



Welcome to AHCCCS Hot Topic

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.

Back-to-School Well-Care Member Incentive Campaign

WHO: AHCCCS or KidsCare (managed care enrolled) members, ages 3-19, and who complete their first well-care visit of 2023

WHEN: June 5 - Sept. 5 2023

WHAT: Eligible to receive a \$25 gift card from their AHCCCS health plan.

azahcccs.gov/wellcare.html



Get an A+ on health!

- ✓ Complete an annual well-care visit between June 5 and September 5, 2023.
- ✓ Earn a \$25 gift card.

Contact us for more information.

#BackToSchool

Statewide Arizona Crisis Hotline

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

Text: 4HOPE (44673)

Chat: 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 Life Line 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: [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**

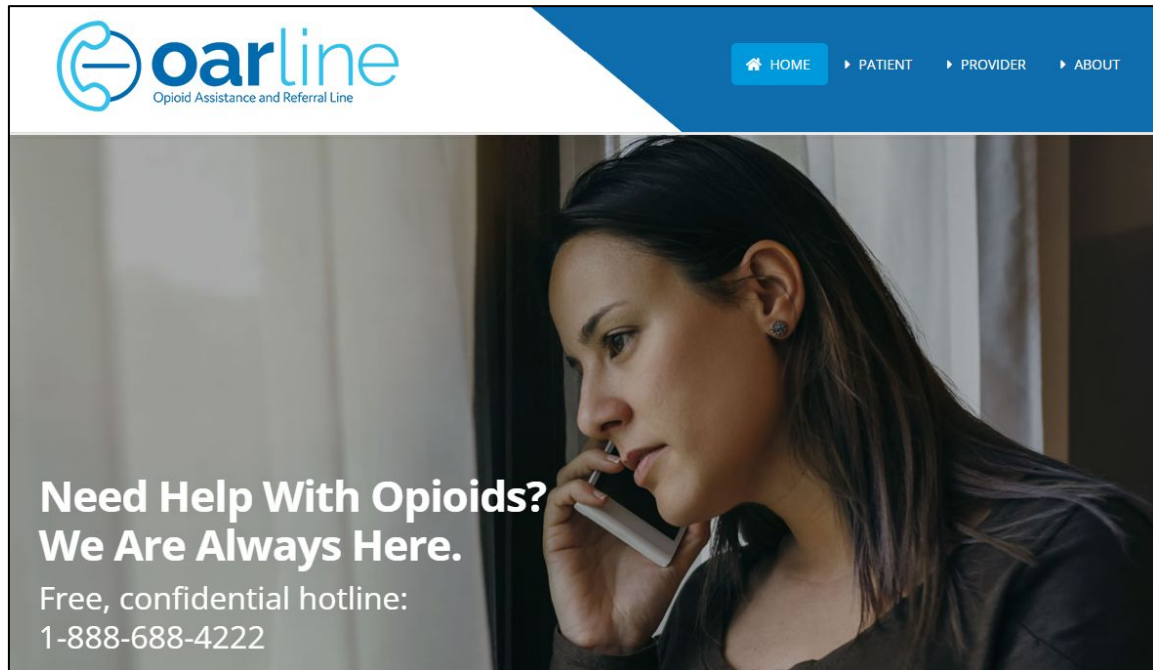
South GSA

- **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 screenshot shows the top portion of the OARLine website. On the left is the logo, which consists of a blue circular icon with a white telephone handset and the text "oarline" in a bold, lowercase sans-serif font, with "Opioid Assistance and Referral Line" in a smaller font below it. To the right of the logo is a blue navigation bar with white text and arrows pointing right, containing the links "HOME", "PATIENT", "PROVIDER", and "ABOUT". Below the navigation bar is a large photograph of a woman with long dark hair, wearing a dark top, looking thoughtfully to the left while holding a white mobile phone to her ear. 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

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 user interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red rectangular box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', 'Reapply for Benefits', 'Change User Account Information', 'Enter Application Access Code to Access Existing Application', 'Lock My Account', 'Print Forms', 'Request Application Access Code to Access Existing Application', and 'View Messages'. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and options to change user account information or view frequently asked questions. Below that is 'My Medical Assistance' with a table showing one entry: AHCCCS Medical Assistance, beginning on 09/01/2021. At the bottom, 'My Applications' section shows a table with one application: 2021272000237, dated 9/30/2021, with a status of 'Submitted'.

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

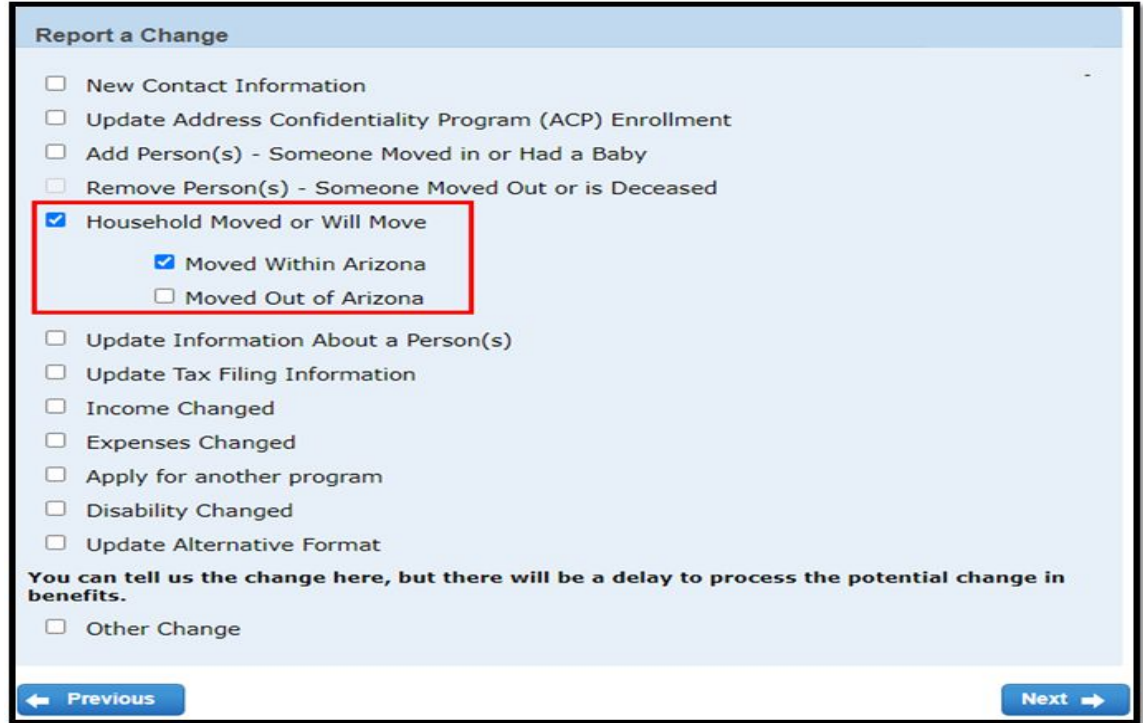
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a blue background with a laptop displaying the website. The URL www.healthearizonaplus.gov is shown in a search bar at the top. The main text reads 'UPDATE YOUR INFORMATION TODAY!' in large white letters. Below this, it says 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' To the right, a laptop screen shows a notification banner that says 'Thank You for Connecting With Us Today!' and a section for 'INDIVIDUAL AND FAMILY' with the tagline '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

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.

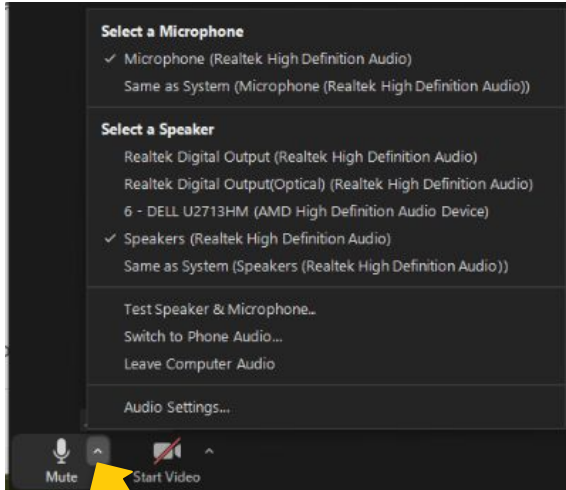
- Other Change

← Previous Next →

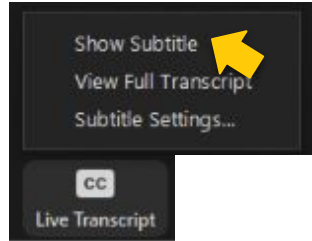
Zoom Webinar Controls

Navigating your bar on the bottom...

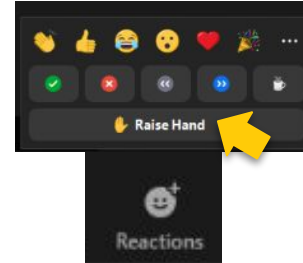
Audio Settings



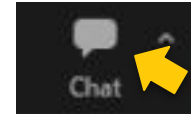
Turn on Closed Captioning



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.



Transforming Policy: The Medicaid State Plan and Role of Lived Experience in Public Comments

Ruben Soliz, Federal Relations and Health Policy Advisor

Welcome

The purpose of today's presentation is to:

1. Provide an overview of AHCCCS' State Plans and federal policy, and
2. Describe the important role of lived experience in shaping health policy.

What is health policy?

- The laws, regulations, actions, and decisions implemented within society in order to promote wellness and ensure that specific health goals are met.
- Notable events in health policy include:
 - 1965: Medicaid established
 - 1992: SMI rights established in AZ in Laws 1992, Ch. 301, § 61
 - 1997: CHIP established for low-mind income children
 - 2014: The Affordable Care Act expanded Medicaid eligibility (up to 133% FPL)

Why does health policy matter?

- Issues of health policy affect:
 - Who receives health care.
 - The kind of health care services available.
 - The quality of health care.
 - The amount (\$\$\$) that health care providers are paid for services.
 - The amount (\$\$\$) that you pay for health care.

What is the State Plan?

- The State Plan is AHCCCS' core health policy document.
- It describes Arizona's Medicaid program and how it operates.
- It is a legal contract between the State of Arizona and the federal government, authorizing Arizona to implement Medicaid within the limits of federal regulations.
- It is also the basis for the state to receive federal matching funds to implement Medicaid.

How is the State Plan Organized?

- The State Plan is approximately 1,000 pages.
- It is organized into 7 sections which cover topics such as:
 - Eligibility Criteria
 - Services Offered
 - Payment Rates
 - Legal Requirements
- It is posted to AHCCCS' website:
www.azahcccs.gov/Resources/StatePlans/



The screenshot shows the AHCCCS website interface. At the top is the AHCCCS logo (Arizona Health Care Cost Containment System). Below it is a search bar and a navigation menu with links: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS?. The main content area is titled "State Plan" and includes a description: "The State Plan is a comprehensive written contract between AHCCCS and the Centers for Medicare and Medicaid Services (CMS) that describes the nature and scope of its Medicaid program. Arizona has a State Plan for Medicaid and a State Plan for the Children's Health Insurance Program (KidsCare)." It also lists "The following information is provided:" with links for "The Purpose of the State Plan", "AHCCCS Responsibility", "State Plan for Medicaid", and "State Plan for Children's Health Insurance Program (KidsCare)". A sidebar on the left contains a "Governmental Oversight" menu with sub-items: Federal and State Requirements, Legislative Sessions, Moratoriums, Waiver, Mental Health Parity, County Acute Care Contributions, Grants, and Hospital Finance & Utilization Information.

Why does the State Plan matter?

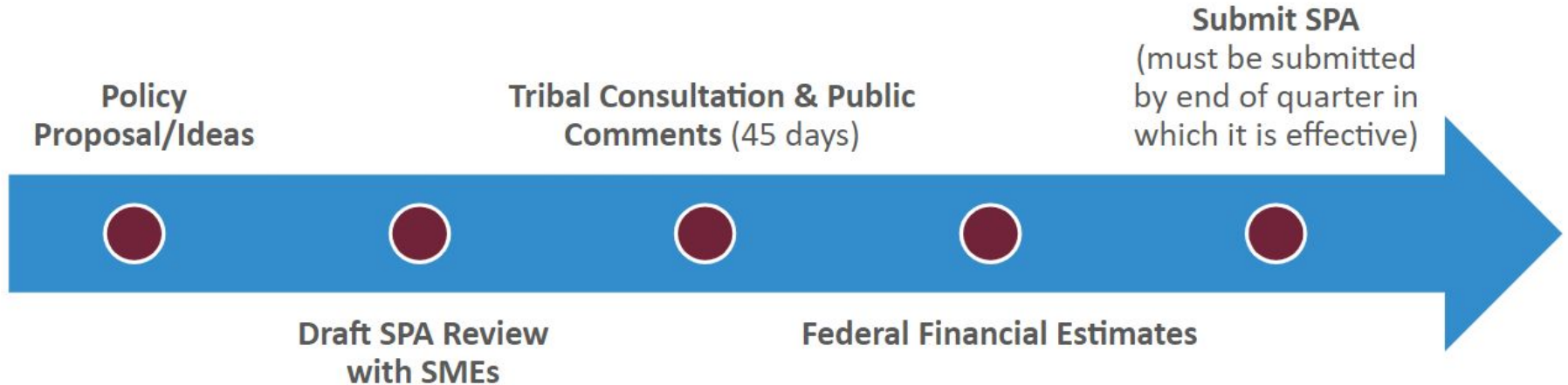
The State Plan...

- Establishes **who** may receive Medicaid in Arizona.
- Establishes the **services available** to Medicaid members.
 - E.g. Psychiatry, Lifeskills, Peer Support, Individual/Group Therapy
- Establishes how much **providers are paid** for providing services
- Establish health care **quality and treatment standards**
 - E.g. Provider qualifications, Medication Assisted Treatment, etc.

How is the State Plan updated?

- The State Plan is a living document.
- It is regularly updated for many reasons such as adding new services, updating eligibility criteria and changing payment rates.
- To change the State Plan, for reasons such as those noted above, we must prepare and receive CMS approval of a State Plan Amendment (SPA).

What is the SPA Process?



What is the SPA Process? (Cont'd)

**Informal Questions
from CMS**
(90 day clock)

Approval/Denial

**Formal Request for
Additional Information**
(stops clock)

What are some notable SPAs in AZ?

- Peer and Family Support Services (2010)
- Medicaid Expansion in Arizona (2013/2014)
- Public Health Emergency (PHE) Flexibilities (2020-current)
- Medicaid School Based Care (2021)
- Postpartum Coverage Expansion (2023)
- Community Health Worker Services (2023)

What are some upcoming SPAs?

- Expansion of CHIP Income Eligibility Limits (225% FPL)
- CHIP 12-month Continuous Eligibility
- Medicaid Children 12-month Continuous Eligibility

How does lived experience fit within health policy?

- Lived experience plays a vital role in shaping health policy.
- A [2021 Report](#) from the US Dept of Health and Human Services describes how to incorporate lived experience in policy through:
 - Storytelling: Telling one's unique story and highlighting one's experience in the health care system.
 - Advising: Making policy recommendations and suggestions based on lived experience

What is a public comment?

- Definition: Input given by the public on certain proposed government actions.
- A public comment can be sent on behalf of yourself or can be sent on behalf of a group (e.g., an organization, a community).
- A public comment can be a simple email to the public comment email address.
- A public comment can also be a more formal letter.

Who is qualified to submit a public comment?

EVERYONE!

What opportunities for public comment does AHCCCS have?

- AHCCCS has [a website](#) with Public Notices and Opportunities for Public Comment.
- Each State Plan Amendment (SPA) [is posted](#) for public comment.
- The Public Comment Period for each SPA lasts 45 days.
- Public comments may be submitted via email or postal mail.

How does AHCCCS use SPA public comments?

- The public comments help AHCCCS to better understand the needs of AHCCCS members and stakeholders.
- All SPA comments are reviewed, summarized, and presented to AHCCCS Executive Leadership.
- The public comments may affect how a policy is operationalized.
- The public comments may also inspire the creation of entirely new policies and services.

What sort of experience should I share in my public comment?

Share whatever is important to you!

This might include:

- Cultural background
- Community connections
- Needs and preferences
- Experience in the healthcare system
- Recommendations based on experience

What are some examples of public comments?

- “As someone who has been on AHCCCS, I understand the difficulties of...”
- “Living in a community where 75% of the population speaks only Spanish, I recommend that...”
- “As the father of child with a diagnosed mental health condition, I believe that this policy is...”

How can I stay updated on opportunities for public comment?

- Check the AHCCCS web page titled “Public Notices and Opportunities for Public Comment”
- Follow AHCCCS on Social Media
- Attend the State Medicaid Advisory Committee (SMAC) as a public member

Questions?

Thank You.

Follow & Support AHCCCS on Social Media

facebook

twitter

 Instagram

LinkedIn

 YouTube

Handle:

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

Handle:

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

Handle:

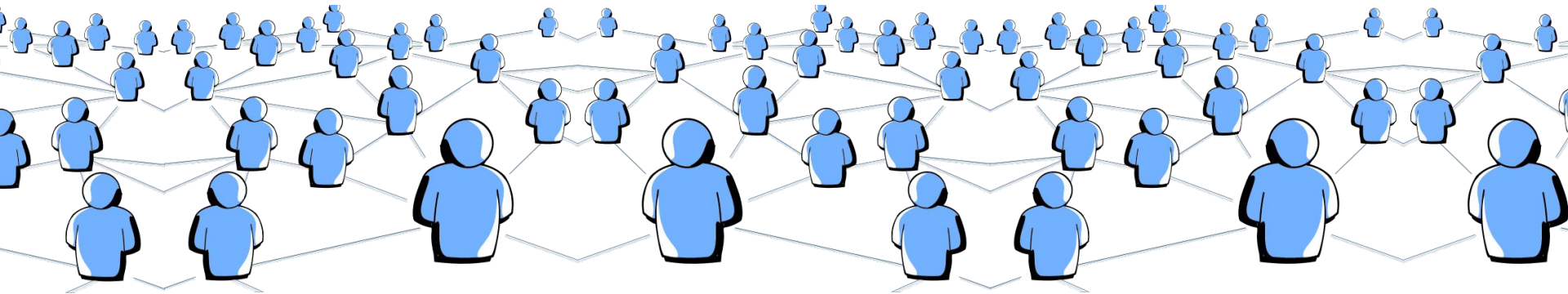
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



Learn about AHCCCS' Medicaid Program on YouTube!

AHCCCS
Explains...

Medicaid Eligibility

AHCCCS
Explains...

ALTCS

AHCCCS
Explains...

Health-e-Arizona Plus



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](#)



Please take the survey

to help us better
tailor meetings to
meet your needs.