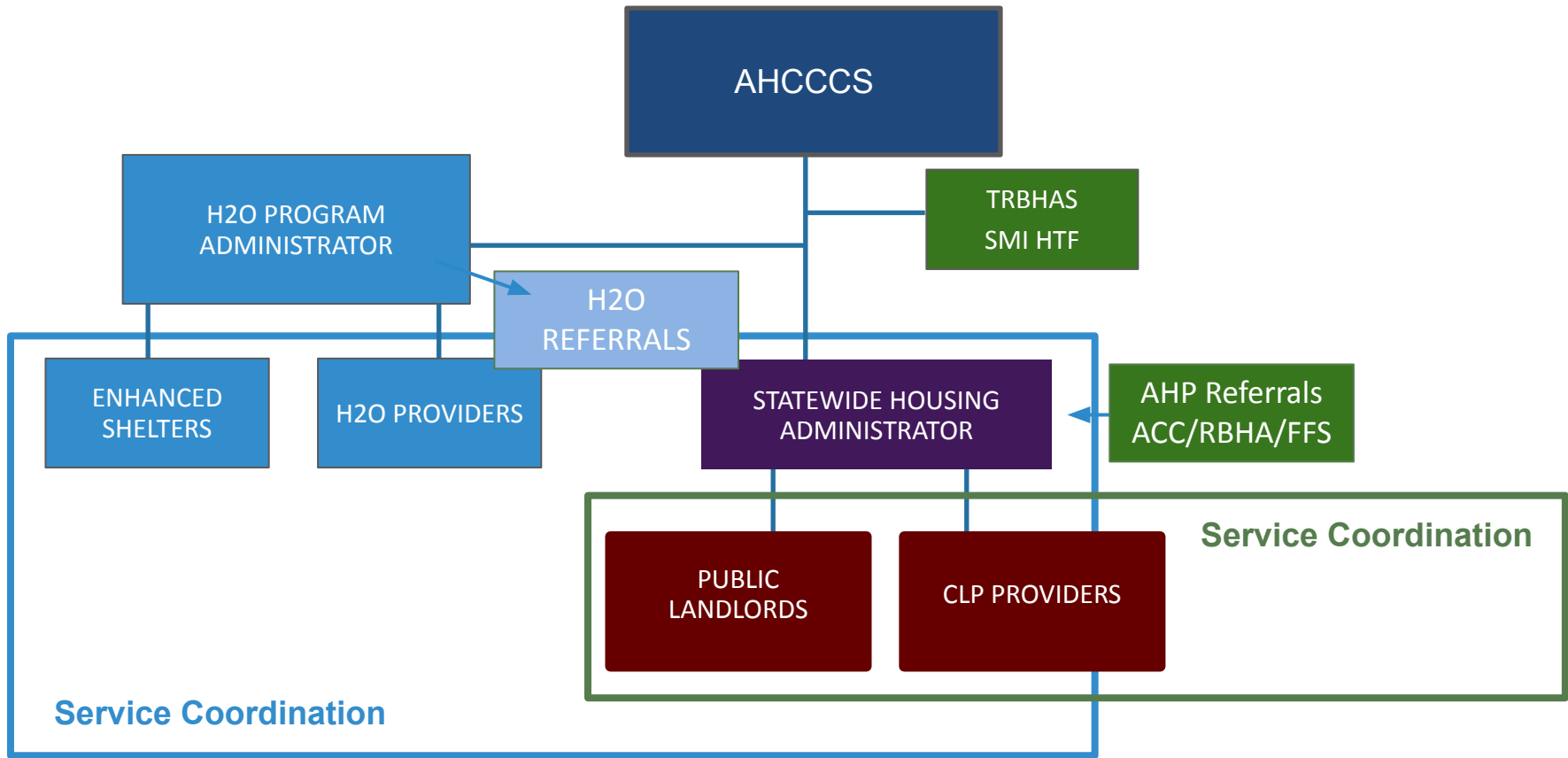
- Member must be **experiencing homelessness and**,
 - Z Code for Housing Instability or
 - Identified through a Homeless Management Information System (HMIS) report

H2O Provider will verify homelessness at intake
- Member must have **SMI Designation and**,
 - Diagnosed with a chronic health condition or,
 - Currently in a correctional facility with a release date scheduled within 90 days or released from a correctional facility within the last 90 days.

Waiver Implementation - H2O



**Deliverables are ongoing throughout the entire demonstration period.



H2O Program Administrator – Solari, Inc.



Front-end: Member Management

Subject Matter Expert (SME):

- HMIS Maricopa County
- HMIS Balance of State
- SMI Administrator
- Health Plan Data Exchange



Back-end: Provider Support

Subject Matter Expert (SME):

- Network Development
- Billing and Claims
- Fraud, Waste & Abuse
- Contracting

Key Implementation Activities

Hiring H2O
Leadership & Staff

Provider
Onboarding &
Training Process

Eligibility File
Transfer &
Notification

Closed Loop
Referral &
Coordination
Tracking

Phone System for
Member & Provider
Support

Claims &
Reimbursement
System

Approach to H2O Provider Recruitment

All providers must apply as an H2O provider and meet minimum standards for participation: AHCCCS Policies, Best Practices in Homelessness, Training, etc.

Recruitment strategy:

1. Currently contracted Medicaid Providers (**NOW!**)
2. Homeless Service Providers with Federal Contract Experience
3. Homeless Service Providers without Federal Contract Experience

H2O Program Administrator – **Solari, Inc.**

Questions & Feedback

H2O@Solari-inc.org

H2O Outreach and Education

Approved under H2O Infrastructure, not H2O Services Not a Medicaid T19 service

Initial location, identification, and sustained engagement of members on the street, in institutions, or other homeless or at-risk situations. This can include pre-release reach-in for justice involved individuals, and discharge planning and coordination for individuals in an inpatient setting.

- Maximum assigned staff to member ratio 1:25
- For unsheltered situations, the outreach staff person assigned shall complete in-person contact attempts daily with assigned members while the member resides in unsheltered situations.
- For other sheltered situations, the outreach staff person assigned shall complete in-person contact attempts with each member on a weekly basis until the member is engaged with their assigned provider or pre-tenancy/tenancy support.

H2O Outreach Provider Payment

- AHCCCS is implementing a per FTE per month rate for outreach and education.
- The initial rate starting 10/1/2024 will be \$5,380.00 per FTE per month or \$64,560.00 per year
 - The wage and ERE amount is \$22.67 per hour in the above rate model.
 - Expenses for travel and other operating costs are accounted for in the methodology.
 - Administrative/Indirect percentage of 12.7% is built into the rate.
- This proposed rate is the fixed rate for all potential providers within the state of Arizona



ALPCS-EPD Health Plan Readiness and Member Transition Information

Christina Quast, Assistant Director, Division of Managed
Care Operations

ALTCS-EPD Readiness and Transition Pause

- AHCCCS is pausing member transition activities related to the procurement of new contracts for the Arizona Long Term Care System Elderly and/or Physically Disabled (ALTCS-EPD) program that were scheduled to go live on 10/1/2024.
- AHCCCS is currently in the process of reviewing the August 9th Administrative Law Judge (ALJ) Decision which recommended that the Mercy Care, Banner, and Health Choice EPD appeals be granted.

[More Information](#)

[FAQs](#)

Reach out to with questions: MCOTransitions@azahcccs.gov

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AHCCCS News & Press Releases [Subscribe to News and Press Releases Updates](#)

Filter: Show All | Sort: Date: Newest First

AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 23, 2024
PHOENIX – One year ago, Cabinet Executive Officer Carmen Heredia took the helm of the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, and guided the agency through an extraordinary year of accomplishments and change.

"In 2023, AHCCCS faced challenges head-on, made significant progress, and achieved remarkable milestones because of our employees' unwavering dedication to the members we serve," Heredia said. "Our accomplishments stand as a testament to our adaptability, innovation, and unyielding resolve in the face of turbulent times."

Some of those successes and operational enhancements are highlighted below; see the full list in the 2023 Year in Review document.

[Read more...](#)

1.4 Million Arizonans Have Maintained Medicaid Coverage Since Renewals Began Last April

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 18, 2024
PHOENIX – Since the Arizona Health Care Cost Containment System (AHCCCS) returned to the regular Medicaid renewal processes last April, 1.4 million Arizonans have maintained coverage and 18% or 457,753 have been discontinued.

[AHCCCS News and Updates](https://azahcccs.gov/shared/news.html)
azahcccs.gov/shared/news.html

AHCCCS Tribal Relations [Subscribe to AHCCCS Tribal Relations Updates](#)

The mission of the Arizona Health Care Cost Containment System (AHCCCS) is to provide comprehensive, quality care to those in need. AHCCCS and Tribal Nations in the State of Arizona share the common goal of decreasing health disparities and maximizing access to critical health services.

Tribal Consultation

AHCCCS is committed to engaging in open, continuous, and meaningful consultation on a government-to-government basis. The AHCCCS Tribal Consultation Policy (note: pending technical changes and Tribal Consultation) guides the agency's work and interaction with the Tribal Nations of Arizona.

Learn more about Tribal Consultation at AHCCCS.

Tribal Relations at AHCCCS

The Tribal Liaison serves as a point of contact for information and issues concerning health care policies that affect American Indian AHCCCS members. The role of the Tribal Liaison is to work across sectors to help improve the quality and accessibility of health care for American Indian AHCCCS members.

At AHCCCS, the Tribal Liaison is housed in the Division of Community Advocacy and Intergovernmental Relations and serves as the link between AHCCCS staff and the 22 tribes in Arizona, three Indian Health Service (IHS) areas, urban Indian health programs, and tribal community members and stakeholders.

Christine Holden currently serves as the AHCCCS Tribal Liaison and she can be contacted at christine.holden@azahcccs.gov or at tribalrelations@azahcccs.gov.

[Tribal Relations Updates](https://azahcccs.gov/AmericanIndians/TribalRelations/)
[azahcccs.gov/AmericanIndians/
TribalRelations/](https://azahcccs.gov/AmericanIndians/TribalRelations/)

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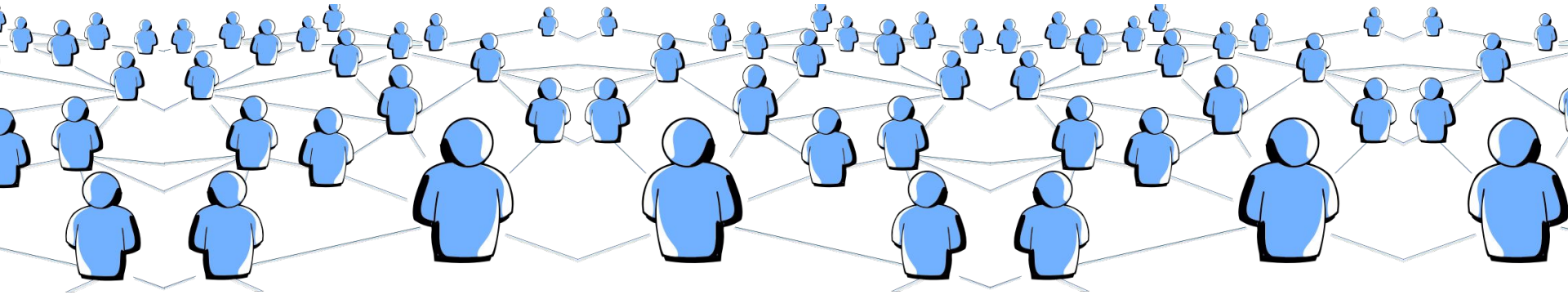
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Handle:

[@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](#)



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to help us better
tailor meetings to
meet your needs.