



Welcome to Training: The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness

You were automatically muted upon entry.

Please only join by phone or computer.

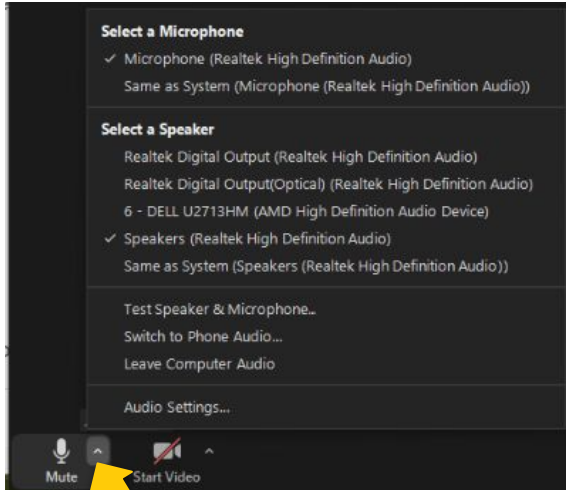
Please use the chat feature for questions or raise your hand.

Thank you.

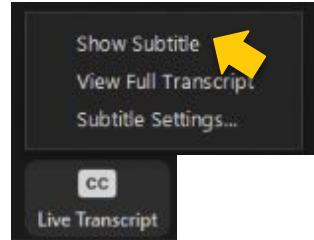
Zoom Webinar Controls

Navigating your bar on the bottom...

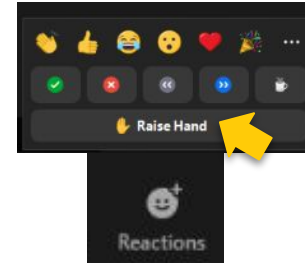
Audio Settings



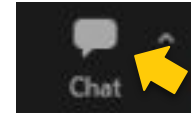
Turn on Closed Captioning



Raise Hand



Chat

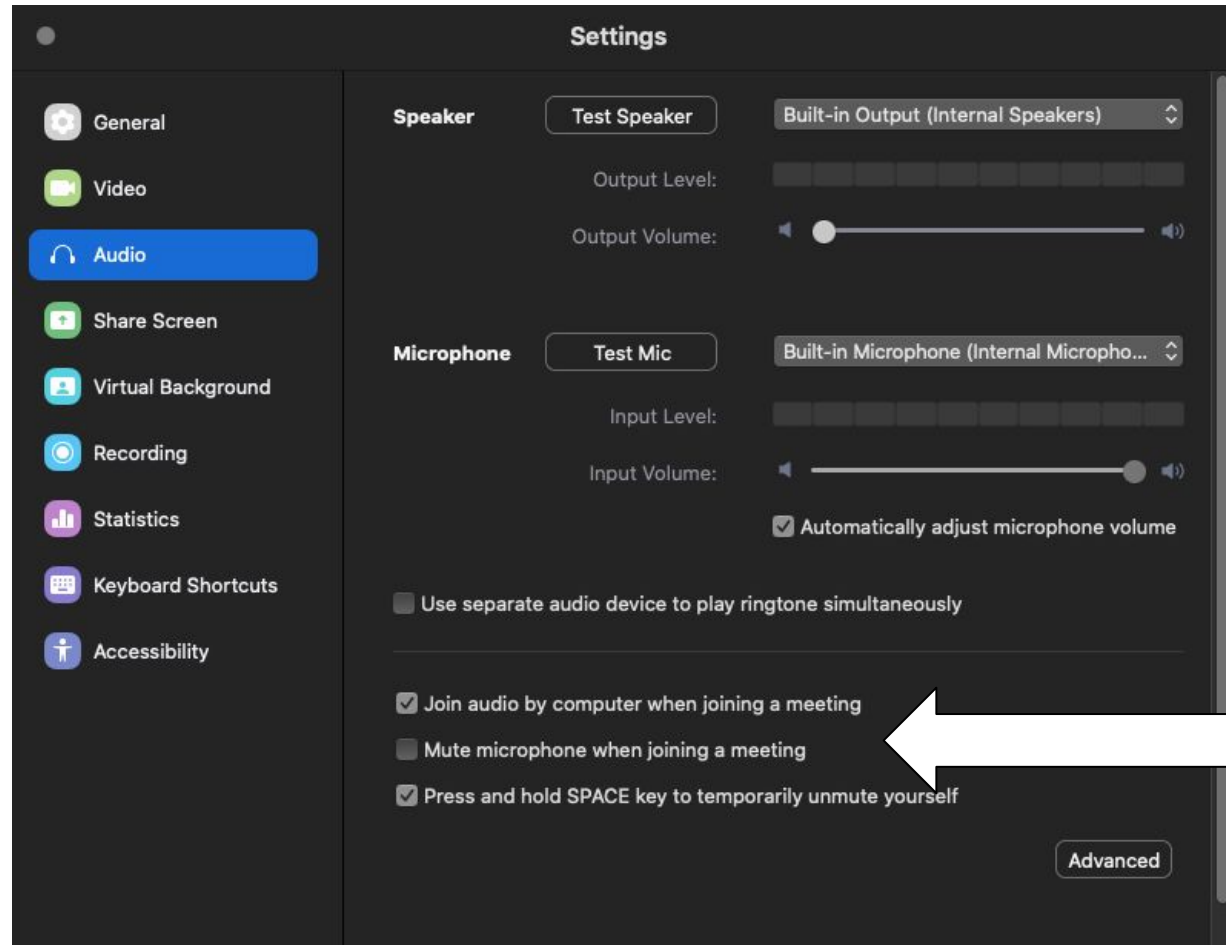


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio section. The left sidebar contains various settings categories, with 'Audio' highlighted in blue. The main panel is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', and sliders for 'Output Level' and 'Output Volume'. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', and sliders for 'Input Level' and 'Input Volume'. There is also a checkbox for 'Automatically adjust microphone volume'. At the bottom, there are three checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). A white arrow points to the 'Join audio by computer when joining a meeting' checkbox. An 'Advanced' button is located at the bottom right of the settings panel.

Settings

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Welcome!

What to expect during the training:

- Information regarding the the Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness (SMI),
- Real-time answers to related questions in the chat, and
- Links to relative sources.

What to expect after the training:

- Concluding with Q&A session,
- Each participant will receive this presentation,
- Contact information for the OHR for questions on other topics, and
- Survey link.



Frequently Asked Questions

Who is in the audience?

Who can see my chats?

What if I don't want to talk during this meeting but would prefer to talk offline?

Why is this training based on AHCCCS policy and the Arizona Administrative Code?

Agenda

- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Role of the OHR for Individuals Living with a Serious Mental Illness (SMI)
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)





The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness (SMI)

Presented by: AHCCCS: The Office of Human Rights (OHR) & The Office of Individual and Family Affairs (OIFA)

May 28, 2024



Overview

The Office of Human Rights (OHR)

John Pizzo, OHR Advocate II

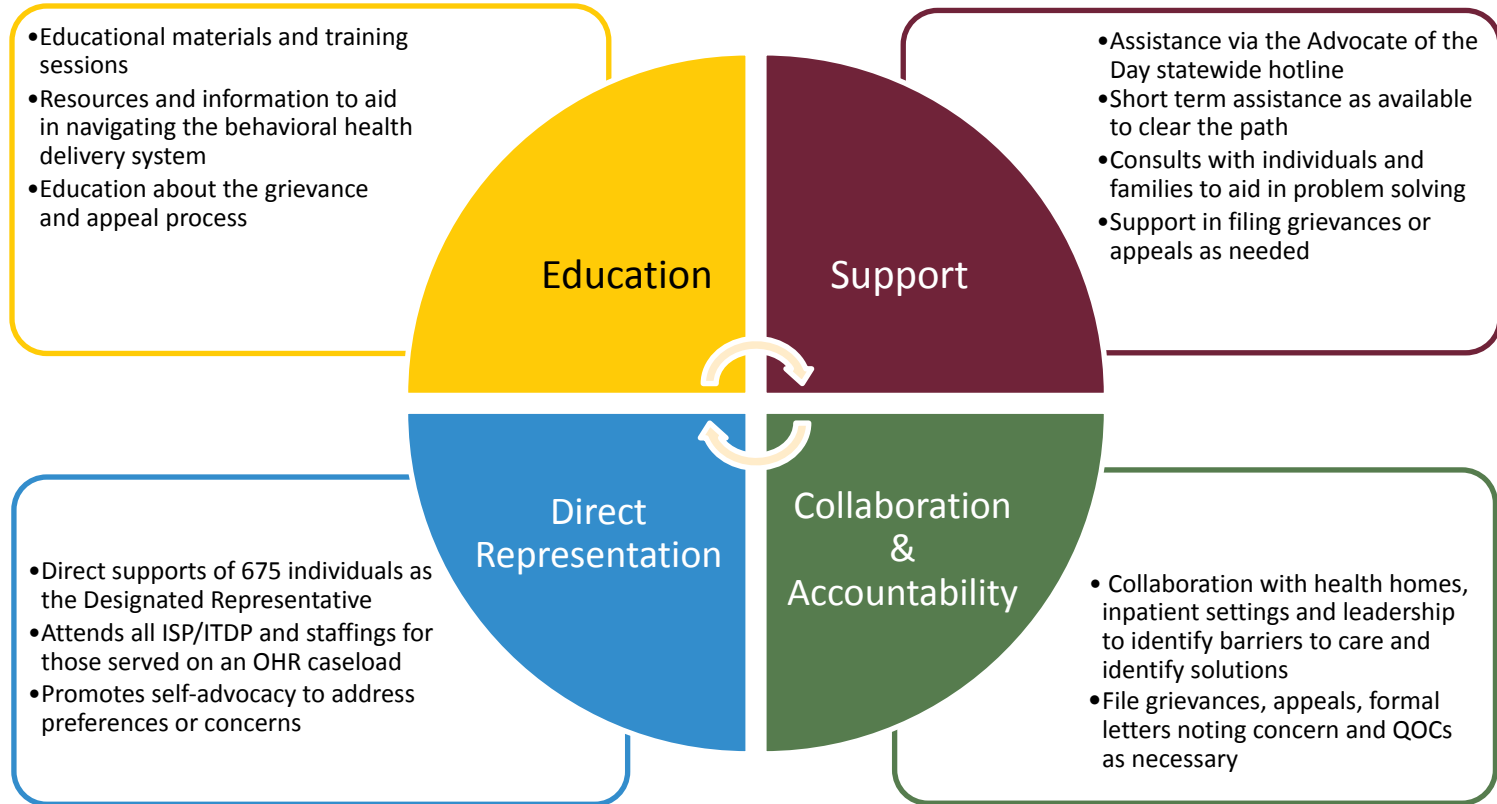
The Office of Human Rights

Mission Statement

OHR Provides advocacy to individuals living with a SMI to help them understand, protect and exercise their rights, facilitate self-advocacy through education, and obtain access to behavioral health services in the public behavioral health system in Arizona.

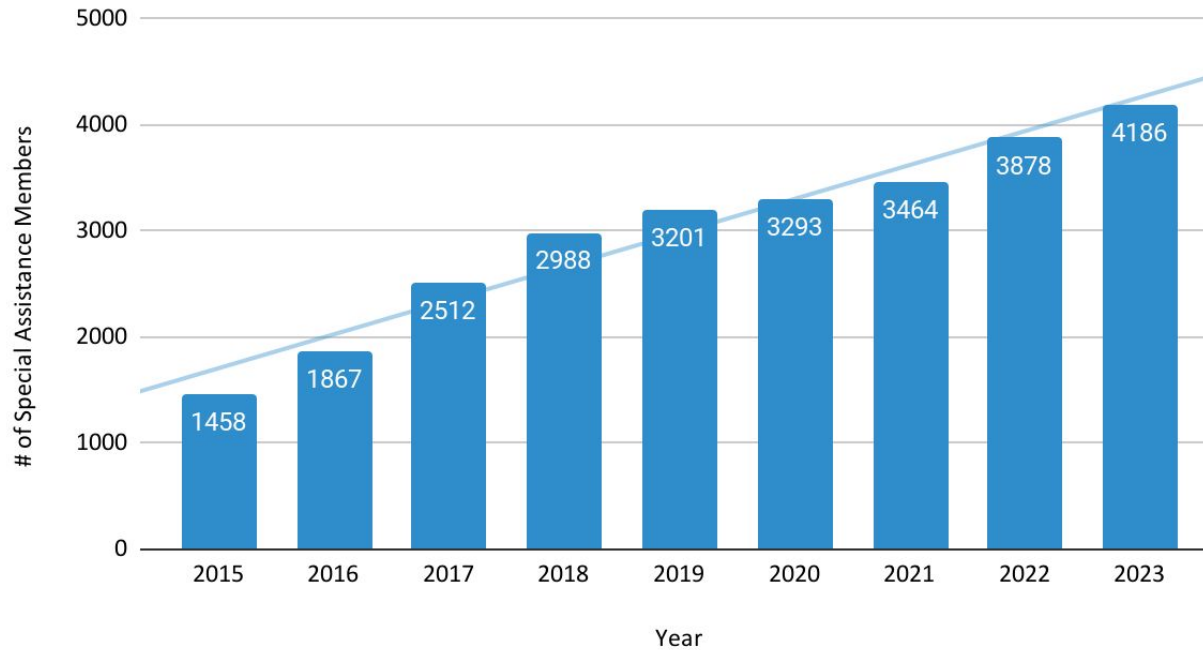


OHR Advocacy at-a-Glance



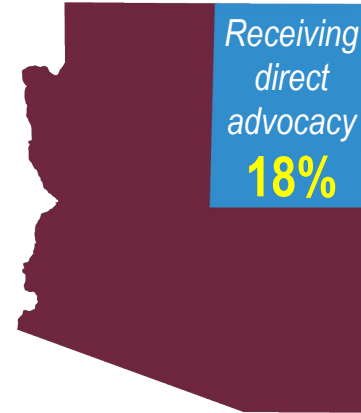
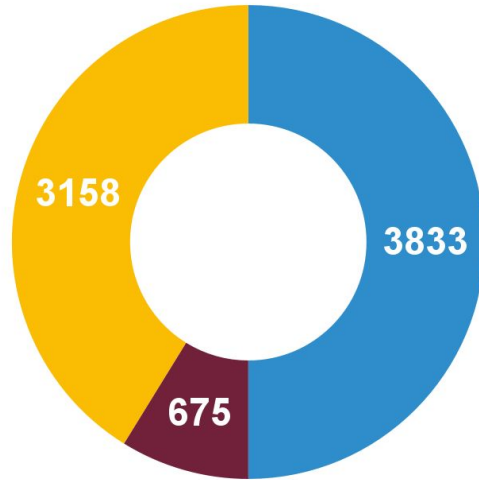
Education Results in Growth

of Special Assistance Growth Trend



Special Assistance Data as of April 1, 2024

- Total Special Assistance Members
- Served Directly by OHR
- Served by natural support, guardian, other





The Role of OHR

Denard Stewart, OHR Advocate

The Role of OHR

- OHR is established by [The Arizona Administrative Code](#) within AHCCCS, and employs advocates who assist alongside individuals determined to have a SMI with service planning, inpatient discharge planning, and resolving appeals and grievances.
- OHR primarily serves as the designated representative for individuals designated with a SMI and who meet the Special Assistance criteria.



Read from the AHCCCS Medical Policy Manual (AMPM) 320-R for [Special Assistance for individuals with a Serious Mental Illness.](#)

Special Assistance



The support provided to an individual designated with a SMI who is unable to articulate treatment preferences and/or participate effectively in:

- The development of the Individual Service Plan (ISP),
- Inpatient Treatment, and Discharge Plan (ITDP),
- Grievance and/or appeal processes.

This is due to a cognitive or intellectual impairment and/or medical condition.

Special Assistance Criteria

- SMI determination,
- Has a court appointed guardian or,
- Unable to do any of the following:
 - Communicate preferences for services,
 - Participate effectively in service planning (ISP) or inpatient treatment and discharge (ITDP) planning, or
 - Participate effectively in the appeal, grievance, and/or investigation processes.



It is important to distinguish **unable** from **unwilling** while determining if a person meets criteria for Special Assistance. Resources on Special Assistance criteria are available on our [website](#).

Special Assistance Criteria

The description of the individual's limitations must be linked to one or more of the following categories:

1. Cognitive barrier/limitation
2. Language barrier
3. Medical issue
4. Intellectual capacity, or
5. Guardianship: individuals who are under a general (not limited) guardianship have been found to be “incapacitated” and automatically meet criteria.

Read more about Special Assistance criteria in the [AMPM 320-R](#).

Who Can Assess for Special Assistance

Per [the Arizona Administrative Code](#) and [AHCCCS Medical Policy Manual 320-R](#) the following may determine an individual to be in need of Special Assistance:



- Qualified Clinician
- Case Manager
- Clinical Team
- Tribal Regional Behavioral Health Authority
- Regional Behavioral Health Agreement
- Program Director of a subcontracted provider
- AHCCCS Deputy Director
- Administrative Hearing Officer

When to Assess for Special Assistance

At a minimum, and ongoing, basis, member's designated with a Serious Mental Illness must be assessed for Special Assistance criteria and shall occur at the following stages:

- Assessment and annual updates,
- Development of, or update to the service plan,
- Admission to a psychiatric inpatient facility,
- Development of or update to an ITDP,
- Initiation of the grievance or investigation processes
- Filing of an appeal, and
- Existence of circumstances and/or other contributing factors which may be a basis for a grievance, an investigation, or an appeal.





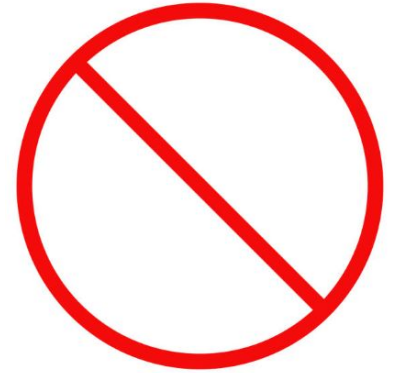
What the Role Does Not Include

Autumn Darsey, OHR Advocate

What the Criteria is Not

Per AMPM 320-R, criteria shall not consider an individual who:

- Needs things explained in more basic terms,
- Is able but not willing to participate in treatment, service planning, ITDP, the appeal, grievance or investigation processes,
- Can speak and advocate for themselves but interpersonal issues make coordination of care and treatment planning challenging,
- Needs more regular and effective engagement from the treatment team, or
- Has a special need, (e.g., unable to read or write, needs an interpreter).



What OHR Does Not Do



- Drive service options,
- Make decisions or consent for the individual,
- Provide or secure services or any case management responsibilities, nor
- Offer legal advice.

Read more about the AHCCCS policy for [Case Manager Requirements](#)



The Role of the Person Meeting Needs

Autumn Darsey, OHR Advocate

Designated Representative vs. Health Care Decision Maker



Health Care Decision Maker (HCDM) - Some treatment planning decisions are made on behalf of individuals if they have a HCDM, which is defined as: An individual who is authorized to make health care treatment decisions and is sometimes filled by guardians. Refer to [AHCCCS Contract and Policy Dictionary](#).



Designated Representative (DR) - An individual, parent, guardian, relative, advocate, friend, or other individual, designated orally or in writing by a individual or guardian who, upon the request of the individual, assists the individual in protecting the individual's rights and voicing the individual's service needs. Refer to [the Arizona Administrative Code](#). A DR may also be referred to as a “natural support” or Advocate.

HCDM, also known as guardians, differ from the DR due to their legal authority to make treatment decisions. The DR serves as a “loud speaker” to echo the individual's voice until such time they no longer meet criteria.

Who can meet Special Assistance needs?

- Permanent guardians
- Natural supports
- OHR Advocate



The Role of the Person Meeting Needs

Requires ongoing involvement with the individual and clinical team to support informed choice, protection of rights and development of self-advocacy, and shall align with the individual's decisions. The role includes:

- Knowing the resources available,
- Collaborating with the clinical team to ensure service delivery when discussing options or changes,
- Attending discharge planning and ITDP meetings when the individual is in an inpatient psychiatric setting,
- Maintaining regular contact with the clinical team,
- Assisting in the SMI grievance/investigation and appeals process.

When an OHR Advocate is Assigned

- Support with the SMI appeal and/or grievance processes,
- Education on SMI rights,
- Ongoing support in the development on self-advocacy skills while navigating the public behavioral health system.



In accordance with the [Arizona Administrative Code R9-21](#)

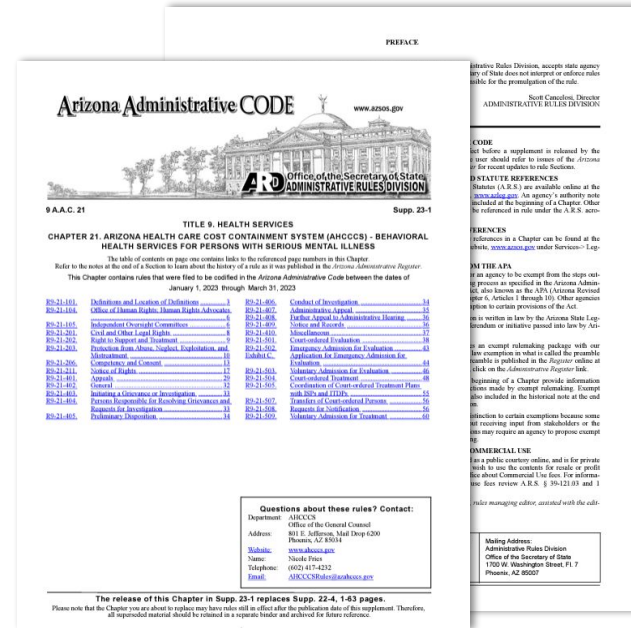


OHR's Oversight of Special Assistance Requirements

Ywchari Manos, OHR Advocate

Required by the Arizona Administrative Code

- In the public behavioral health system in Arizona, individuals living with an SMI have specific rights, including civil rights and other legal rights, in accordance with the Arizona Administrative Code for the [Rights for Individuals Living with a Serious Mental Illness](#).
- Assessing for Special Assistance is a right and requirement as specified in R9-21-301-C.1.A from the Arizona Administrative Code.



Required by AHCCCS Policy

- The [AHCCCS Medical Policy Manual \(AMPM\)](#) provides information to Contractors and Providers regarding services that are covered within the AHCCCS program.
- [AMPM 320-R](#) is where to find the policy on Special Assistance for individuals living with a SMI.

HOME AHCCCS INFO MEMBERS/APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS?

Home Plans & Providers Contractor Guides & Manuals AMPM This Page

▼ Oversight of Health Plans AHCCCS Medical Policy Manual (AMPM)

▼ Governmental Oversight

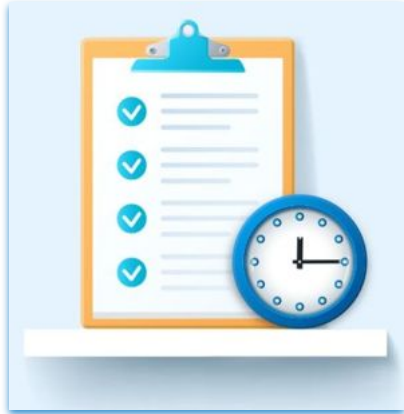
Information Regarding COVID-19

APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS?

To view AMPM Policies, select Policy from the AMPM Table of Contents below.

Approved Policies not Yet Effective	▼
Chapter 100 - Manual Overview	▼
Chapter 200 - Behavioral Health Practice Tools	▼
Chapter 300 - Medical Policy for Covered Services	▼
Chapter 400 - Medical Policy for Maternal and Child Health	▼
Chapter 500 - Care Coordination Requirements	▼
Chapter 600 - Provider Qualifications and Provider Requirements	▼
Chapter 700 - School Based Claiming Program/Direct Services Claiming	▼
Chapter 800 - Fee-For-Service Quality and Utilization Management	▼
Chapter 900 - Quality Management and Performance Improvement Program	▼
Chapter 1000 - Medical Management (MM)	▼
Chapter 1100 - Federal Emergency Services (FES) Program	▼
Chapter 1200 - ALTCS Services and Setting for Members who are Elderly and/or Have Physical Disabilities and/or Have Developmental Disabilities	▼
Chapter 1300 - Member Directed Options	▼
Chapter 1600 - ALTCS Case Management	▼
Appendices	▼
AMPM Revision Memos	▼

Assessments and Notifications



- All individuals with a SMI designation must be assessed for Special Assistance.
- When an individual is identified as meeting criteria for Special Assistance, notification to the OHR is required within five business days.

[AHCCCS Medical Policy: Special Assistance for individuals with a SMI: AMPM 320-R](#)

Reassessment Process

Re-assessments are to be completed on an ongoing basis, but minimally at the following stages:

- Development and review of the ISP,
- Admit or discharge to/from an inpatient psychiatric setting,
- ITDP, and
- Investigation, grievance or appeal process,
- Upon a formal request.



A person who meets criteria for Special Assistance at one time may no longer need the extra support upon a re-assessment. When a individual is clinically assessed as no longer meeting criteria, the team must submit the Part C of the notification to OHR.

Coordination and Communication

- Maintain open communication with the person assigned to meet Special Assistance needs. Minimally, this involves providing timely notification to the individual providing Special Assistance to ensure involvement in the following in accordance with the [Arizona Administrative Code](#).
 - Service plan
 - ITDP planning
 - Appeal process
 - Investigation or grievance



Records and Updates

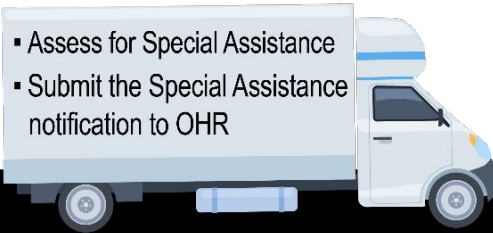
- Provide records 10 business days following a records request by the assigned person meeting needs.
- Update OHR of all demographic updates within 5 business days of a change for any of the following:
 - Residence information
 - Provider information
 - Clinical information
 - Guardian /Advocate information

*[AHCCCS Policy: Medical Records and Communication](#)

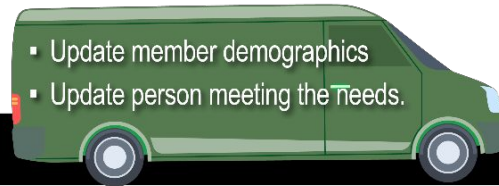


Required Notification Process

Part A



Part B



Part C



[AHCCCS QM OHR Portal User Guide](#)



Navigating the Rights of Individuals Living with a Serious Mental Illness

Darlene Barnwell, OHR Advocate

Navigating SMI Rights

There are several ways individuals can protect their SMI rights:

- Informal approach (provider),
- Complaint,
- Appeal, and/or
- Grievance.

Staff **cannot** retaliate against a person for self-advocating and/or using the processes in place to address problems.

R9-21-203.A.8

One-pager on SMI complaints, appeals, and grievances is available [here](#).

SMI Grievance and Appeal Process

Formal actions that can be taken when a individual needs to resolve an issue in accordance with [the Arizona Administrative Code R9-21-401 and 403](#).

SMI Grievance: filed when there is an allegation that a individual living with an SMI has had their rights violated. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#) for grievances and investigations.

SMI Appeal: filed when a individual disagrees with decisions regarding eligibility for behavioral health services, including TXIX services, fees and waivers; assessments and further evaluations; and services and treatment plans. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 444](#) for the notice and appeal requirements.

The image shows two overlapping forms from the AHCCCS Contractor Operations Manual. The top form is titled 'POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERVICES MENTAL ILLNESS GRIEVANCE FORM'. The bottom form is titled 'POLICY 444, ATTACHMENT A - AHCCCS APPEAL OR SERVICES MENTAL ILLNESS GRIEVANCE FORM'. Both forms contain sections for member/applicant information, name, address, phone, date of birth, and a description of the appeal or grievance.



Overview

The Office of Individual and Family Affairs (OIFA)

Jamie Green

Healthcare Advocacy Coordinator

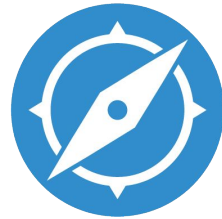
OIFA Mission

The Office of Individual and Family Affairs promotes **recovery, resiliency, and wellness** for individuals whose lives have been impacted by mental health and/or substance use challenges.



Office of Individual and Family Affairs (OIFA)

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping members and family members in the public health care system. OIFA is dedicated to three core areas:



Our actions, initiatives, and successes drive us toward our core goals.

Member Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare System Navigation

View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCScalendar.html>

Ending Stigma

- Stigma shapes how we perceive mental illness and mental health. Stigma may influence who people interact or socialize with.
- Negative public perceptions hamper access to housing, employment, and health care.
- This discrimination can seriously affect a person's willingness to seek or continue treatment for mental illness.
- Stigma erodes a person's self-esteem and sense of dignity so that shame prevents them from seeking help.





Advocacy Resources

Emily Lopex, OHR Advocate

Advocate of the Day



OHR operates a single statewide phone line during business hours to provide technical assistance to anyone living with a Serious Mental Illness. Technical assistance could include:

**2023
Calls**



- Providing education and resources for behavioral health services in Arizona,
- Helping a person understand their rights as an individual living with a Serious Mental Illness,
- Helping an individual to understand their treatment options, and
- Educating about the grievance and/or appeal process.

1-800-421-2124



AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website

AHCCCS
Arizona Health Care Cost Containment System

ENHANCED BY Google

Advanced search

HOME AHCCCS INFO MEMBERS/APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS SERVICES

Apply For Medicaid Or KidsCare

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

[Notice of Non-Discrimination \(Aviso De No Discriminación\)](#)

Español Diné Bizaad Tiếng Việt 繁體中文 العربية Tagalog 한국어 Deutsch Srpsko-hrvatski 日本語 Français Русский

فارسی 𑂄𑂔𑂧𑂰𑂫𑂱 Ndée

Navigating the AHCCCS Website



News & Updates

A listing of current AHCCCS News & Updates.



Calendar

A list of upcoming events at AHCCCS



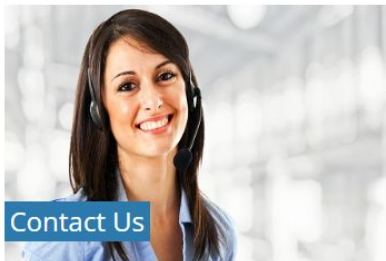
Having a Crisis?

A list of resources to assist you with getting the help you need



Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus



Contact Us

A list of contacts at AHCCCS



Public Notices

View demonstration projects, notices, meeting/hearing dates and provide comments

Oversight of Health Plans

- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Operational Reviews
- Quality and Performance Improvement
- Request to Lift Enrollment CAP
- System Of Care

Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals
- County Acute Care Contributions

Health Plan Report Card

Reports

- Dashboards
- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports

Solicitations & Contracts

- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Public Health

- COVID-19 Information
- Monkeypox Virus and Vaccination Information

Guides - Manuals - Policies

Training

- Fee-for-Service Provider Training
- MCO Provider Training

Grants

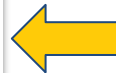
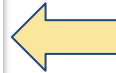
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- Executive Deputy Director's Biography
- News & Press Releases
- Community Presentations
- Strategic Plan

Public Notices

- Private Sector Partners

Program Planning

Healthcare Advocacy

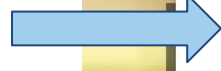
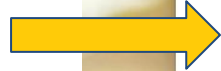
- Office of Human Rights
- Office of Individual and Family Affairs
- Resources for Foster/Kinship/Adoptive Families

Initiatives

- Accessing Behavioral Health Services in Schools
- AHCCCS Complete Care
- AHCCCS Whole Person Care Initiative (WPCI)
- Arizona Olmstead Plan
- Care Coordination & Integration
- Electronic Visit Verification
- AHCCCS Housing Programs
- Health Information Technology (HIT)
- Payment Modernization
- Targeted Investments
- Telehealth Services

Committees and Workgroups

Transparency



Arizona Health Care Cost Containment System

Español

فارسی

日本語

Français

Русский

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, RBHA or TRBHA	Customer Service	Webpage
Banner – University Family Care LTC	1-833-318-4146	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Care1st Arizona	1-866-560-4042	Care1st Arizona
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
AHCCCS American Indian HP	1-800-654-8713	American Indians-AIHP
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBHA	1-520-562-3321	Gila River TRBHA
Pascua Yaqui TRBHA	1-520-879-6060	Pascua Yaqui TRBHA
Navajo Nation TRBHA	1-928 871-6000	Navajo Nation TRBHA
White Mountain Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA

Resources: Rule and Statutes

Arizona Administrative Code:

[Rights for individuals Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#)

Arizona Revised Statutes:

[Court Ordered Evaluation and Treatment- A.R.S. Articles 4 & 5, 520-544](#)

[Confidential Records-A.R.S. 36-509](#)

[Guardianship of Incapacitated Adults- Title 14, Chapter 5, Article 3](#)



Resources: Policies and Manuals

AHCCCS Medical Policy Manual (AMPM)

[Discharge Planning - AMPM 1020/Utilization Management](#)

[Special Assistance for Members with a SMI - AMPM 320-R](#)

[Behavioral Health Covered Services- AMPM 310-B](#)

[Medical Records and Communication - AMPM 940](#)

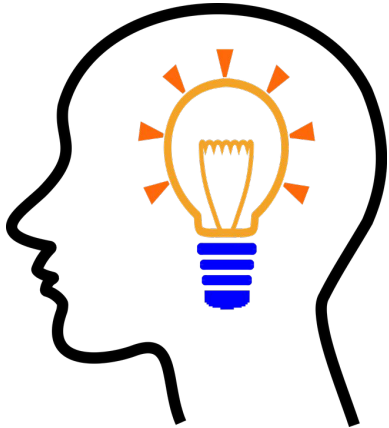
[Case Manager Requirements - AMPM 570](#)

AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

[SMI Grievance and Investigations-ACOM 446](#)

[SMI Grievance/Appeal Form](#)



Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)





Upcoming Forums and Trainings

Ywchari Manos, OHR Advocate

Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the training!



6/27	<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>
7/23	<u>Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness</u>

Upcoming Forums and Events

OHR: The Grievance and Appeals Process for Individuals Living with a SMI

Thurs., 6/27, 1:00 p.m. - 2:30 p.m. [Register in Advance](#)

System Navigation

Tues., 6/25, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

AHCCCS Hot Topics

Mon., 6/17, 11:00 a.m. - 11:30 a.m. [Register in Advance](#)

Subscribe to stay informed!



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)
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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/)
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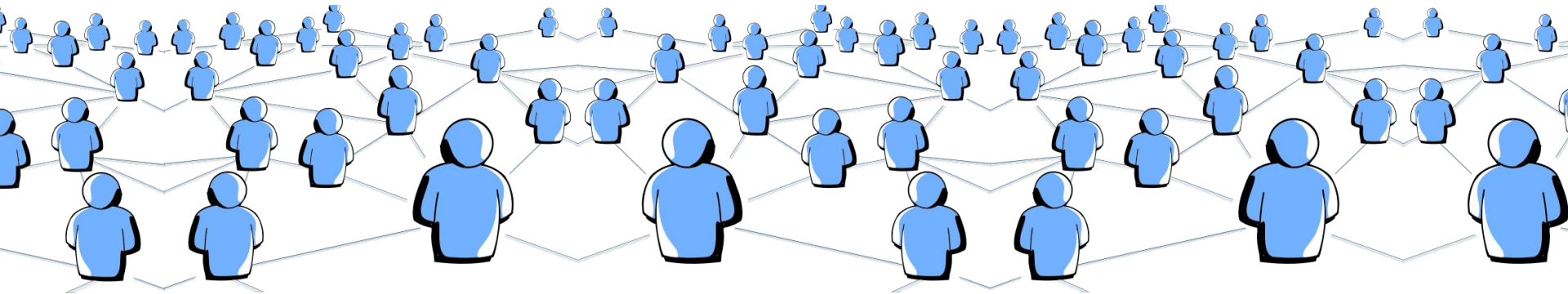
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