Welcome to Training:
The Individualized Service Plan and Why it Matters

While you are waiting TEST YOUR AUDIO.
LISTEN FOR MUSIC.
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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...

- **Windows**: You can also use the Alt+Y keyboard shortcut to raise or lower your hand.
- **Mac**: You can also use the Option+Y keyboard shortcut to raise or lower your hand.
Audio Settings
Tips for successful ZOOM PARTICIPATION

1. MUTE your mic when you’re not speaking
2. BACKGROUND NOISE watch when turning on mic
3. Limit the DISTRACTIONS around you
4. Look at the CAMERA not your screen
5. PREPARE & queue docs or links that you plan to share
6. Stay FOCUSed by not texting or side conversations
7. Use GALLERY VIEW to see all participants
8. Use CHAT to ask questions or share resources
The Individualized Service Plan (ISP) and Why it Matters

Presented by:
The Office of Human Rights (OHR)
The Office of Individual and Family Affairs (OIFA)
AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR)

AHCCCS Acronym Guide
Agenda

- Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- Overview: The Office of Human Rights (OHR)
- The Individualized Service Plan
- Why the ISP Matters
- Navigating the Rights of Individuals with a Serious Mental Illness
- Overview: The Office of Individual and Family Affairs (OIFA)
- Advocacy Resources
- Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)
Overview
Division of Community Advocacy and Intergovernmental Relations (DCAIR)

Dana Flannery
DCAIR Assistant Director and Senior Policy Advisor
The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our members, family members and other stakeholders. These areas are very important as they ensure the voice of the community is heard.

DCAIR includes:

- Office of Individual and Family Affairs (OIFA)
- Office of Human Rights (OHR)
- Office of Federal Relations and Communications (FRAC)
DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from members, families, providers, and stakeholders. We also facilitate or participate in workgroups & committees to address health care needs including:

- Behavioral Health Planning Council
- Arizona Council of Human Service Providers
- OIFA Advisory Council
- The State Medicaid Advisory Committee

See the AHCCCS Community Events Calendar.
Overview
The Office of Human Rights (OHR)

Brenda Morris, OHR Bureau Chief
The Office of Human Rights

Mission Statement

Providing advocacy to individuals living with a Serious Mental Illness (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.
Special Assistance is a term used to describe additional supports reserved for those with a Serious Mental Illness (SMI) who are determined by the Clinical or Inpatient Team and meet specific criteria.

Members living with a Serious Mental Illness are to be assessed to see if they meet criteria for special assistance in accordance with R9-21-101(B)(13).

Many individuals have a family member or natural support that will meet the special assistance needs and OHR will assign an advocate if there is not anyone available to meet the individual’s needs.
Office of Human Rights 2022 Y-T-D Highlights

- Receiving direct advocacy: 21%
- 3569 on special assistance statewide

OHR participated in . . .
- 150 hospital discharges statewide
- 11 jail discharges statewide

Member engagements:
- 8,122

OHR was able to assist . . .
- 63 members to avoid homelessness
- 55 members to a lower level of care, promoting least restrictive environment.

- 77 transitions to natural supports!
- 55 successful graduations for members to advocate on their own

OHR was able to assist . . .
- 3569 on special assistance statewide
- 150 hospital discharges statewide
- 11 jail discharges statewide

OHR was able to assist . . .
- 63 members to avoid homelessness
- 55 members to a lower level of care, promoting least restrictive environment.

Office of Human Rights 2022 Y-T-D Highlights
Special Assistance Data

**SMI Population and Special Assistance**
- Total SMI Population: 53,475
- Total Special Assistance Members: 3,569

**Special Assistance Served by OHR**
- Total Special Assistance Members: 3,569
- Served by OHR: 750
Special Assistance Members by Health Plan

- Mercy Care Regional Behavioral Health Authority
- Health Choice Regional Behavioral Health Authority
- AZCH Regional Behavioral Health Authority
- Mercy Care Long Term Care
- Banner UFC Long Term Care
- United Health Care Long Term Care
- Navajo Nation - Tribal Regional Behavioral Health Authority
- Gila River Indian Community - Tribal Regional Behavioral Health Authority
- White Mountain Apache Trive - Tribal Regional Behavioral Health Authority
- Pascua Yaqui - Tribal Regional Behavioral Health Authority
Individualized Service Plan (ISP)

Emily Lopex, OHR Advocate
What is the Individualized Service Plan (ISP)?

A comprehensive written description of all covered health services and other informal supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life.

AHCCCS Contract and Policy Dictionary
Before the ISP: The Assessment

The ongoing collection and analysis of an individual’s medical, psychological, psychiatric, and social conditions in order to initially determine if a health disorder exists, if there is a need for behavioral health services, and on an ongoing basis ensure that the individual’s service plan is designed to meet the individual’s (and family’s) current needs and long term goals. [AHCCCS Contract and Policy Dictionary](#)
What Does the ISP Consist of?

❖ One or more long term goals.
❖ Long term goals that are broken down into measurable objectives.
❖ Strengths
❖ Cultural considerations
❖ The goals and objectives come to life with individual Interventions.
Additional Goals and Desires in the ISP

An ISP uses a whole-person approach to support a person’s recovery goal(s), not just the covered services received from a case manager or doctor. It’s important to consider other aspects in an ISP, including but not limited to:

- Attending class at community college or university
- Working with peer support to increase community involvement
- Exercising at the gym three days per week
- Visiting a drop-in center or clubhouse once a week
- Getting more involved in church or other spiritual activities
- Attending groups and/or one-to-one counseling to address substance abuse
- Volunteering at a local senior center
Knowledge is Power

- The member is the most important person on the team.
- The member decides if the ISP addresses their needs.
- If the member does not accept or reject the ISP within 30 days, it will be considered signed and agreed to.
- The ISP needs to be updated as a person’s needs change and as often as necessary, at a minimum, every 6 months.
- A new ISP must be completed every year.
- A member can request a meeting to update the ISP at any time.

Some treatment planning decisions are made on behalf of members if they have a Health Care Decision Maker (HCDM), which is defined as: An individual who is authorized to make health care treatment decisions and is sometimes referred to as a guardian. AHCCCS Contract and Policy Dictionary
Why the ISP Matters

Lia Ballesteros, OHR Lead Advocate
It Is a Right To Have an Individualized Service Plan

The Arizona Administrative Code lists the Rights for Individuals Living with a Serious Mental Illness regarding support and treatment.
The Importance of the ISP

- The ISP is a right for individuals living with a Serious Mental Illness.
- It identifies services that maximize strengths, independence and integration into the community.
- It belongs to the individual receiving the services and should be centered on their needs.
- It is used to enforce the services and as a tool for the SMI appeal process, which is also a right.
The Road to Receiving Services

Arizona Administrative Code (R9-21)
Navigating the Rights of Individuals Living with a Serious Mental Illness
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
The SMI Grievance and Appeals Process

**SMI Grievance:** A complaint that is filed by individual with a Serious Mental Illness (SMI) designation or other concerned individual alleging a violation of an SMI member’s rights or a condition requiring an investigation.

**SMI Appeal:** A request for review of an adverse decision by a Contractor or AHCCCS.

**Arizona Administrative Code-Article 4: Appeals, Grievances and Requests for Investigation**

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<tr>
<th>Action Initiated by the OHR</th>
<th>Total Y-T-D as of June 30, 2022</th>
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<td>SMI Grievances</td>
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<td>Potential Quality of Care (QOC)/referrals</td>
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<td>SMI Appeals</td>
<td>56</td>
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<td>Letters Noting Concerns (LNC)</td>
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**Additional Actions by the Office of Human Rights**
Overview

The Office of Individual and Family Affairs (OIFA)

Steve Leibensperger
OIFA, Foster Care Community Liaison
OIFA Mission

The Office of Individual and Family Affairs promotes recovery, resiliency, and wellness for individuals, families of choice, youth, communities, organizations and we collaborate with key leadership and community members in the decision making process at all levels of the behavioral health system to:

❖ End stigma,
❖ Advocate for culturally inclusive and welcoming environments, and
❖ Ensure peer support and family support services are available.
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.
Lived Experience

The OIFA office requires staff to have “lived experience.”

OIFA staff have either personally experienced the behavioral health system, or have helped a family member navigate the behavioral health system.

This lived experience provides us deeper understanding and empathy for members’ concerns and challenges.
Online Information and Resources

❖ OIFA Public Web Page ([www.azahcccs.gov/oifa](http://www.azahcccs.gov/oifa))
  ➢ Events Calendar
  ➢ Subscribe to the OIFA Weekly Newsletter
  ➢ Feedback form
  ➢ Resource page Links for Family Support, Peer Support, Foster Care, Stigma, and more.
  ➢ Empowerment Tools web page
  ➢ More coming!
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.
Empowerment Tools

Over 40+ 1-pager Empowerment Tools to assist members with system navigation!
Member Voice and Education Events

- AHCCCS Community Forums
- Community Policy Workgroup
- AHCCCS Hot Topics
- Jacob’s Law Training
- Healthcare Navigation Events

View the calendar of events at: https://www.azahcccs.gov/shared/AHCCCScalendar.html
<table>
<thead>
<tr>
<th>Organization</th>
<th>Administrator</th>
<th>Title</th>
<th>Phone Number</th>
<th>Email Address</th>
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</thead>
<tbody>
<tr>
<td>AHCCCS</td>
<td>Susan Kennard</td>
<td>Bureau Chief, Office of Individual and Family Affairs</td>
<td>623.213.6591</td>
<td><a href="mailto:oif@azahcccs.gov">oif@azahcccs.gov</a></td>
</tr>
<tr>
<td>Arizona Complete Health</td>
<td>Tony Smith</td>
<td>Director, Individual and Family Affairs</td>
<td>520.809.6526</td>
<td><a href="mailto:advocates@azcompletehealth.com">advocates@azcompletehealth.com</a></td>
</tr>
<tr>
<td>Banner University</td>
<td>Colleen McGregor</td>
<td>Administrator, Office of Individual and Family Affairs</td>
<td>480.827.5988</td>
<td><a href="mailto:OIFAteam@bannerhealth.com">OIFAteam@bannerhealth.com</a></td>
</tr>
<tr>
<td>Care1st</td>
<td>Debra Jorgensen</td>
<td>Manager, Office of Individual and Family Affairs</td>
<td>480.205.2305</td>
<td><a href="mailto:OIFA@care1staz.com">OIFA@care1staz.com</a></td>
</tr>
<tr>
<td>DCS/CHP</td>
<td>Edi Green</td>
<td>Administrator, Office of Individual and Family Affairs</td>
<td>520.429.5976</td>
<td><a href="mailto:CHPCompliance@azdcs.gov">CHPCompliance@azdcs.gov</a></td>
</tr>
<tr>
<td>DES/DDD</td>
<td>Leah Gibbs</td>
<td>Administrator, Office of Individual and Family Affairs</td>
<td>602.316.1485</td>
<td><a href="mailto:OIFARHAdvocate@azides.gov">OIFARHAdvocate@azides.gov</a></td>
</tr>
<tr>
<td>Molina Complete Care</td>
<td>Joshua Sprunger</td>
<td>Administrator, Individual and Family Affairs</td>
<td>480.263.1001</td>
<td><a href="mailto:MCCAZ-OIFA@molinahealthcare.com">MCCAZ-OIFA@molinahealthcare.com</a></td>
</tr>
<tr>
<td>Mercy Care</td>
<td>Laura Piontkowski</td>
<td>Administrator, Office of Individual and Family Affairs</td>
<td>602.621.0110</td>
<td><a href="mailto:OIFAteam@mercycareaz.org">OIFAteam@mercycareaz.org</a></td>
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<tr>
<td>BCBS Health Choice</td>
<td>Veronica Welch</td>
<td>Administrator, Office of Individual and Family Affairs</td>
<td>480.435.1772</td>
<td><a href="mailto:OIFA@azblue.com">OIFA@azblue.com</a></td>
</tr>
<tr>
<td>United Health Care</td>
<td>Dawn McReynolds</td>
<td>Administrator, Office of Individual and Family Affairs</td>
<td>602.255.8605</td>
<td><a href="mailto:advocate.oifa@uhc.com">advocate.oifa@uhc.com</a></td>
</tr>
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</table>
Upcoming Forums and Events

To see all upcoming events and links to register, visit https://www.azahcccs.gov/shared/AHCCCScalendar.html
Be your own advocate with resources...
Self-Advocacy

- Voice and choice
- Know Your Rights
- You are your best advocate

Educational Guide to the Individualized Service Plan
AHCCCS Website
www.azahcccs.gov
Navigating the AHCCCS Website
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

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

Health Plan Report Card

Reports
- 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

Guides - Manuals - Policies

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

Grants
- Federal Funding Accountability and Transparency Act

Electronic Data Interchange (EDI)
- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy
Learn about AHCCCS’ Medicaid Program on YouTube!

Watch our Playlist:
Meet Arizona’s Innovative Medicaid Program
# Health Plans, RBHA and TRBHA Contacts

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<thead>
<tr>
<th>Health Plans, RBHA or TRBHA</th>
<th>Customer Service</th>
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<tbody>
<tr>
<td>Health Choice Arizona</td>
<td>1-800-322-8670</td>
<td><a href="#">Health Choice of Arizona</a></td>
</tr>
<tr>
<td>Banner – University Family Care LTC</td>
<td>1-833-318-4146</td>
<td><a href="#">Banner UFC</a></td>
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<tr>
<td>Mercy Care LTC</td>
<td>1-800-624-3879</td>
<td><a href="#">Mercy Care LTC</a></td>
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<td>Mercy Care RBHA</td>
<td>1-800-564-5465</td>
<td><a href="#">Mercy Care RBHA</a></td>
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<tr>
<td>United Healthcare LTC</td>
<td>1-800-293-3740</td>
<td><a href="#">UHC LTC</a></td>
</tr>
<tr>
<td>Arizona Complete Health</td>
<td>1-888-788-4408</td>
<td><a href="#">AZ Complete Health</a></td>
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<tr>
<td>Gila River TRBA</td>
<td>1-520-562-3321</td>
<td><a href="#">Gila River TRBHA</a></td>
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<tr>
<td>Pascua Yaqui TRBHA</td>
<td>1-520-879-6060</td>
<td><a href="#">Pascua Yaqui TRBHA</a></td>
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<td>Navajo Nation TRBHA</td>
<td>1-928 871-6000</td>
<td><a href="#">Navajo Nation TRBHA</a></td>
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<tr>
<td>White Mountain Apache TRBHA</td>
<td>1-928-338-4811</td>
<td><a href="#">White Mountain Apache TRBHA</a></td>
</tr>
<tr>
<td>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)</td>
<td>1-844-770-9500</td>
<td><a href="#">www.azdes.gov/ddd</a></td>
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Resources

OHR Web page

Arizona Administrative Code (R9-21)

A.R.S. (COT/COE), Articles 4 & 5, 520-544

A.R.S. 36-509 Confidential Records

AHCCCS OIFA

Behavioral Health Covered Services

AHCCCS Health Plans Contact Info

AHCCCS Related Acronyms and AHCCCS Contract and Policy Dictionary

SMI Appeals/ACOM 444

SMI Grievance and Investigations/ACOM 446

AHCCCS Contract and Policy Dictionary

Arizona Revised Statues: Guardianship of Incapacitated Adults

ACOM 417: Appointment Availability and Transportation Timeliness.
Upcoming Forums and Trainings

Steve Leibensperger
OIFA, Foster Care Community Liaison
Upcoming Forums and Events

Olmstead Plan Community Forums:
   Mon., 8/29, 9:00 a.m. - 10:30 a.m. Register in Advance;
   Tues., 8/30, 5:00 - 6:30 Register in Advance

Jacob’s Law Training for Foster/Kinship/Adoptive Community:
   Every 1st Tuesday @ 10:00 a.m., and 3rd Friday @ 1:00 p.m. Register in Advance

AHCCCS Hot Topics:
   Occurs at noon - 30 min event; Upcoming dates Sept 20, Nov 21, Dec 19

AHCCCS Community Forum:
   Mon., 10/17, 10:00 a.m. - 12:00 p.m. Register in Advance
Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the course.

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<td>9/22/2022</td>
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<td>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</td>
<td>10/27/2022</td>
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<td>The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness</td>
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<td>Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness</td>
<td>1/26/2023</td>
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Handle: @AHCCCSgov
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Channel: AHCCCSgov
Questions?
Thank you