

A circular logo on the left side of the slide, composed of various white geometric and organic shapes on a teal background. The shapes include triangles, circles, lines, and stylized floral or leaf-like patterns, arranged in a complex, radial design.

# **ARIZONA**

**HEALTH CARE COST  
CONTAINMENT SYSTEM**

## **Beneficiary Advisory Council: New Member Orientation**

**Wednesday Sept 24, 2025  
2:00-3:30 pm**

# Welcome to the AHCCCS Beneficiary Advisory Council New Member Orientation

- While you are waiting test your audio.
- You were automatically muted upon entry.
- Please only join by phone or computer.
- Please use the chat feature for questions and/or comments or raise your hand.

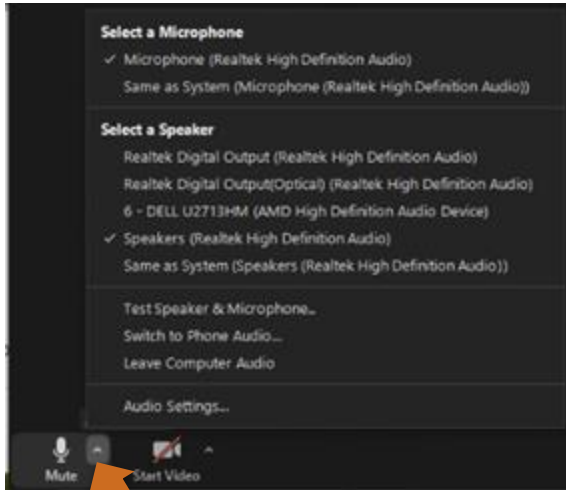
Thank you!



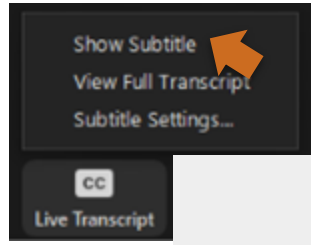
# Zoom Webinar Controls

Navigating your bar on the bottom...

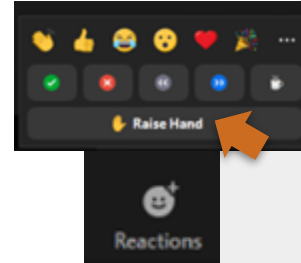
Audio Settings



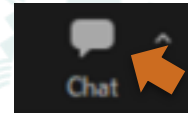
Turn on Closed Captioning



Raise Hand



Chat

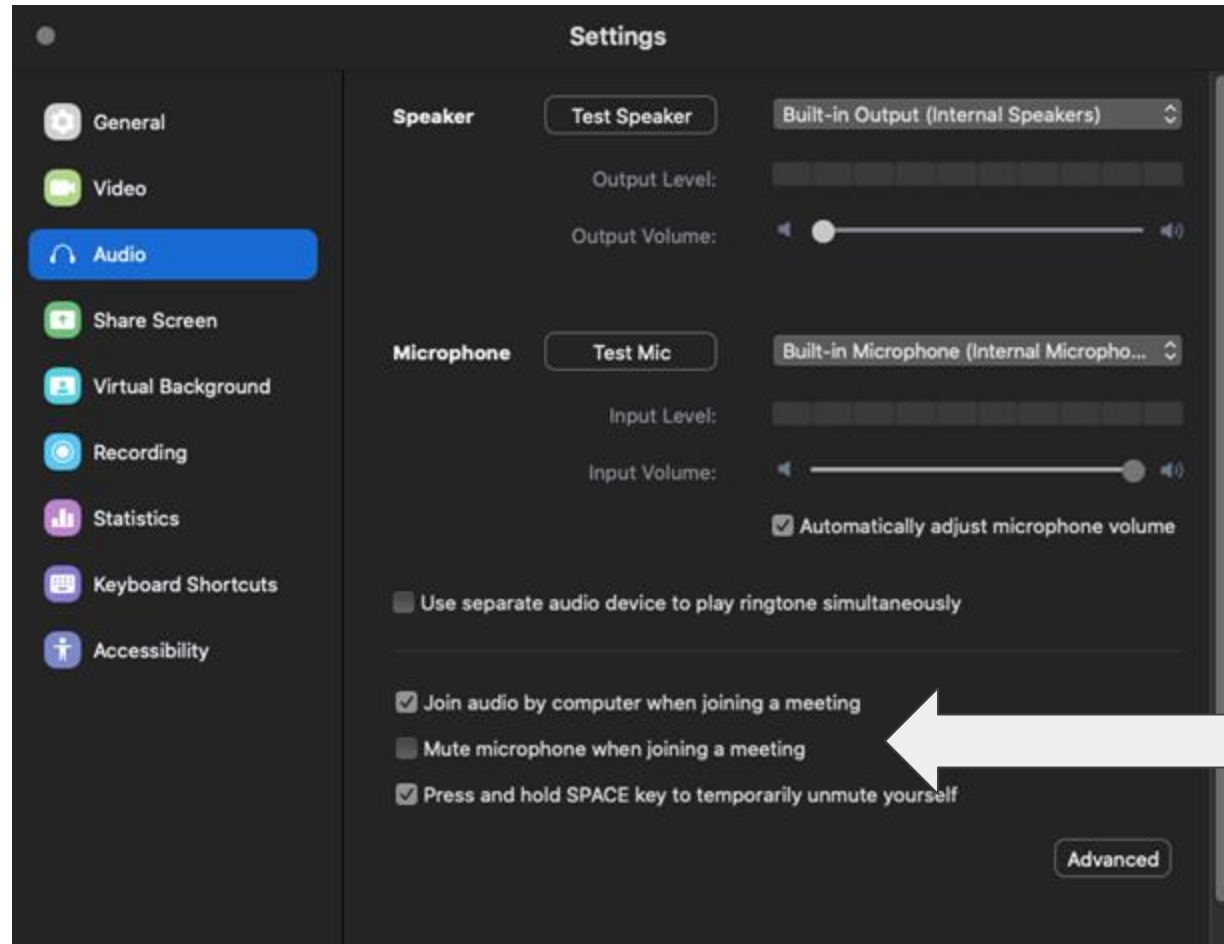


## KEYBOARD SHORTCUTS TO RAISE HAND

**Windows:** Alt+Y to raise or lower your hand

**Mac:** Option+Y to raise or lower your hand

# Audio Settings



**Settings**

**General**  
**Video**  
**Audio**  
Share Screen  
Virtual Background  
Recording  
Statistics  
Keyboard Shortcuts  
Accessibility

**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**

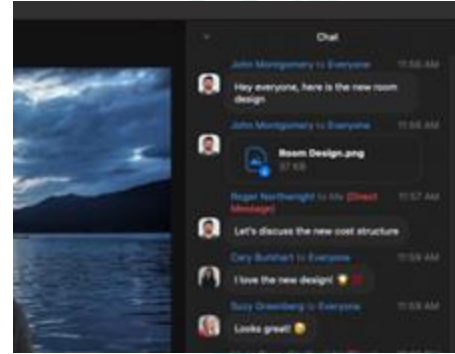
# Webinar Tips



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.**

**To respect the confidentiality of the participants and the content discussed, the recording will remain private.**

**Please disconnect from this meeting if you do not agree to these terms.**



# Agenda

- Welcome, Introductions, & BAC Agreements
- Beneficiary Advisory Council Purpose & Information
- Overview of AHCCCS Programs & Managed Care
- AHCCCS Funding Paths
- AHCCCS Care Delivery System
- AHCCCS State Fiscal Budget 2025
- Resources and AHCCCS Points of Contacts





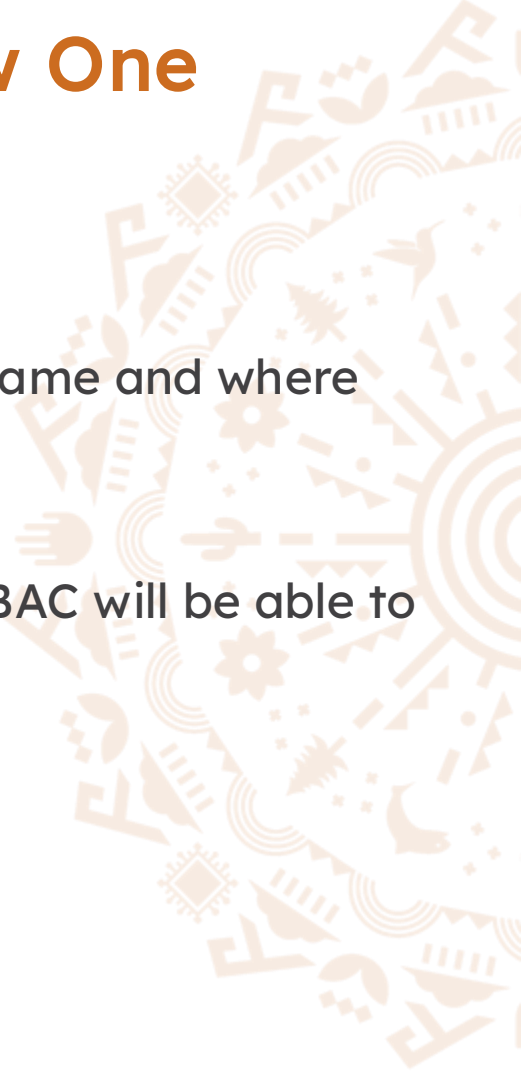
# Welcome, Introductions, and BAC Agreements



# Introductions and Getting to Know One Another – BAC and AHCCCS

## Introductions:

- BAC Introductions: Please share your first and last name and where you currently reside.
- AHCCCS Introductions: Name and role
- Everyone: What is one thing that you hope that the BAC will be able to accomplish?



# COMMUNITY AGREEMENTS AND NORMS

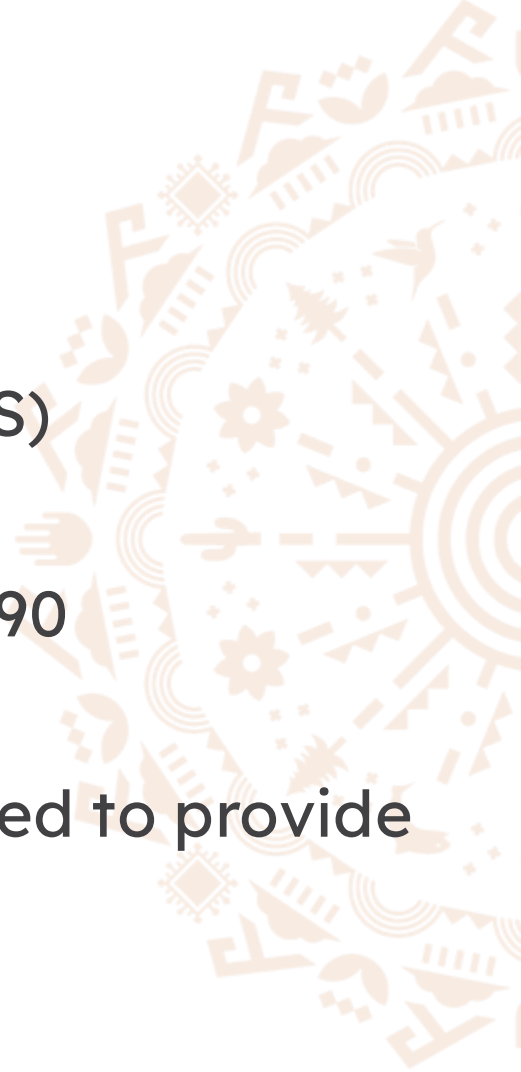
- Collaborate on identifying and developing agenda items and other materials.
- Attend meetings, ask questions and share ideas, suggestions, and feedback.
- Acknowledge and respect differing views, opinions, and experiences.
- It's okay to not understand or know everything. BAC members will ask for what they need to feel good about being here, support each other, and learn together as we go..
- What happens here, stays here. What's learned here, leaves here



# Overview of AHCCCS Programs & Managed Care

# AHCCCS Information

- AHCCCS was founded in 1982
- Arizona Long Term Care System (ALTCS) implemented 1988
- Behavioral Health Services began in 1990
- KidsCare was added in 1998
- Federal, state, and county funds are used to provide services



# AHCCCS At A Glance



Largest insurer in AZ, covering more than 2 million members



Covers about 50% of births in AZ



Nationally recognized crisis system among Medicaid programs



Covers 60% of nursing facility days



Federal, state, and county funds used to provide services.



More than 100,000 registered health care providers



11 contracted managed care health plans deliver services



Single State Agency for behavioral health, State Mental Health Authority, & State Opioid Treatment Authority

# AHCCCS System Overview



92.5% Managed Care Organizations (MCO)  
(as of October 1, 2025)

7.5% Fee For Service

11 contracts with 8 unique MCOs

2 primary programs

## AHCCCS Complete Care

1.6m members

13.90 billion

Integrated PH & BH services

## AHCCCS Complete Care Regional Behavioral Health Agreements (ACC-RBHA)

47k members w/ SMI

2.22 billion

Integrated PH & BH services and

BH services only and

Crisis Services

## Arizona Long Term Care System Elderly and Physical Disability (EPD)

27k members

2.10 billion

Integrated PH, BH & LTSS services

## ALTCS Developmentally Disabled (DD)

48k members

4.67 billion

Integrated PH, BH & LTSS services

## DCS-Comprehensive Health Plan (DCS-CHP)

7k members

167 million

Integrated PH and BH Services

## AIHP

122k members

1.4 billion

## Tribal ALTCS

2k members

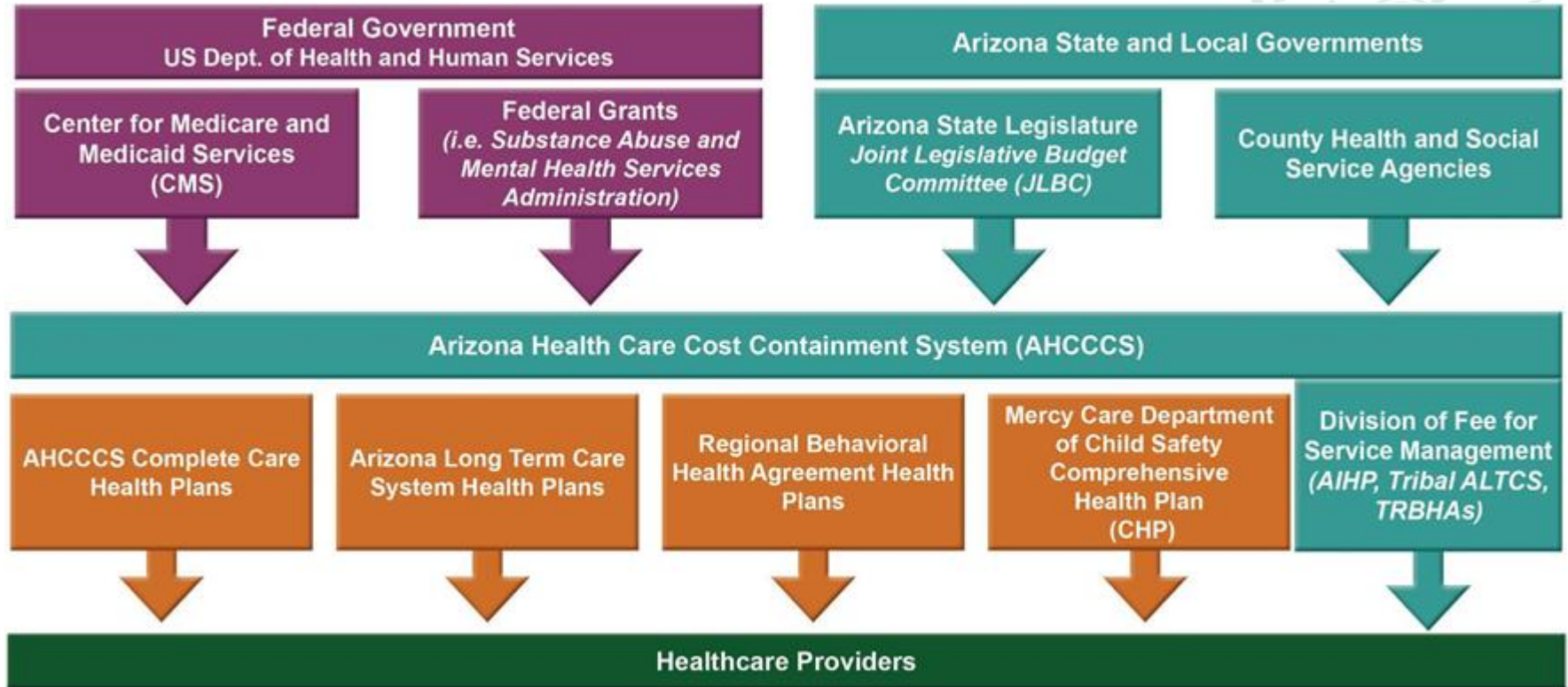
149.8 million

Integrated PH & BH and LTSS services (ALTCS)



# AHCCCS Funding Paths

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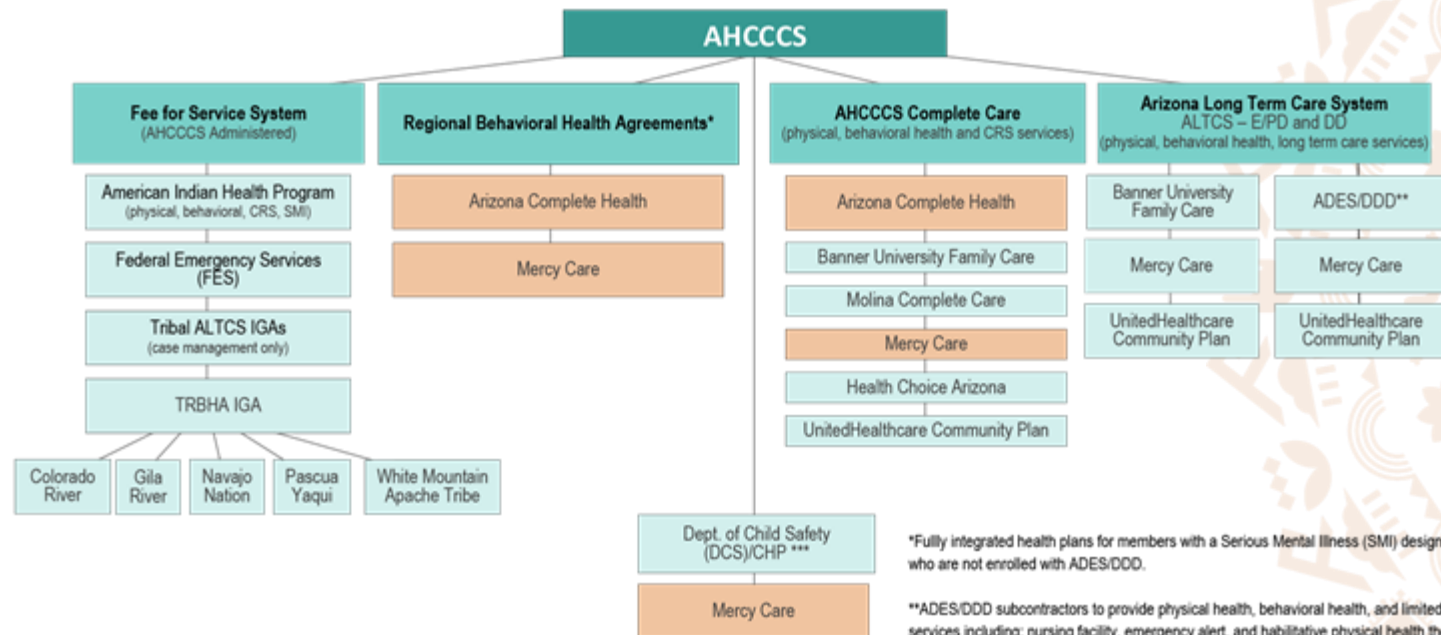






# AHCCCS Care Delivery System

# AHCCCS Care Delivery System



\*Fully integrated health plans for members with a Serious Mental Illness (SMI) designation who are not enrolled with ADES/DDD.

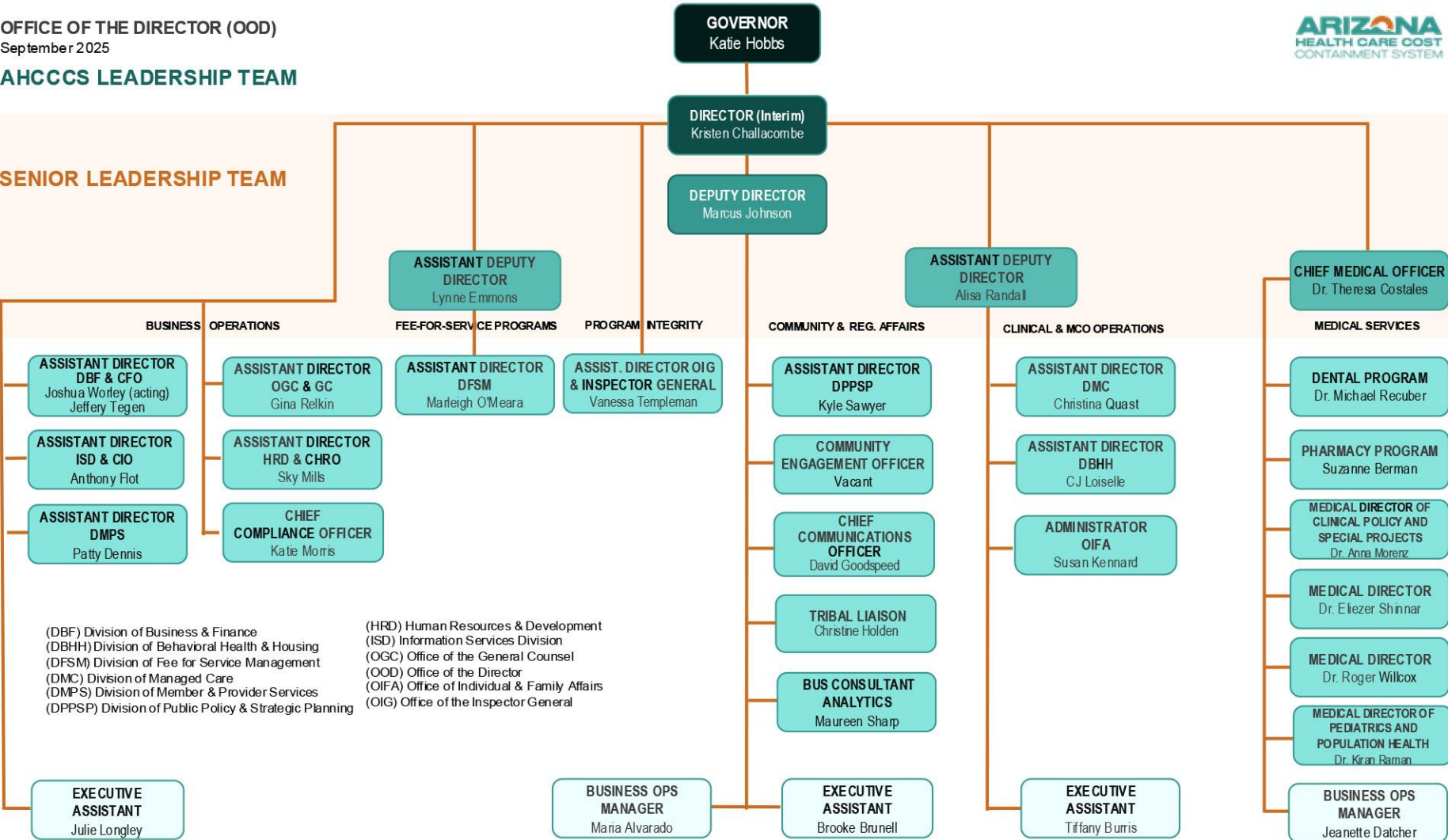
\*\*ADES/DDD subcontractors to provide physical health, behavioral health, and limited LTSS services including: nursing facility, emergency alert, and rehabilitative physical health therapy for members age 21 and over. ADES/DDD to provide all other LTSS and coordinate with AHCCCS' Division of Fee for Service Management to provide services for the Tribal Health Program for American Indian members.

\*\*\*DCS/Comprehensive Health Plan (CHP) statewide subcontractor to provide physical and behavioral health services.



# Getting to Know AHCCCS

AHCCCS LEADERSHIP TEAM





# AHCCCS Contacts, Meetings, and Resources

# AHCCCS Staff Roles and Responsibilities

- Supports BAC members during and in between meetings
- Partners with BAC members on creating and distributing agendas
- Coordinates meetings
- Participates in meetings and presents on initiatives
- Captures notes and Zoom recording materials
- Identifies key decisions
- Elevates decisions to other agency committees as applicable



# BAC Stipend Process

- All BAC members are eligible to receive a monetary stipend in the amount of \$80 for their participation, per quarterly meeting.
  - BAC members can choose to opt out of receiving the stipend.
- BAC members who opt in to receive the stipend, must have their I9 completed by HRD. A stipend email has already been sent out to the BAC members from Josue Bell.
- BAC members will receive compensation during the next scheduled state pay period following each quarterly meeting. For reference, please consult the ADOA 2025 Payroll Calendar for specific pay dates. **Example: Meeting Date: September 24, 2025 & Pay Date: October 3, 2025**
- Upon conclusion of each meeting, BAC members are required to complete the Advisory Council Meeting Compensation Request form and submit it to Desiree for approval at [communityengagement@azahcccs.gov](mailto:communityengagement@azahcccs.gov). Once approved, Desiree will forward the forms to Payroll for processing. To ensure timely payment, members are strongly encouraged to submit the completed forms immediately following each meeting.
- To be eligible for compensation and system entry, BAC members must submit the following documentation: I-9: Required for verification of employment eligibility and Form W-4: Must be submitted via AZ360 for tax withholding purposes. (Instructions will be sent out toward the end of

# How Are Council Members Chosen

- We aim to include a wide range of voices from across the state, especially people who reflect the communities Medicaid serves. Here's how the process works:
  - AHCCCS will announce opportunities to join via the [BAC website](#), social media, local organizations, and community networks.
  - Individuals will submit a nomination form: We will ask about your background, interests, and Medicaid experience.
  - AHCCCS will review nomination materials carefully: A selection group will look for people from different regions, cultures, life experiences, and Medicaid programs.
  - AHCCCS will invite selected applicants to join: There will be multiple terms offered, and members are expected to attend regular quarterly meetings.



# BAC Meeting Dates 2025-2026

- BAC meetings will take place one month prior to the SMAC meetings on the 2nd Wednesday of Dec, March, June and Sept of every year, between 2:00-2:30 pm.
- BAC meetings will be 90 minutes.

Meeting Dates/Type of Meeting	Time	Hybrid or Virtual
Sept 11, 2025 Meet and Greet	9:30-11 am	Virtual
Sept 24, 2025 First Quarterly BAC Meeting	2:00-3:30 pm	Virtual
Dec 2025 Quarterly BAC Meeting	2:00-3:30 pm	Virtual
March 2026 Quarterly BAC Meeting	2:00-3:30 pm	Virtual
June 2026 Quarterly BAC Meeting	2:00-3:30 pm	Virtual
Sept 2026 Quarterly BAC Meeting	2:00-3:30 pm	Virtual
Dec 2026 Quarterly BAC Meeting	2:00-3:30 pm	Virtual

# Follow & Support AHCCCS on Social Media

facebook

[@AHCCCSgov](#)



[@AHCCCSgov](#)



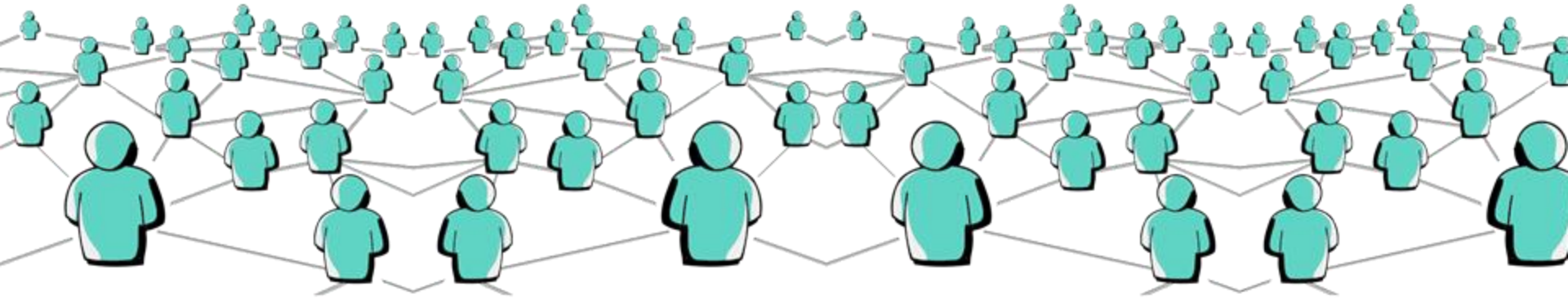
[@AHCCCSGov](#)

LinkedIn

[@AHCCCS](#)

YouTube

[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](#)
- [About AHCCCS](#)
- [Acronyms](#)
- [State Medicaid Advisory Coommittee \(SMAC\)](#)
- [Communicating the BAC and MAC](#)
- [Beneficiary Advisory Council \(BAC\)](#)





# Open Discussion



# Thank You!