



## Welcome to 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.

# 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**

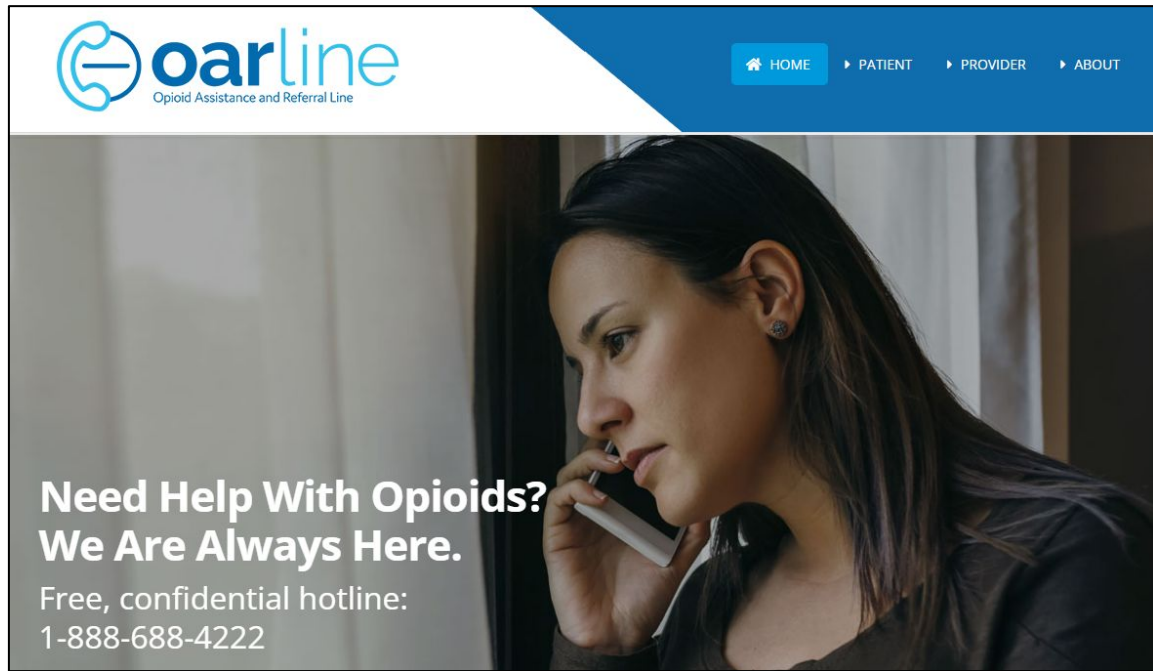
## South GSA

- **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. At the top left is the logo for 'oarline' with the tagline 'Opioid Assistance and Referral Line'. To the right of the logo is a blue navigation bar with white text links: 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. Below the navigation bar is a large photograph of a woman with long dark hair talking on a mobile phone. In the bottom left corner of the photograph, there is white text that reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'.

**Email:**

[AzOarline@gmail.com](mailto:AzOarline@gmail.com)

[www.azdhs.gov/oarline](http://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](http://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](http://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.**

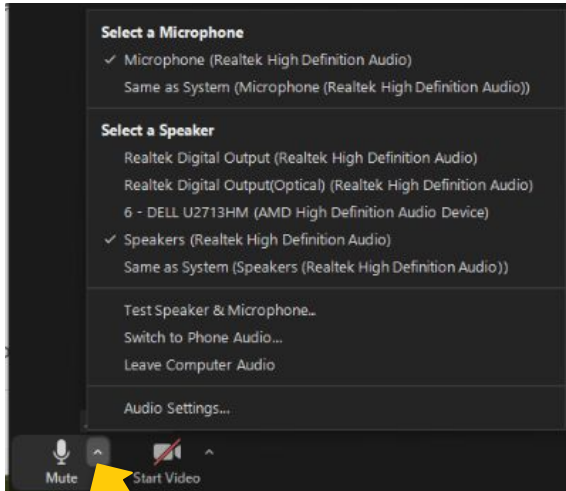
- Other Change

← Previous Next →

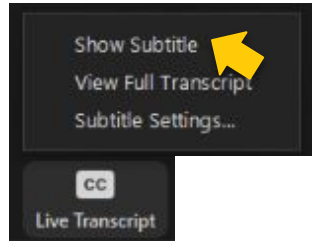
# Zoom Webinar Controls

## Navigating your bar on the bottom...

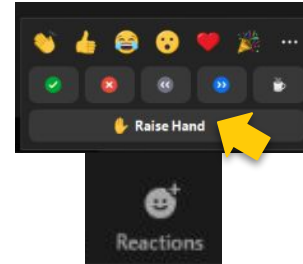
Audio Settings



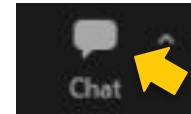
Turn on Closed Captioning



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



# Tips for successful ZOOM PARTICIPATION



MUTE your mic  
when you're not  
speaking



BACKGROUND  
NOISE watch when  
turning on mic



Limit the  
DISTRACTIONS  
around you



Look at the  
CAMERA  
not your screen



PREPARE & queue  
docs or links that  
you plan to share



Stay FOCUSED by  
not texting or side  
conversations



Use GALLERY  
VIEW to see all  
participants



Use CHAT 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.**

# AHCCCS Healthcare Careers Community College Scholarship Program

Liahla (Roberts) Ferra, Rochelle Rivas

Maricopa County Community College District



**MARICOPA**  
COMMUNITY COLLEGES

# AHCCCS Workforce Funding

ARP-CET & HB2691-Behavioral Health

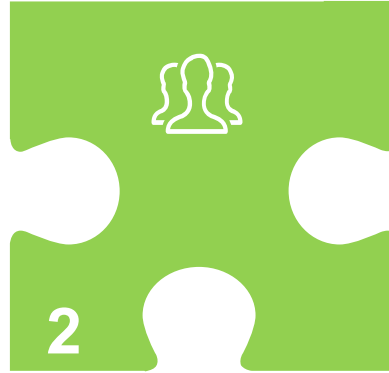
## **AHCCCS Funds Statewide Partnership to Strengthen Arizona's HCBS & LTC Workforce**



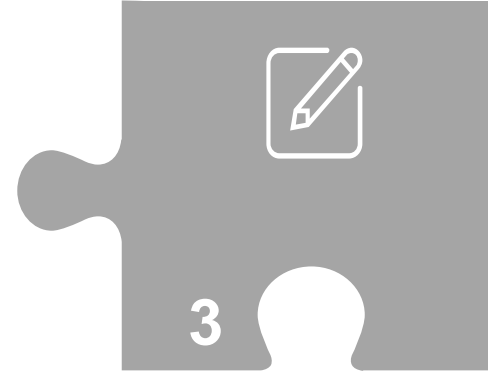
MCCCD was awarded \$25.7 million in American Rescue Plan (ARP) Act Section 9817 funding to support the ARP Home and Community-Based Services (HCBS) Workforce Development Career Education and Training initiative. This initiative aims to increase the number of individuals who join the workforce to pursue health care careers while decreasing the number of workers who leave the field.



**Scholarship & Tuition  
Assistance Program**



**Community College  
Consortium**



**Curriculum Review &  
Development**

## Behavioral Health Workforce Demonstration Pilot Program

AHCCCS has selected two Arizona community college systems, MCCCDC and Northland Pioneer College (NPC), to receive federal funding that will address behavioral health workforce shortages. The two-year funding opportunity will provide MCCCDC with \$6.8 million through September 2024, with an additional \$3.4 million through September 2025 (contingent upon legislative approval and appropriation of a third year), to expand behavioral health programs.



1

## Expansion

Expanding the number of two and four-year behavioral Health degree programs and non-degree, credit and non-credit programs.

2

## Curriculum

Ensuring the curricula of the behavioral health degree and certificate programs are aligned with the functional requirements of the various jobs performed, and services provided.

3

## Scholarships

Providing scholarships and tuition assistance to eligible students who want to earn a two- or four-year degree or a credit or non-credit certificate.



## Transformative Healthcare **SCHOLARSHIPS**

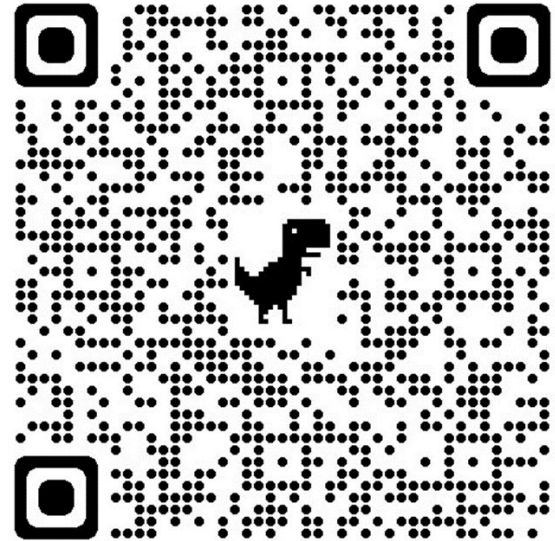


- Be U.S. Citizen, Permanent Resident, or Alien admitted as a Refugee
- Meets Satisfactory Academic Progress (SAP)
- Have a completed FREE Application for Federal Student Aid (FAFSA) on file with Maricopa
- **Students must commit to work for an Home and Community Based Service (HCBS) behavioral health or long-term care provider organization. Home and Community Based Services help with daily activities while allowing many individuals to remain in their homes or live with their families by reducing the need for institutional care.**
- Declare a major in one of the eligible in the credit or non-credit degree or certificate program.

**Students are asked to complete the below five questions:**

- What MCCCDC college are you planning to attend and earn your degree/certificate from?
- Are you presently employed for a HCBS behavioral health or long-term care provider or organization? If yes, where and what position?
- Are you committing to work for a HCBS behavioral health or long-term care provider organization after completing your degree or certification program?
- Are you currently pursuing a degree or program in one of the following areas?
- Drop down menu
- By signing this application, I have read and agree with the above statement.

Apply Today





50+

Eligible Programs



\$5,000

Award Up To



800+

Applications

---

## Scholarship Overview



# THANK YOU

QUESTIONS?



# Arizona Healthcare Careers

Kate Lemke, Katie Belous

Pipeline AZ



# Creating Pathways To In-Demand Careers

The Future of Healthcare Recruitment



# Agenda **AZ Healthcare Careers**

1. Partnership with AHCCCS
2. What is AZ Healthcare Careers
3. How to use it
4. What is coming next
5. One on One Support

**AZ** HEALTHCARE  
CAREERS  
CHART YOUR PATH

# Today's Presenters:



**Kate Lemke**  
Director of Pathways Development  
Pipeline AZ



**Katie Belous**  
Senior Director  
Pipeline AZ



## Convened Healthcare Partners

The Arizona Long-Term Care Systems (ALTCS) brought together partners to determine common career pathways, titles, and long-term regional talent goals in the healthcare sector.



## Determined Goals for Talent Development

ALTCS and partners defined objectives for pathway awareness from unlicensed roles into licensed professions. This career transition point was determined to be a potential element in healthcare workforce innovation.



## Determined Career Pathways

AHCCCS is using the work from ALTCS and others to identify specific, high-demand healthcare career pathways and fund talent pipelines into these pathways.



## Pathways to Education & Workforce

Utilizing Pipeline AZ's relationships with the Arizona Department of Education, community colleges, and non-profit workforce organizations throughout the state, we are connecting healthcare pathways to Arizona.



# In Partnership With...



# About AZ Healthcare Careers

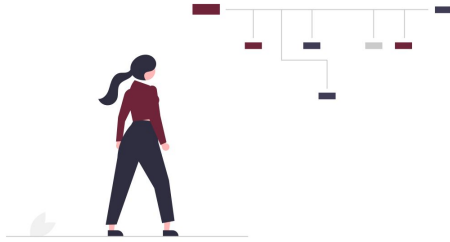


Where Arizona job seekers, students, employers, educational institutions, and non-profits come to build Arizona's healthcare workforce.

- Career pathway awareness
- Opportunities for exploration related to users' interests
- Job opening matches based on users' skills
- Information and planning tools for education and industry-recognized credentials
- Match and map career pathways to skilled candidates through a company page and free job posts
- Tracking for workforce organizations



# Building the Long-term Healthcare Talent Pool



## **Students and Job Seekers:**

From career pathing to educational opportunities, students and job seekers can use the platform to identify new roles, create career plans, and connect with employers.



## **Providers:**

Can use the platform to facilitate career exploration, find candidates, and showcase career opportunities.



## **Administrators & Coordinators:**

Fill gaps, and build the talent workforce for tomorrow.



# AZ Healthcare Careers Development

# Key Features AZ Healthcare Careers



**Profile Building:** Users can create profiles to showcase their skills and qualifications.

**Skills Assessment:** Offers a job skills assessment to help users identify suitable career options.

**Entry-Level Opportunities:** It highlights healthcare occupations that require minimal experience or training, making them accessible entry-level positions.

**Career Advancement:** AZ Healthcare Careers outlines career advancement and training pathways for users, helping them progress to in-demand positions.

**Matching Tool:** It assists healthcare providers in matching job openings with candidates who possess the required skills and training.

**AZ HEALTHCARE  
CAREERS  
CHART YOUR PATH**

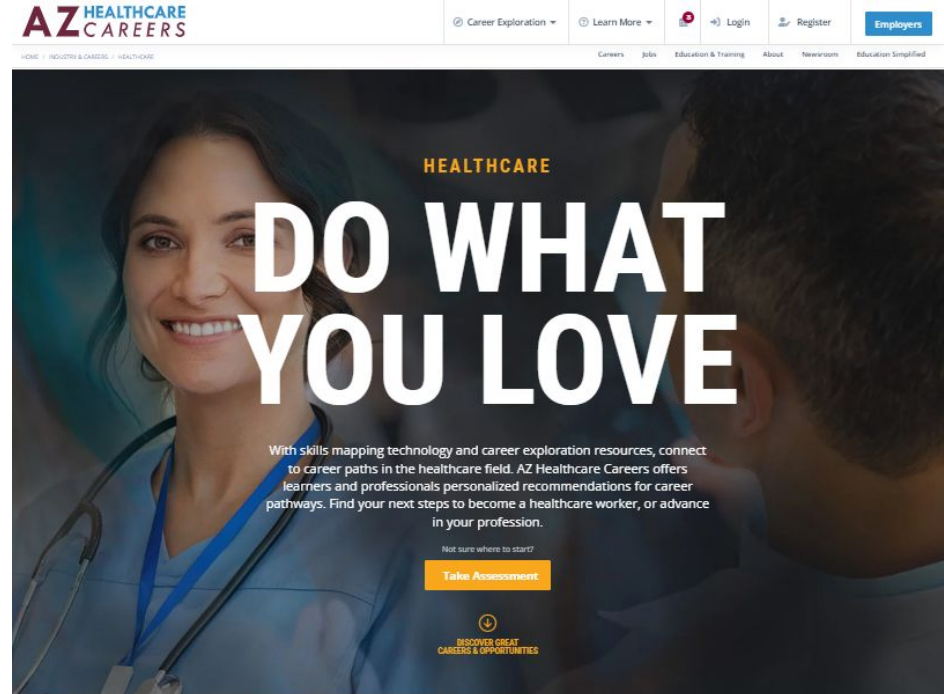


# Industry Platforms Create Spaces for Talent Attraction



## AZ Healthcare Careers

inspires and engages students and job seekers through stories, tools, and opportunities that **highlight career paths and job seeker to employer connectivity.**



# Interest Profiler with Health Sciences and Human Services Matches



The Healthcare Quiz Results help users identify careers within health sciences and a selection of human services occupations that relate to their skills and interests.

A screenshot of a web application interface titled "Your Skills Assessment Results". The page has a light blue header with navigation links: HOME, INDUSTRY & CAREERS, HEALTHCARE, Careers, Jobs, Education & Training, About, and Newsroom. Below the header, the main heading is "Your Skills Assessment Results" with a sub-heading "Based on your answers, you have several career paths to choose from!". There are three buttons: "Download Skills Assessment", "Retake Skills Assessment", and "Back to Assessment Dashboard". A search bar is present with the text "Search Careers Within These Industries" and "Search by Keywords or MOC". Below the search bar, there are radio buttons for "Top Careers" (selected) and "All Careers". A card for "Pharmacy Technicians" is displayed, marked as a "TOP CAREER". The card contains two questions with five-point Likert scales using smiley face icons:  
1. "Do you like **completing forms**?" with options: Dislike very much, Dislike, Unsure, Like, Like very much.  
2. "Do you like **dealing with people in difficult situations**?" with options: Dislike very much, Dislike, Unsure, Like, Like very much.

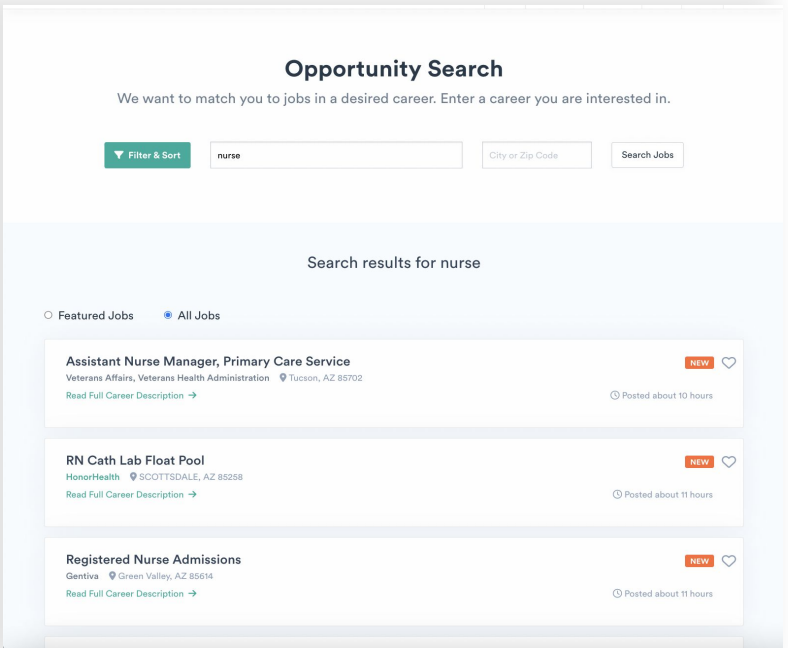


# Match with AZ Job & Training



Registered job seekers receive access to a personalized job match dashboard. The dashboard supplies a **customized** feed of jobs and opportunities specifically tailored for your interests.

The job match profile is localized and **personalized** based on your own career goals, interests, and skills.



# Dive into Real Job, Education & Salary Data



Career pages showcase salary data, expected tasks, and the knowledge, skills and education necessary to succeed within a given career path.

AZ Healthcare career pages also highlight open and projected jobs within the career, as well as the current companies that are hiring.

**HEALTHCARE SOCIAL WORKERS**  
Average Salary - \$61K | Education - Masters Degree | 4 Years

BE A PART OF SOMETHING SPECIAL

**About Healthcare Social Workers**  
Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family caregivers. Provide patients with information and counseling, and make referrals for other services. May also provide case and care management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.

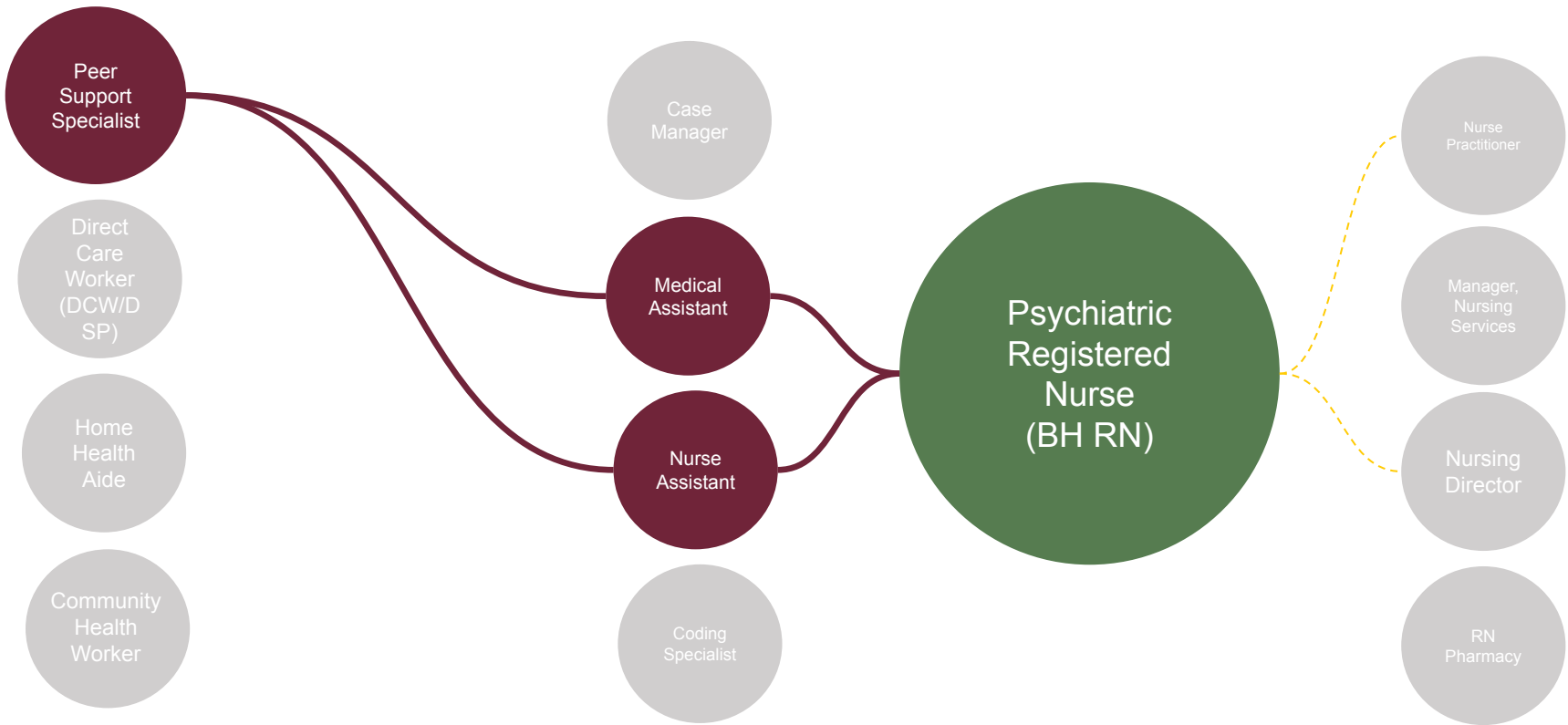
Ready to have your work change the landscape?  
[Current Opportunities](#)

EXPLORE SALARIES

Salary Level	Salary
AVERAGE ENTRY	\$37,020
AVERAGE MID	\$60,910
AVERAGE ADVANCED	\$81,020



# Career Pathing for the new era of work



# What is Upcoming



AZ Healthcare Careers provides a central point of truth for content is designed for each audience

- Direct Care Workers
- Behavioral Health Technicians
- Media, including video
- Employer activation and candidate matching

OCCUPATIONS HIRING TODAY WITH NO EXPERIENCE OR TRAINING

## DID YOU KNOW?

### Behavioral Health Technician

A behavioral health technician is a person who helps people with mental health or behavioral challenges. They work in the medical field and support individuals who may be struggling with their emotions or behaviors. A behavioral health technician helps people understand and manage their feelings and actions in a positive way. To become a behavioral health technician, a person needs to complete some special training. They learn how to communicate effectively, show empathy, and provide support to those in need. They also learn about different mental health conditions and ways to help people cope with them. It's important for a behavioral health technician to be caring, understanding, and patient in order to help others lead happier and healthier lives.

# Examples of Community College Programs Eligible for Tuition Assistance

- Addictions and Substance Abuse Disorders
- Advanced Behavioral Health Science
- Allied Health certificate and Degree
- Assisted-Living Caregiver (certificate)
- Basic Behavioral Health Sciences (certificate)
- Behavioral Health Science 4 year
- Behavioral Health Science 2 year
- Behavioral Health Tech Certifications
- Community Health Worker Certificate and Degree
- Certified Nursing Assistant (certificate)
- CPR and First Aid Certification
- Direct Care Worker (certificate)
- Home Health Aid Cert.
- Licensed Practical Nurses (certificate)
- Long-term Care Manager
- Patient Care Technician Certificate
- Physical Therapist Assistant
- Psychology AA
- Registered Nurses AA
- Social Services: Basic Social Services Certificate
- Social Work AA
- Speech Language Pathologist Assistant



# Action: Office Hours for 1:1 Support



Can we talk about engagement and retention?

I want to meet with you!

<https://calendly.com/klemke-paz/45min>

Why and how should I talk about the Health Care Hub with my teams?

What does this partnership look like? How does my organization benefit from it?

What is a "Roadshow" and how do I get one?





Thank You.



# Targeted Investments 2.0

Cameron Adams

Program Administrator



# Targeted Investments 2.0

- \$250 million authorized by CMS in October, 2022 as a part of 1115 waiver.
- Five year project providing resources to PCP and BH outpatient providers to support.
  - Effective coordination with health care providers and community partners, and
  - Identify and reduce inequitable health outcomes of their patient population.
- Incentive payments based on meeting process- based milestones and performance measure targets.

# Targeted Investments Programs

## Initial Program

- 10/2016 - 9/2022
- 6 Years, \$350M
- Reduce fragmentation of Behavioral Health (BH) and primary care (PCP)
- Increase provider integration, coordination
- Improve health outcomes for members with complex conditions

## Renewal Program

- 10/2022 - 9/2027
- 5 Years, \$250M
- Identify and address health inequities
- Implement Culturally and Linguistically Appropriate Service (CLAS) standards
- Identify and address health related social needs (HRSN)
- Project-specific initiatives

# TI 2.0 New Initiatives

**Health Equity-** Address health inequities of patient population

**Culturally Appropriate Services-** CLAS standards

## **Health Related Social Needs**

- Screening
- Coordination- CLRS
- Evaluation- needs analysis

## **PCP**

- Postpartum Depression Screening
- Dental Varnish (Peds Only)

## **Justice**

- Tobacco Cessation
- Early Reach-In

# Annual Incentive Structure

- **Year 1:** Onboarding/Application year
  - Payments to eligible provider types that submitted application with required documentation by 9/30/2023.
  - Payments disbursed in Summer 2024
- **Year 2:**
  - Develop policies and protocols related to new initiatives, and
  - Meet targets on performance measures.
- **Year 3:**
  - Demonstrate efficacy of policies and protocols through a random sample review, and
  - Meet targets on performance measures.
- **Year 4 and Year 5:** Performance measures only

# Participation - PCP and BH

## PCP and BH Programs

- Participation at the organization (Tax ID) level for AHCCCS enrolled clinics
- Choose Area(s) of Concentration: Peds PCP, Peds BH, Adult PCP, Adult BH

## Behavioral Health

Licensed 77-BH outpatient and ICs enrolled with AHCCCS under the same Tax ID.

## Primary Care

Primary care outpatient clinics enrolled with AHCCCS under the same TIN

- Each PCP location must be enrolled with AHCCCS as a service address under an 01-Group or IC Provider ID at time of application, and
- OB/GYNs encouraged to participate.

# Participation- PCP

- PCP payment is driven by number of members assigned to the organization's PCPs that work at participating clinics.
- Participants must ensure Health Plans and AHCCCS provider enrollment records are pristine, including each PCP's:
  - Termination or Active date
  - Tax ID affiliation
  - Service Locations
  - Specialites

# Participation - Justice

AHCCCS-enrolled ICs, FQHCs, RHCs, or other outpatient settings readily available to deliver PCP and BH services that best demonstrate collaboration with an adult justice partner with application commitment letter.

## Competitive

- Signed commitment letter containing minimum data elements uploaded with application.
- Selected applicants will have the **strongest** commitment letters that detail the **best** plans to address the primary care, behavioral health, and health related social needs of high-risk individuals transitioning from the criminal justice system in their community.
- Examples:
  - Colocation with probation/parole,
  - Coordination with local courts and diversion programs, and
  - Encourage novel, innovative models demonstrating robust partnerships.

# Participation - Justice

## **AHCCCS will accept applications for clinics expected to open by 9/30/2024:**

- Regional clinics open by 9/30/2023 will have competitive advantage.
- Must provide services by 9/30/2024.
- First incentive funds will be received fall 2025 if facility is not enrolled with AHCCCS by 9/30/2023.
- Contact the TI team for additional information.



# Application

## Applicants must:

- Submit an application by 5 PM (MST) 10/20/2023- **Application portal available now.**
- Attest that all participating clinics under the TIN use, or plan to adopt, an EHR system capable of bi-directional data exchange with the HIE (Contexture) and connect to the new platform once available.
- Implement care coordination policies and procedures with defined criteria by 9/30/2024.
- Applicants must upload documentation to demonstrate prerequisite policy and procedures containing minimum elements **with the application.**

## Accepted Participants

- Acceptance letters to be sent in December 2023
- Year 1 incentive payment fall 2024

# Technical Assistance and Quality Improvement


- Application Assistance
- Enhanced, Real-Time Performance Measure Dashboards
- Quality Improvement Workgroups and Collaboratives
- Performance Measurement Assistance
- Alternative Data Sources in Performance Measurement

# TI 2.0 News and Updates

**Visit the Targeted Investments webpage:**

[www.azahcccs.gov/TargetedInvestments](http://www.azahcccs.gov/TargetedInvestments)

**Sign up for the Targeted Investments Newsletter:**

Subscribe to TI News 

**Email the Targeted Investments Team Inbox:**

[TargetedInvestments@AZAHCCCS.gov](mailto:TargetedInvestments@AZAHCCCS.gov)

# PAX Tools

Jeanette Puskas, Trina Simms, Natasha Battle



# PAX Institute<sup>tm</sup>

*an international prevention science leader*



## PAX Across the System of Care



# PAXIS Institute<sup>tm</sup>

We are a prevention science company that incorporates cultural wisdom into tested and proven strategies to create and implement meaningful, practical interventions that improve lifetime outcomes for young people and the adults who care for them.



# What is PAX?

**PAX** is  
**PROVEN**  
Prevention

PAX = Peace • Productivity • Health • Happiness



PAX = Peace • Productivity • Health • Happiness

## Peace

Reduce stress and anxiety, including workplace stress

## Productivity

Increase regulation, stamina, focus and performance on tasks

## Health

Reduce substance misuse, improve health, mental health and lifetime outcomes

## Happiness

Promote positive relationships and cooperation among peers and adults

# PAX Across the System of Care





# PAX Programming for All Settings

Welcome to your PAX Community!



Adoptive Parents, Foster Parents,  
Kinship Care Providers and  
other Caregivers

**paxtools**  
for Caregivers

**paxtools**  
for Human Services



Youth-serving  
Professionals



School-based  
Staff

**pax** | Good  
Behavior  
Game



Professionals supporting  
parents and caregivers

**paxtools**  
Community Educator Training

**paxtools**  
Self-paced Training for Youth Workers



Youth Workers

# 2023-2024 Community-based PAX Trainings for Arizona!





Trauma informed

Evidence based

Culturally  
responsive

**PAX Tools™** is a set of strategies that utilize Evidence-based Kernels to improve cooperation and relationships among children and adults.

**PAX Tools™** strategies promote self-regulation and result in reduced conflict, improved climate, and decreased risk for mental, emotional, and behavioral disorders.



# Foundations of PAX Tools

**Using a trauma-informed approach**

**Teaching behavior as a skill set**

**Creating a Nurturing Environment**

**Establishing reliable and consistent adults**



# Who can implement PAX Tools Strategies?

- ❖ Parents / Caregivers
- ❖ Foster Parents
- ❖ Out-of-school Staff
- ❖ Childcare Providers
- ❖ Counselors / Clinicians
- ❖ Faith Based Staff / Volunteers
- ❖ Youth Workers





PAX Tools for Human Services is for human service professionals who work directly with youth.



PAX Tools for Community Educators is for health and community educators who work with parents and caregivers in their communities.



PAX Tools for Youth Workers is for youth workers, volunteers, and part-time staff who work directly with youth.



PAX Tools for Caregivers is for parents, grandparents, and foster and kinship caregivers.



Provides trauma-informed evidence-based behavioral health strategies for **youth-serving professionals**.

Operationalizes a trauma-informed approach for organizations and individuals who work with youth.

Includes strategies and materials for **professionals** to use with youth in their practice and **guiding caregivers** in utilizing strategies in the home.



# pax tools for Caregivers

Provides trauma-informed evidence-based behavioral strategies to support **Foster Parents, Adoptive Parents, Kinship Care Providers, and other Caregivers.**

Operationalizes a trauma-informed approach for all those who support children in care.

Includes strategies and materials for **caregivers** to begin implementing immediately following the workshop.





# AZ Caregivers Are Talking About PAX Tools Workshops!

“ This is one of the best trainings I have taken in a while. The app is helpful.



“ Training was awesome and I also like the app which will become very useful. This should be part of the curriculum for foster care

# 2023-2024 Community-based PAX Trainings for Arizona!



Want More Info?



Community-based PAX in Arizona



Email: [paxarizona@paxis.org](mailto:paxarizona@paxis.org)

# Unwinding and Eligibility Updates

Julie Swenson  
Senior Policy Advisor



# Unwinding Progress

# Processing Renewals

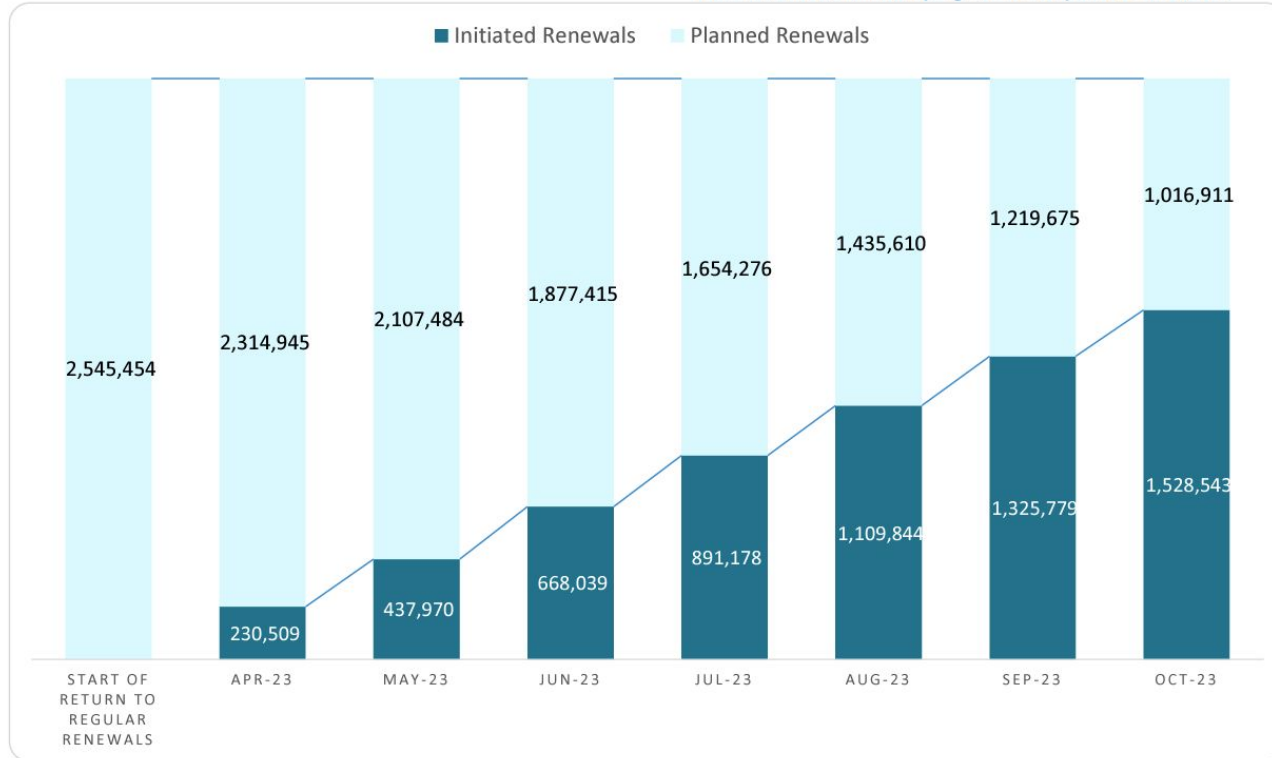
- Eligibility for all 2.5 million members will be re-determined.
- Members are **AT RISK** of losing coverage if they are:
  1. **Non-Responsive:** fail to supply needed documentation
  2. **Factually Ineligible:** shown not to meet at least one condition of eligibility
- After a full redetermination, members are either found *eligible* and **stay enrolled** or *ineligible* and **disenrolled**.
- Prioritizing renewals for people determined ineligible during the PHE.
- It will take approximately **12 months** to complete ALL renewals.

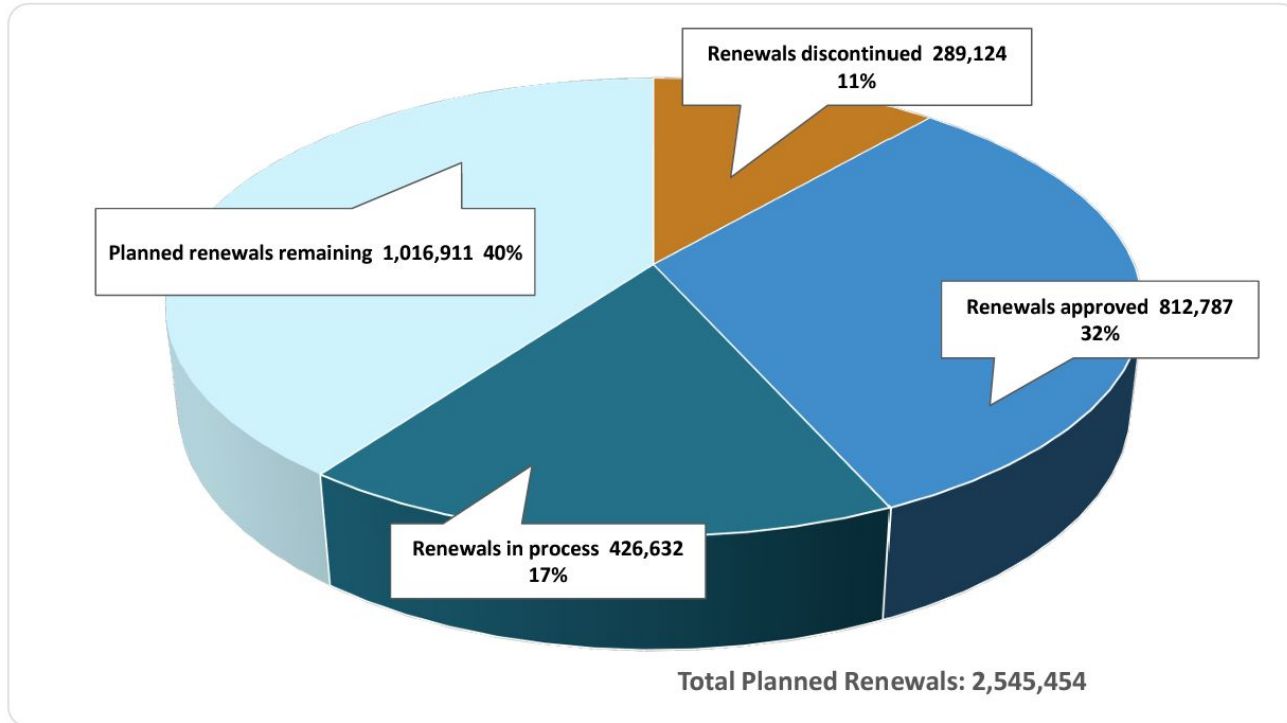
# Eligibility Dashboard

Updated 09/08/2023

Number of Renewals Initiated Each Month from the Total Number Planned

This data reflects renewal progress from April 2023 to current





# Member Outreach and Assistance

- Updating contact information before initiating the renewal.
- Notification about upcoming renewal the month before the renewal month.
- Sending reminders to respond to renewal forms and provide proof.
- Added attempts to contact members when renewal form is returned in the mail.
- Sending reminders after discontinuance about 90-day reconsideration period and appeal rights.



This data reflects total outreach from April 2023 to current

State Targeted Outreach Efforts	
Automated address updates via NCOA*	40,776
Response required renewal reminders mailed**	185,323
AHCCCS Connect proactive conversations‡	1,663,141
Post discontinuance text messages sent†	144,479
Post discontinuance emails sent†	69,948
Post discontinuance phone calls made†	63,645
Post discontinuance letters sent†	103,926
Returned mail QR codes processed+	7,055
<b>Total Outreach Completed to Date</b>	<b>2,278,293</b>

# Other Enhancements to Support Unwinding

- HEAPlus Surge Call Center - Implemented April 2023
- HEAplus Chat Bot “Sam” - Implemented April 2023
- Live chat - Implemented June 2023
- Address Change Bot in HEAplus - Implemented July 2023

# Spotlight on Sam



Hi, I am Sam, the Health-e-Arizona Plus virtual assistant. I am here to help with questions related to AHCCCS Medical Assistance renewals. How can I help you today?

Choose an option or type your question:

Update Contact Information

Prepare for Renewal

Submit Renewal Documents

Sign-Up for Renewal Alerts

Understand Renewal Letter

Find Other Medical Coverage

## Comments:

- *"No complications in communication. Very easy for this 70 year old."*
- *"It was so much easier than talking to automated service tech. Thanks"*
- *"It was so easy and there was no line, no waiting, awesome!!!!"*
- *"They helped me in Spanish and responded quickly thank you" [Translated from Spanish]*



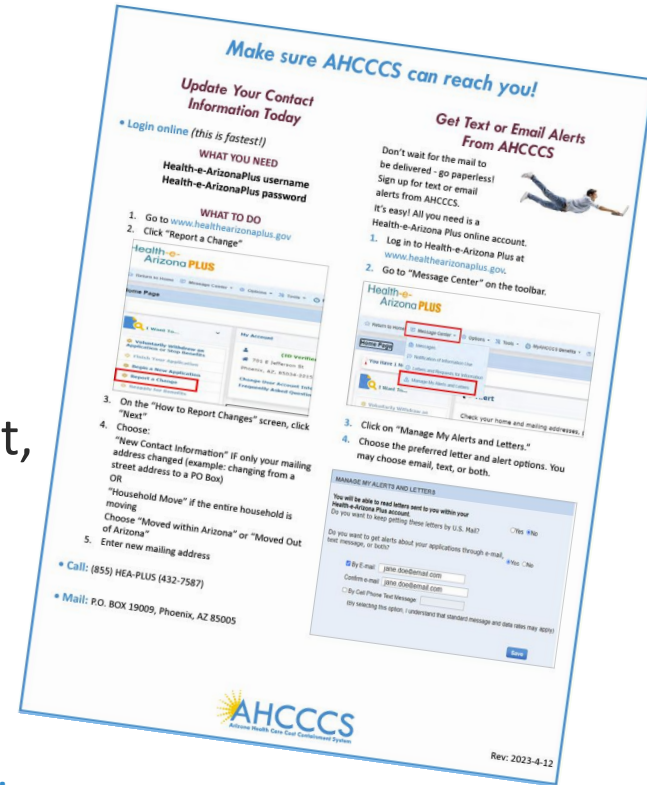
Question handled rate - 97.5%

# How To Report a Change in Health-e-Arizona PLUS



Chat with Sam, the HEAplus bot who can update your contact info!

[See this flier](#) to make sure AHCCCS can reach you by text, email, or letter!



Log in or create your account at [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov).

# Closing the Uninsured Gap

If no longer eligible for AHCCCS:

- Referral to the health insurance marketplace at [www.healthcare.gov](http://www.healthcare.gov),
- Employer-sponsored health care coverage,
- The State Health Insurance Assistance Program (SHIP) Helpline (for people with Medicare) 1-800-432-4040
- Veterans Administration (for veterans), and [beconnected.org](http://beconnected.org), or
- Call 2-1-1 for more information or visit [coveraz.org](http://coveraz.org).



# Eligibility Updates

# Postpartum Coverage Extension: Key Provisions

12-months of continuous eligibility postpartum for people eligible and enrolled in AHCCCS while pregnant (including during a prior quarter month).

- Benefit Details: State plan full service package.
- Program Began: 4/1/2023
- The extension does not apply to people eligible only during a period of presumptive eligibility.

# Postpartum Coverage Extension: Key Provisions (continued)

- Individuals are entitled to the extended postpartum coverage regardless of the reason the pregnancy ends.
- The customer's 12-month coverage period only end early if:
  - The customer voluntarily stops their AHCCCS coverage,
  - The customer is no longer a resident of the state,
  - AHCCCS determines that eligibility was approved incorrectly, or
  - The customer dies.



# Continuous Eligibility for Children

The Consolidated Appropriations Act of 2023 added continuous eligibility (CE) for children under 19, starting 1/1/2024.

- When approved for AHCCCS, including KidsCare, a child remains eligible until the next renewal with limited exceptions.
- At renewal the child's eligibility is redetermined, and
  - If eligible, then the child is reapproved for another continuous eligibility period.
  - If no longer eligible, AHCCCS coverage is discontinued.

# Continuous Eligibility for Children (continued)

During the CE period the child's eligibility may only be stopped for one of the following reasons:

- KidsCare eligibility may stop if the child qualifies for and is moved to an AHCCCS Medicaid category,
- The customer voluntarily stops the AHCCCS coverage,
- The customer is no longer a resident of the state,
- AHCCCS determines that eligibility was approved incorrectly, or
- The customer dies.

Questions?

# State Plan Updates

Ruben Soliz

Federal Relations Section Lead and Health Policy  
Advisor

# Overview of State Plan/ State Plan Amendments (SPAs)

- Each state has a Medicaid state plan that describes how the state will administer its Medicaid program.
- The State Plan is the basis for federal financial participation in the Medicaid program, attesting to the State's compliance with federal regulations.
- In order to alter a State Plan, states must submit State Plan Amendments (SPAs), and receive approval from CMS.

# Upcoming SPAs

## **Physician Administered Drugs (Effective 10/1/23)**

Adjust the reimbursement methodology for Physician Administered Drugs for providers outside of IHS/638 facilities.

## **Rapid Whole Genome Sequencing (RWGS)**

(Effective 10/30/23-7/30/26)

Provides an additional payment for medically necessary RWGS when established clinical criteria is met. Costs associated with RWGS will be billed separately from the inpatient episode.

# Upcoming Submissions

## Differential Adjusted Payment (DAP) 2024

- Effective: 10/1/23
- Purpose: AHCCCS will submit 3 DAP SPAs - specific to inpatient, nursing facility and outpatient providers.
- DAP is intended to distinguish providers that have committed to designated actions to improve patient care, improve member health and reduce cost of care growth.
- DAP providers receive a positive adjustment to the AHCCCS fee-for service rates contingent upon accomplishing DAP milestones.

# Upcoming SPAs

## Fee For Service Rate Updates (Effective 10/1/23)

The following fee for service rates (posted [here](#)) will be adjusted:

FQHC/RHC	Ambulatory Surgical Center Fee Schedule
Hospice	Durable Medical Equipment Fee Schedule
Ambulance	Clinical Laboratory Fee Schedule
Physician Drug Schedule Rates	Physician Fee Schedule
Inpatient Hospital APR-DRG	Adaptive behavior assessment codes will have FFS rates.
Inpatient Hospital LTAC Hospital and Rehab	Modifier CO and CQ to indicate services provided by a PT/OT Assistant will be paid 85% of the fee schedule
AZEIP Speech Therapy Rates	15 specific dental codes will receive a 10% rate enhancement when provided in Flagstaff.



# Public Comment Process

All SPAs are posted for Public Notice at the following website:

<https://www.azahcccs.gov/AHCCCS/PublicNotices/#SPAs>

Public Comments or Written Testimony may be submitted to AHCCCS via:

- **Email:** [publicinput@azahcccs.gov](mailto:publicinput@azahcccs.gov)
- **Postal Mail**  
AHCCCS  
Attn: Division of Community Advocacy and Intergovernmental  
Relations  
801 E. Jefferson St., MD 4200 Phoenix, AZ 85034

Questions?

# Member Exploitation and Fraudulent Billing

Alex Demyan  
Assistant Director

# The Fraud Schemes

- Recruiting vulnerable tribal members into unlicensed, unregistered facilities
- Enrolling non-AI/AN members in the American Indian Health Plan
- Providing incentives (housing, food, money, alcohol, drugs)
- Billing fraudulently
- Shuffling members between companies
- Paying recruiters “per person”
- Billing for members who aren’t present (ghost billing)
- Billing for services that aren’t provided
- Overlapping use of codes, double billing
- Shell companies
- Multiple types of fraudulent providers

## 2-1-1 (press 7) Member Hotline

For AHCCCS members affected by the closure of a sober living home or residential facility:

- **Transportation assistance**
- **Temporary lodging**
- **Health care services and care coordination**

[www.211Arizona.org/MMIP](http://www.211Arizona.org/MMIP) for resources and [AIHP Member Guide](#).



# Protecting AHCCCS Members

If you are, or know of, an AHCCCS member who lives in a sober living home or residential facility and who needs help, please tell us so that we can assist.

- **If you are in immediate danger, call 911.**
- **To get help with health care services call 2-1-1 (press 7).**
- **Report Abuse** if you or a loved one were mistreated by a provider call (602) 417-4885 or email [CQM@azahcccs.gov](mailto:CQM@azahcccs.gov).

# Protecting AHCCCS Members

## Report Suspicious Activity and Provider Fraud

It is illegal for someone to offer gift cards, meals, cash, or other gifts in exchange for Medicaid services.

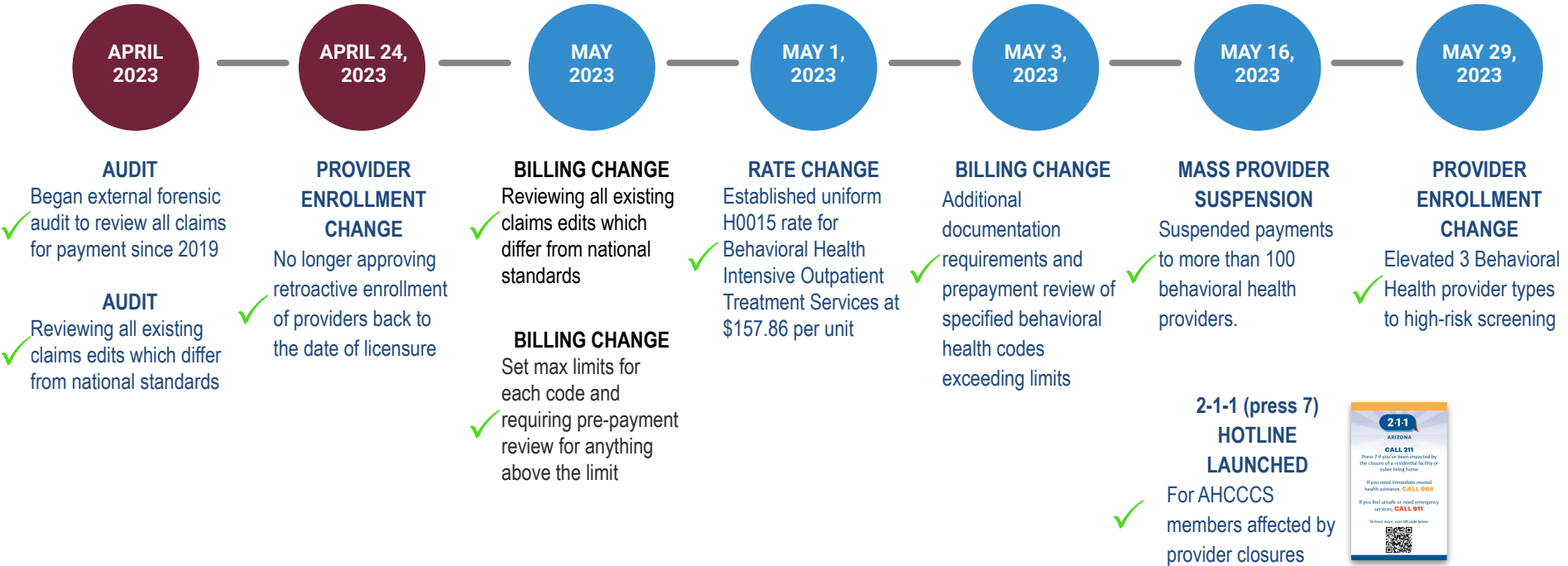
- In Arizona: (602) 417-4045
- Toll-free outside of Arizona Only: 888-ITS-NOT-OK or 888-487-6686

# Top Challenges

- Finding members:
  - Bad actors were using unlicensed unregistered facilities
  - Ghost billing
  - Congregate settings
- Member cooperation:
  - Some members may not want to leave
  - Some don't see themselves as victims
  - Some are coerced and afraid to report
  - Some members are not interested in treatment, limiting BH facility for residential treatment
- Resources:
  - Housing demand vs supply
  - Assessing who needs BH/SUD
- Communication:
  - Sensitive information
  - Active criminal investigations
- Safety:
  - Reports of violence, weapons in facilities



# Completed System Improvements to Stop Fraudulent Billing and Protect Members



# Completed System Improvements to Stop Fraudulent Billing and Protect Members



## PROVIDER ENROLLMENT CHANGE

✓ Implemented a provider enrollment moratorium on BH Outpatient Clinics, Integrated Clinics, NEMT, CSAs, and BHRFs  
In place for 6 months, can be renewed in 6 month increments

## MEMBER ENROLLMENT CHANGE

✓ Require enrollment change requests in writing in order to move a member from MCO to AIHP

## EMERGENCY EXCLUSION RULES PUBLISHED

✓ Emergency rulemaking implemented to enhance AHCCCS authority to exclude providers affiliated with bad actors

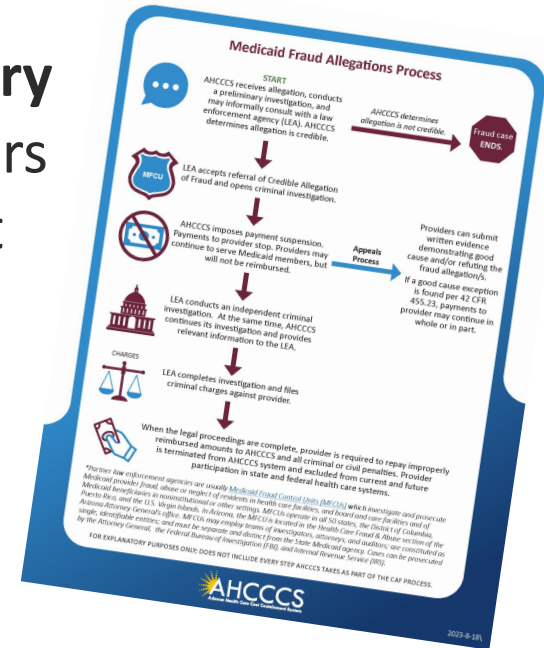
## POTENTIAL FUTURE PLANS

- Establish AIHP enrollment criteria
- Additional trend reports and data pulls
- Provider registry
- Explore the feasibility of Tribal MCOs
- Increase care coordination and case management for rural FFS populations
- Increased culturally competent care and collaborate with tribes on best practices
- Re-publish the Covered Behavioral Health Services Guide

# Medicaid Fraud Allegations Process

A Credible Allegation of Fraud is a **preliminary** action required to stop payments to providers who are suspected of **potentially** fraudulent activities.

- Who receives notification?
  - Provider
  - Managed Care Plans
  - TRBHAs
  - ADHS
  - Internal AHCCCS Divisions



Download this flier at  
[www.azahcccs.gov/Fraud/AboutOIG/](http://www.azahcccs.gov/Fraud/AboutOIG/)

# Medicaid Fraud Allegations Process

FOR EXPLANATORY PURPOSES ONLY; DOES NOT INCLUDE EVERY STEP AHCCCS TAKES AS PART OF THE CAF PROCESS.



AHCCCS receives allegation, conducts a preliminary investigation, and may informally consult with a law enforcement agency (LEA).\* AHCCCS determines allegation is credible.



LEA accepts referral of Credible Allegation of Fraud and opens criminal investigation. Cases can be prosecuted by the Attorney General, the Federal Bureau of Investigation (FBI), and Internal Revenue Service (IRS).



AHCCCS determines allegation is not credible.



\*\*Partner law enforcement agencies are usually Medicaid Fraud Control Units (MFCUs). In Arizona, the MFCU is located in the Health Care Fraud & Abuse section of the Arizona Attorney General's office. Cases can be prosecuted by the Attorney General, the Federal Bureau of Investigation (FBI), and Internal Revenue Service (IRS).

# Medicaid Fraud Allegations Process



AHCCCS imposes payment suspension. Payments to provider stop. Providers may continue to serve Medicaid members, but will not be reimbursed.

APPEAL  
PROCESS →

Providers can appeal and/or submit written evidence demonstrating good cause and/or refuting the fraud allegations.



LEA conducts an independent criminal investigation. At the same time, AHCCCS continues its investigation and provides relevant info to the LEA.

If a good cause exception is found per 42 CFR 455.23, payments to provider may continue in whole or in part.

# Medicaid Fraud Allegations Process



LEA completes investigation and files criminal charges against provider.



When the legal proceedings are complete, provider is required to repay improperly reimbursed amounts to AHCCCS and all criminal or civil penalties. Provider is terminated from AHCCCS system and excluded from current and future participation in state and federal health care systems.

# Credible Allegation of Fraud Notice

- Notice includes the following:
  - Information specific to the conduct that is determined to be a CAF,
  - Explanation of the suspension of payment actions, and
  - Provider's rights including right to provide written evidence, request an informal settlement conference, and to request a state fair hearing.

# Reporting Suspicious Activity

## There is no wrong door to report suspicious activity

- Report suspicious criminal activity to the [FBI](#)
- Report facilities violating licenses to [AZ Dept. of Health Services](#)
- Report provider or member fraud to [AHCCCS Office of Inspector General](#)
- Report concerns with AHCCCS quality of care or barriers to care using the [Quality of Care Concern online form](#), by calling (602) 417-4885, or by emailing CQM@azahcccs.gov.



# Follow & Support AHCCCS on Social Media

facebook



LinkedIn

YouTube

Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

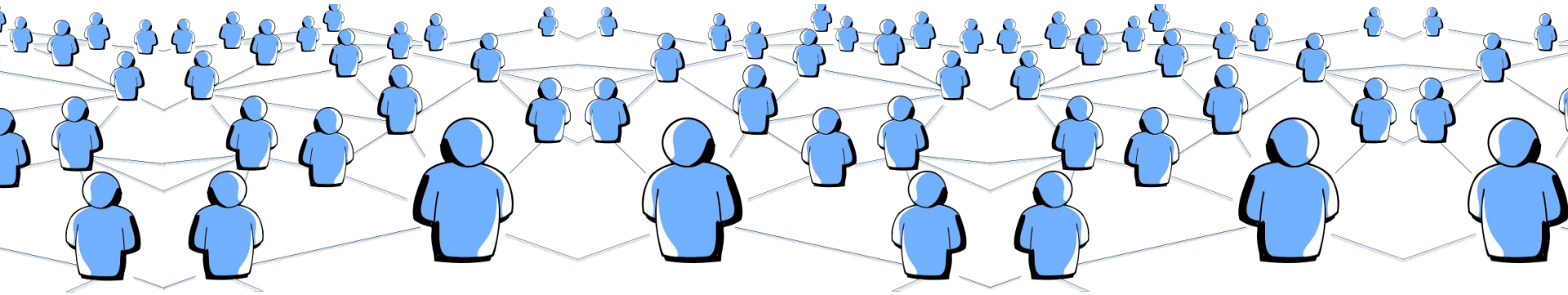
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

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](#)
- [Future RBHA Competitive Contract Expansion](#)



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to help us better  
tailor meetings to  
meet your needs.