

Welcome to the AHCCCS Community Forum

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 **Deaf/HoH** on the 988 Lifeline web page to connect with a 988 Lifeline counselor



Statewide Arizona Crisis Hotline



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

Text: 4HOPE (44673)

Chat: [Solaris 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**

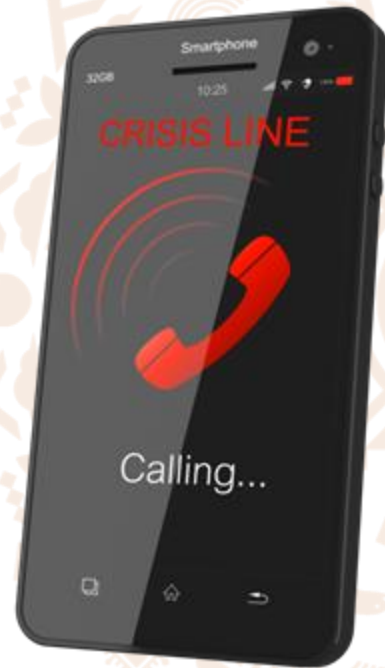
Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties served by Arizona Complete Health: **1-866-495-6735**

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

A screenshot of the OARLine website banner. The top navigation bar is blue with white text for 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. The main banner features a woman on the right talking on a mobile phone. On the left, the text reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'. The OARLine logo is in the top left corner.

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

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

www.azdhs.gov/oarline

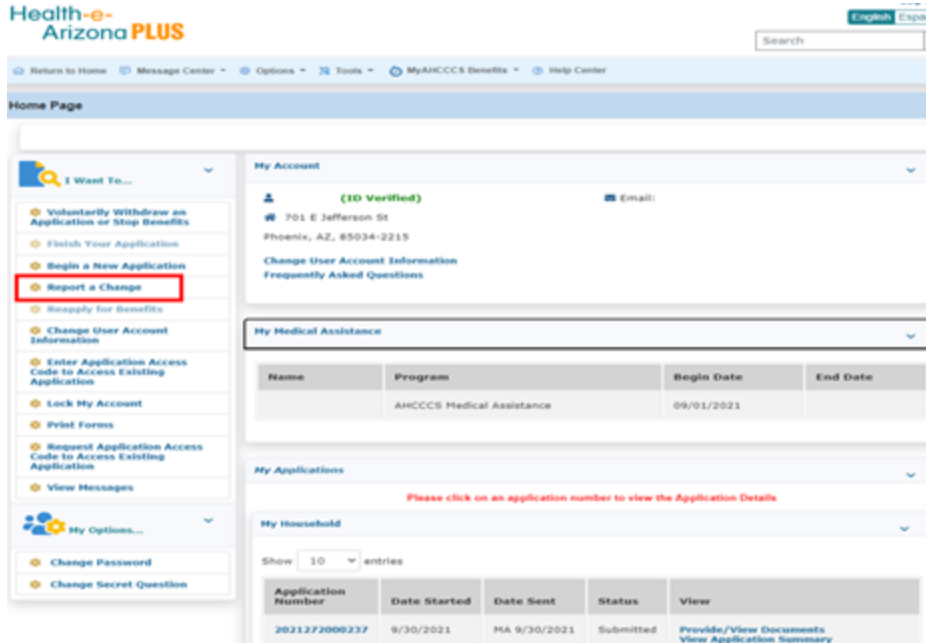
Email:

AzOarline@gmail.com



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 left sidebar contains a list of options under 'I Want To...'. The option 'Report a Change' is highlighted with a red box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', 'Reapply for Benefits', 'Change User Account Information', 'Enter Application Access Code to Access Existing Application', 'Lock My Account', 'Print Forms', 'Request Application Access Code to Access Existing Application', 'View Messages', 'My Options...', 'Change Password', and 'Change Secret Question'. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and links to 'Change User Account Information' and 'Frequently Asked Questions'. Below this is a table for 'My Medical Assistance' with one entry: AHCCCS Medical Assistance, beginning on 09/01/2021. Further down is a section for 'My Applications' with a table showing one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent 9/30/2021, Status Submitted, and a link to 'Provide/View Documents View Application Summary'.

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

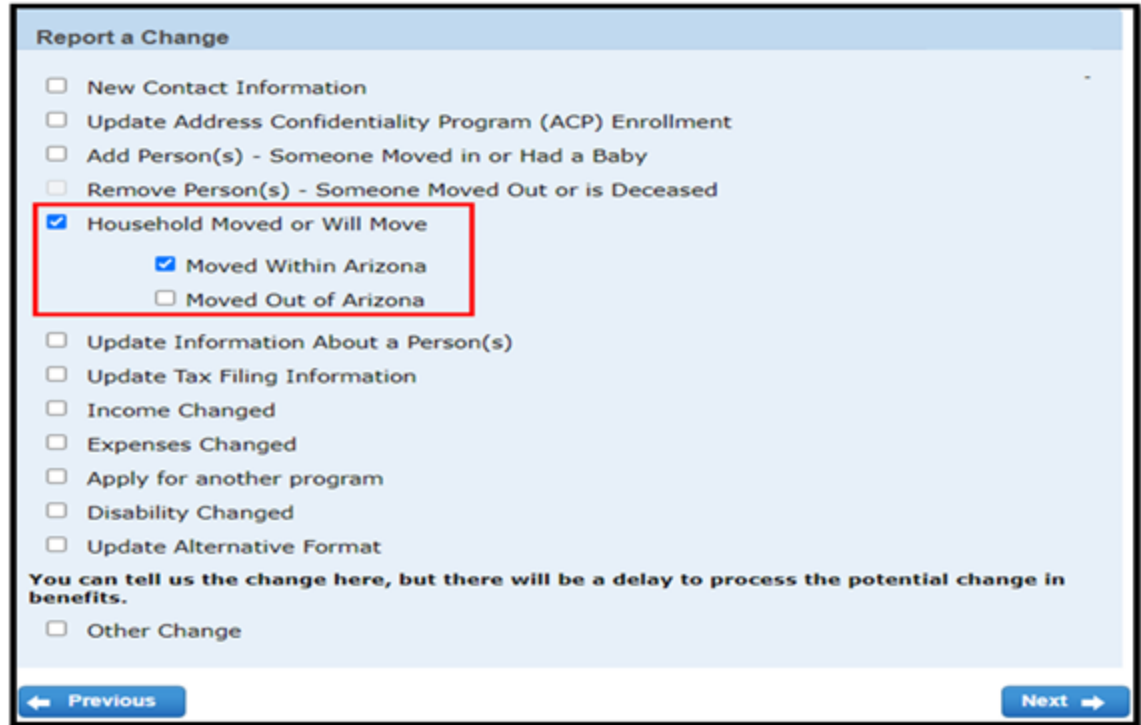
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	9/30/2021	Submitted	Provide/View Documents View Application Summary



Log in or create an account today at
www.healtharizonaplus.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 >](#)

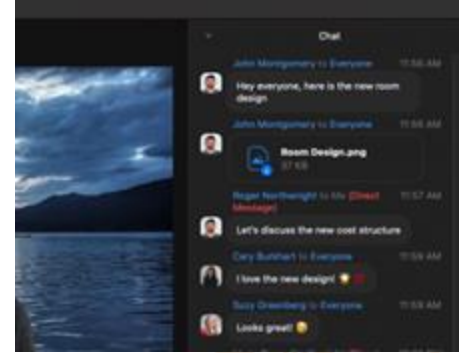
Webinar Tips



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.





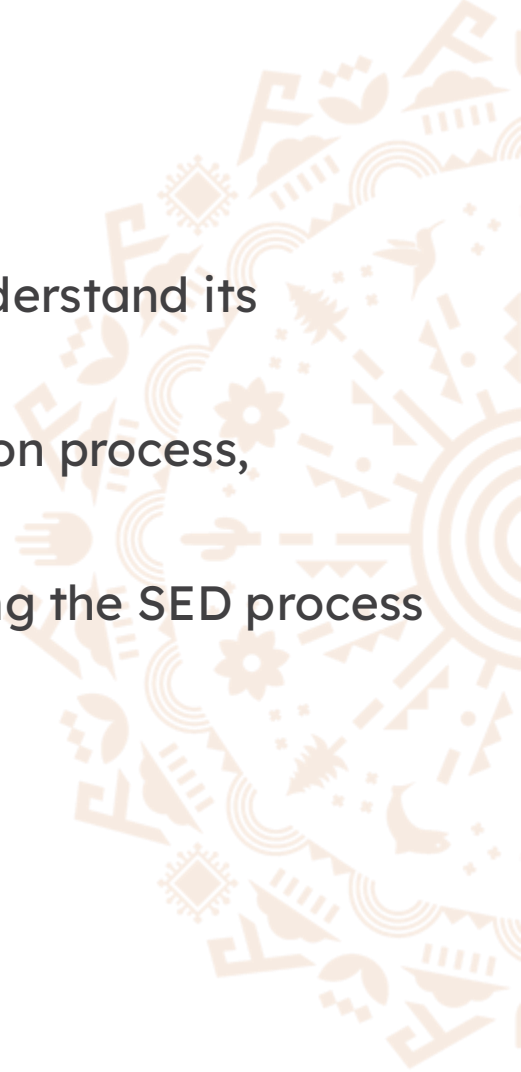
Understanding the Serious Emotional Disturbance (SED) Identification Process

A Guide for Families and Community Members

7.21.2025

Objectives

- Define Serious Emotional Disturbance (SED) and understand its significance in accessing behavioral health services
- Describe the current and upcoming SED Identification process, including eligibility criteria
- Demonstrate confidence in navigating and explaining the SED process to support and advocate for youth and families

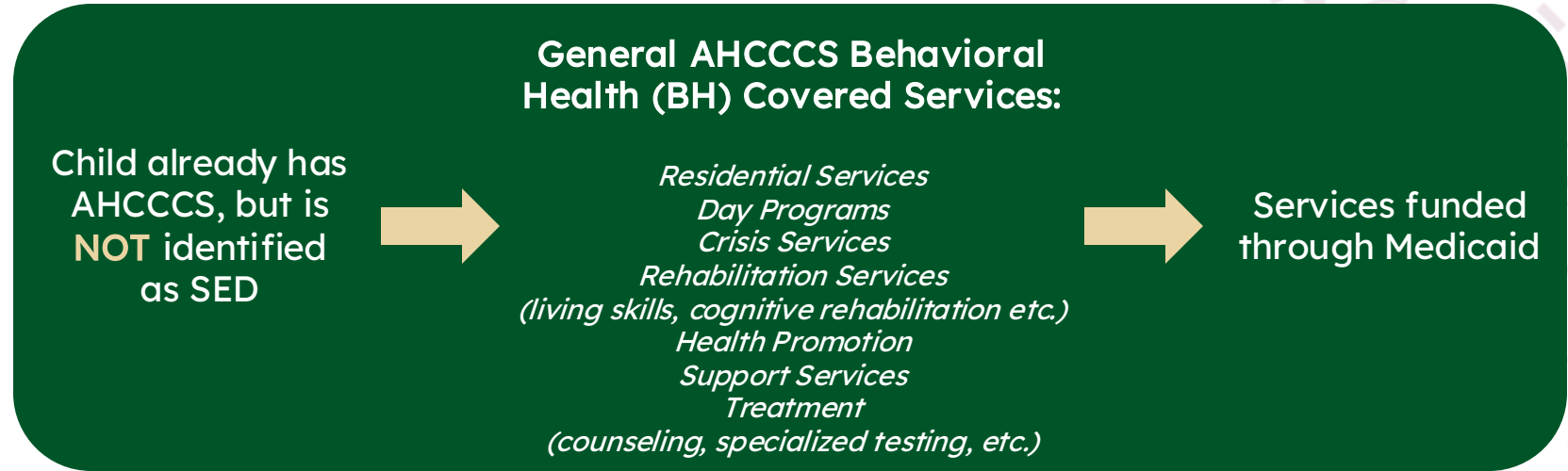


SED Identification

- Qualifies children & adolescents for additional funding through the Mental Health Block Grant (MHBG) if they are uninsured or underinsured
- Not a diagnosis
- Must meet eligibility criteria to be identified



Benefits of an SED Identification



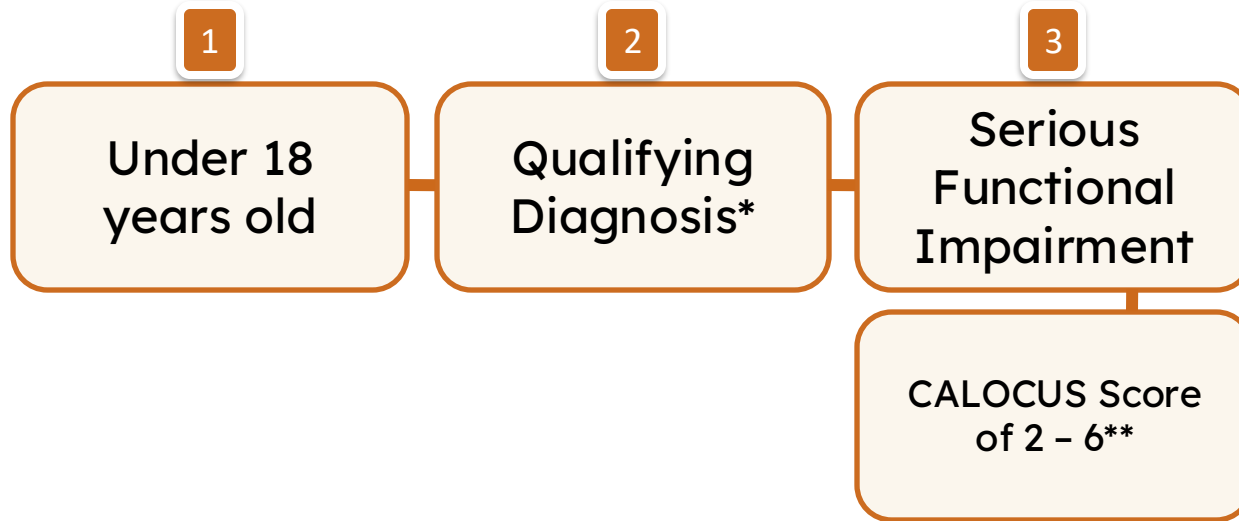
Benefits of an SED Identification



Benefits of an SED Identification



SED Identification Eligibility Criteria



*As identified by AHCCCS Medical Coding

**CALOCUS is not required for Fee for Service (FFS) members, TRBHAs, or children under 6 years old



Qualifying Diagnosis

Qualifying Diagnosis include, but are not limited to:

- Anxiety Disorders
- Bipolar & Depressive Disorders
- Conduct Disorders & ADHD
- Schizophrenia Spectrum & other Psychotic Disorders
- Trauma & Stressor – Related Disorders
- Obsessive Compulsive & Related Disorders
- Dissociative Disorders
- Somatic Symptom & Related Disorders
- Feeding & Eating Disorders



Refer to the AHCCCS Medical Coding Resources page on the AHCCCS website for the up to date list of qualifying diagnoses

Overview of Changes

Previous	Current
Solari was the contracted vendor for SED determinations from 10/01/23-03/27/25.	Effective 03/28/25, no longer contracted as a result of the federal government's ARPA grant terminations.
Providers completed assessment packet and sent to Solari via their portal.	Providers complete a secure Microsoft Form: SED Identification and Removal Request Form.
CALOCUS encouraged, but optional.	CALOCUS required (0-6, or 99 if 5 and under). SED identification is for those members with CALOCUS 2-6.
Solari shared results with provider.	Results no longer shared with providers, but they can check AHCCCS Online for the code change to "Z".
SED Determination, with grievances and appeals process through Solari.	SED Identification, with grievances and appeals process through general member issues at AHCCCS.

Current SED Identification Process

Step 1: Call to ask for an SED evaluation

Step 2: An evaluation is required to occur no later than seven (business) days after a request is made.

Step 3: The individual meets with a qualified clinician.

Step 4: The clinician completes the AHCCCS SED Identification & Removal Request Form

Step 5 - AHCCCS will complete the identification within three business days.



SED Identification & Removal Request Form

The evaluating provider will submit a request form with the following information:

- Requester Name & Provider
- Member first and last name
- Member DOB
- Member AHCCCS ID*
- Qualifying Diagnosis
- CALOCUS Score
- Health Plan & Enrollment Date
- Effective Date (date of the assessment or removal)

***Members MUST have an open enrollment for AHCCCS to update SED Z code in PMMIS**

Looking Ahead – SED Identification Process

Beginning 10/01/2025, providers will be required to input SED information into the DUGless portal, similar to the request form.

- The DUGless portal will update the Behavioral Health code from Child (C) to SED (Z) and will be shared with Health plans. Health plans will communicate with member's family/caregivers and assign health homes.
- Providers will be unable to submit if the member does not have active enrollment with AHCCCS.
- The DUGless training guide will be updated and available as a resource.



SED Identification Starting 10/01/2025

Step 1: Call to ask for an SED evaluation

Step 2: An evaluation is required to occur no later than seven (business) days after a request is made.

Step 3: The individual meets with a qualified clinician.

Step 4: The clinician uploads member information to the DUGless portal.

Step 5 - The BH Code will be changed in PMMIS to reflect "Z" for SED if the member meets criteria for SED.





Thank You

Katie Tacey
Behavioral Health in Schools Program
Coordinator
SEDIidentification@azahcccs.gov

Provider Directory Demonstration

Samantha Williams

Provider Enrollment Administrator
Division of Member and Provider Services



Provider Directory

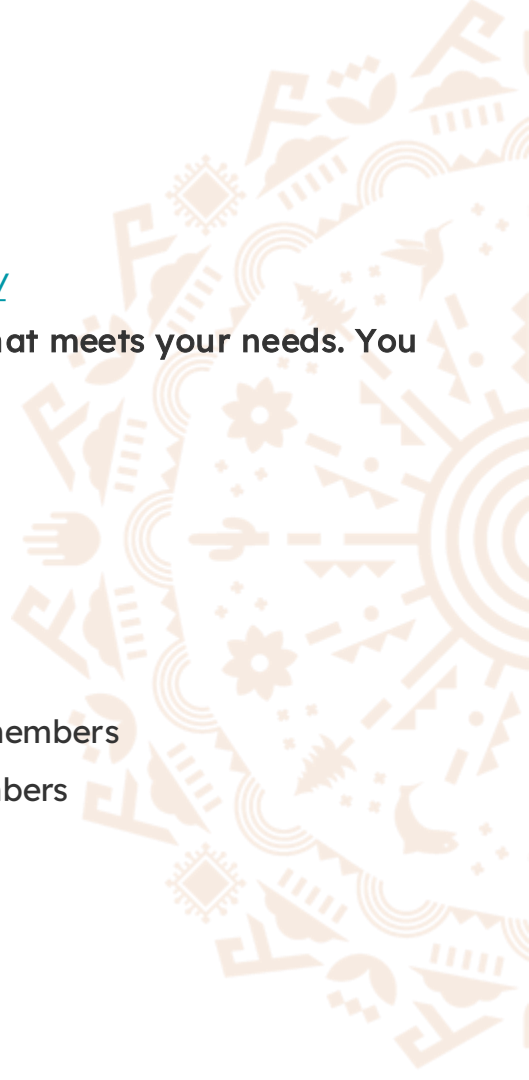
Link: www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/

The directory has customizable search tools that allow you to find a provider that meets your needs. You can search by:

- Provider Name
- Provider Type
- Provider Specialty
- Location

Additional information found in the directory includes:

- Whether the provider is accepting new Medicaid (known as AHCCCS in Arizona) members
- Whether the provider is accepting new CHIP (known as KidsCare in Arizona) members
- Languages spoken
- Whether American Sign Language (ASL) is offered
- And much more



Legislative Updates



Steve Berg,
Legislative Specialist,
Division of Public Policy and
Strategic Planning

2025 Legislative Session Timeline

- **Mon. January 13th-** Start of Legislative Session.
- **January to March** – Regular committees
- **April to June** – Budget negotiations, non-regular committees, floor voting.
- **June 27th-** Legislature Adjourns Sine Die!
- Next session will begin on the second Monday of the calendar year.

Legislative Highlights

- **Agency Bills/Initiatives:**
 - SB 1671 - Traditional healing services; AHCCCS
- **Additional bills of note- signed into law** (not all inclusive)
 - HB 2945 - DD; appropriations; waivers
 - SB1132 - AHCCCS; continuous glucose monitors
 - SB1711 - AHCCCS; obesity treatment; study committee
 - HB2332 - Postpartum health; education; advisory committee

AHCCCS Bills/Budget Provisions (not all inclusive)

SB1735- general appropriations act; 2025-2026


- Continues Funding for Medicaid enterprise system (MES) modernization.
- Continues Graduate Medical Education (GME) and Critical Access Hospital (CAH) funding.
- Directs AHCCCS to produce an implementation plan that contains recommendations for Secure Behavioral Health facilities (SBHRFs) and issue a request for proposals (RFP) for SBHRF funding.

SB1741- health care; 2025-2026

- Adds cochlear implants and speech therapy services for adults covered by AHCCCS.
- Adds Duchenne Muscular Dystrophy to the State's newborn screening panel.
- Authorizes and funds Traditional Healing services through or by IHS or tribal facility as a covered service to AHCCCS members who qualify.
- Authorizes limited prerelease services as AHCCCS-covered benefits for incarcerated individuals.



Open Discussion



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

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AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: info@azhcccs.gov
pr@azhcccs.gov
January 15, 2024

PHOENIX – One year ago, Cabinet Executive Officer Carmen Meredía 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," Meredía 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: info@azhcccs.gov
FOR IMMEDIATE RELEASE
January 15, 2024

PHOENIX – Since the Arizona Health Care Cost Containment System (AHCCCS) returned to the regular Medicaid renewal process last April, 1.4 million Arizonans have maintained coverage and 18% or 657,753 have been discontinued.

[AHCCCS News and Updates](#)

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, which is 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@azhcccs.gov or at triballiaison@azhcccs.gov.

[Tribal Relations Updates](#)

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

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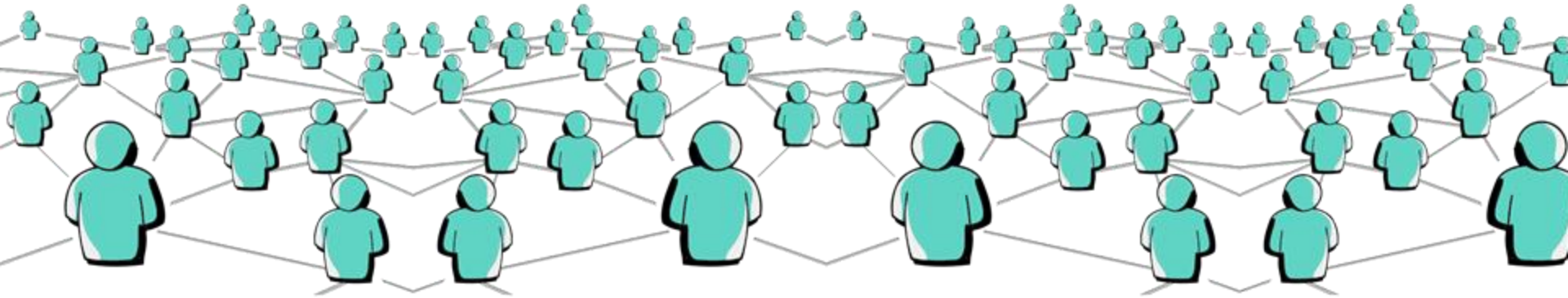
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[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

[AHCCCSgov](https://www.youtube.com/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.*