



## Welcome to AHCCCS Hot Topics

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.

# National 24-Hour Crisis Hotlines

## Phone

- 988 Suicide & Crisis Lifeline: **988**
- National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357)**

## Text

- Send a Text to **988**
- Text the word "HOME" to **741741**

## Chat

- **988 Lifeline Chat**

## Videophone

- Select **ASL NOW** at the bottom of the page to connect with a 988 Lifeline counselor.



# 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**

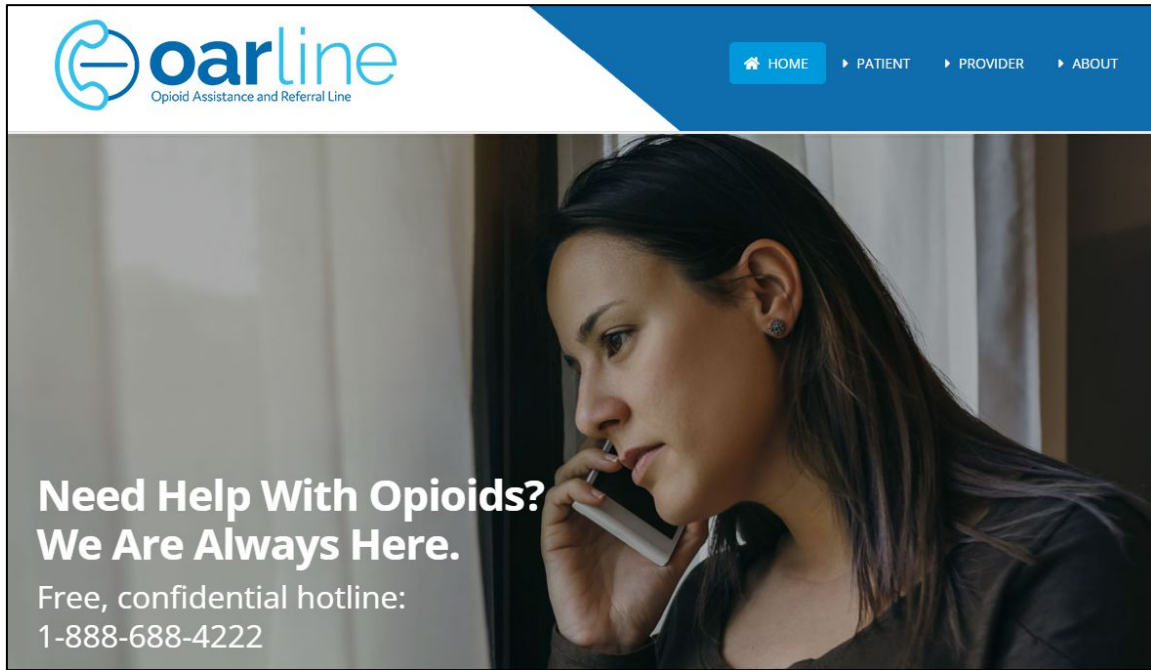
## South GSA

- **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 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".

**oarline**  
Opioid Assistance and Referral Line

HOME ▶ PATIENT ▶ PROVIDER ▶ ABOUT

**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. On the left sidebar, under 'I Want To...', the 'Report a Change' option is 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 starting 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	

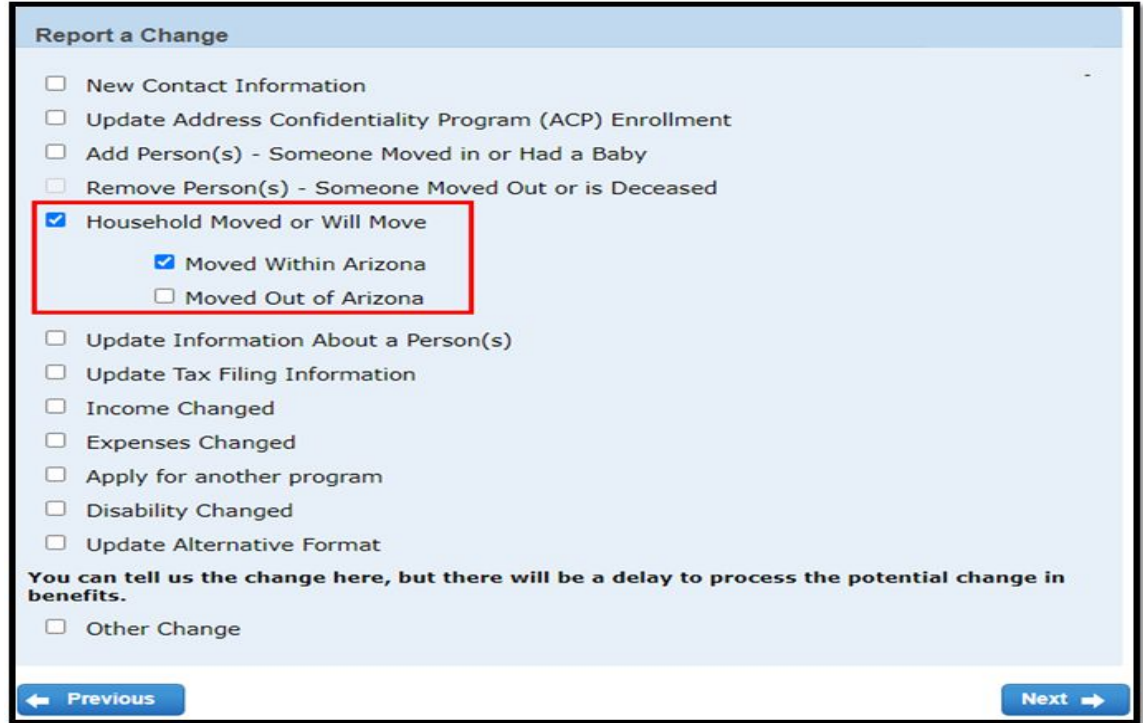
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a laptop displaying the website. The URL [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) is shown in a search bar at the top. 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 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](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

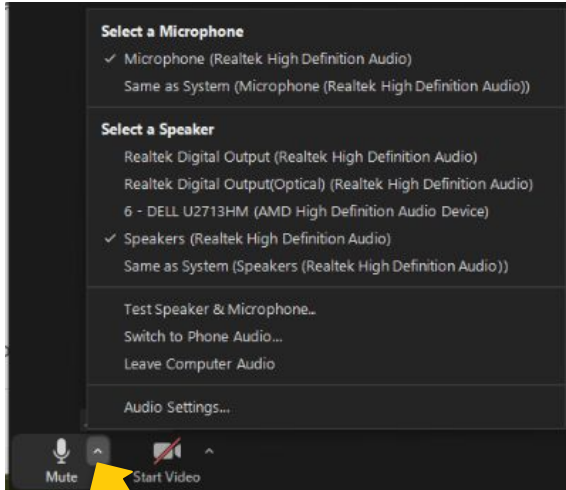
← Previous Next →



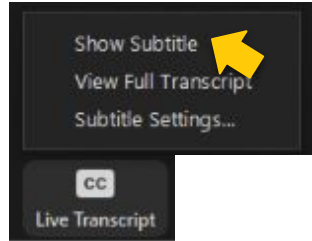
# Zoom Webinar Controls

## Navigating your bar on the bottom...

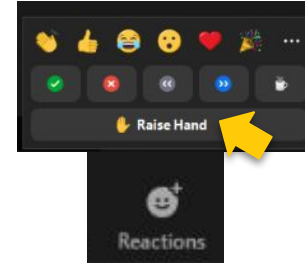
Audio Settings



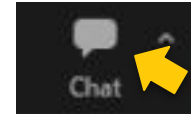
Turn on Closed Captioning



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

# Zoom Tips



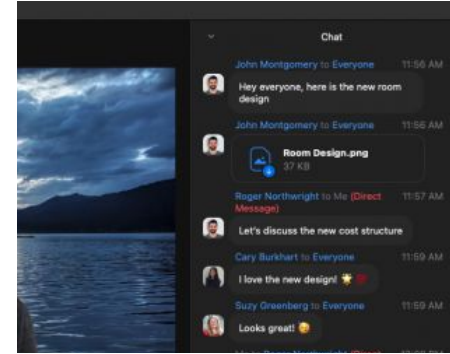
**Mute your mic when you aren't speaking.**



**Limit background noise and distractions.**



**Use gallery view to all participants.**



**Use chat feature (or Q&A when available) to ask questions or share resources.**

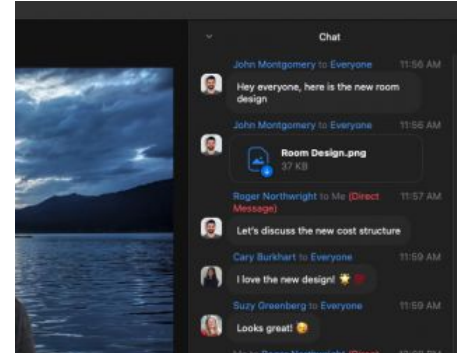
# Webinar Tips



**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.**

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



# Targeted Investments Program (TI 2.0)

September 16, 2024

# Project Team

- **Cameron Adams**, MPP, TI Program Administrator
- **Jane Otenyo**, MPH, TI Program Project Manager
- **Vishal Etikala**, MS, TI Program Research & Statistical Analyst Senior

# The TI 2.0 Program Whole Person Care Initiatives



# Targeted Investments Programs

## TI 1.0 - Initial Program

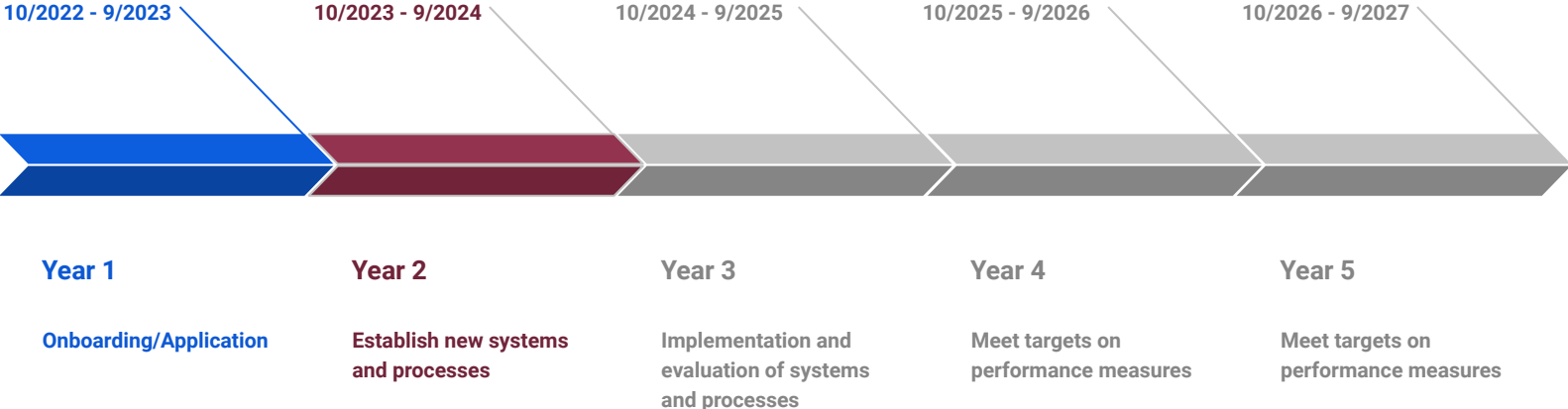
- 10/2016 - 9/2022
- 6 Years, \$350M
- Reduce fragmentation of Behavioral Health (BH) and primary care (PCP)
- Increase provider integration, coordination
- Improve health outcomes for members with complex conditions

## TI 2.0 - Renewal Program

- 10/2022 - 9/2027
- 5 Years, \$250M
- Reduce fragmentation of BH, PCP, and health-related social needs (HRSNs)
- Increase provider coordination with community partners
- Identify, address health inequities
- Implement Culturally and Linguistically Appropriate Services (CLAS) Standards



# TI 2.0 Timeline



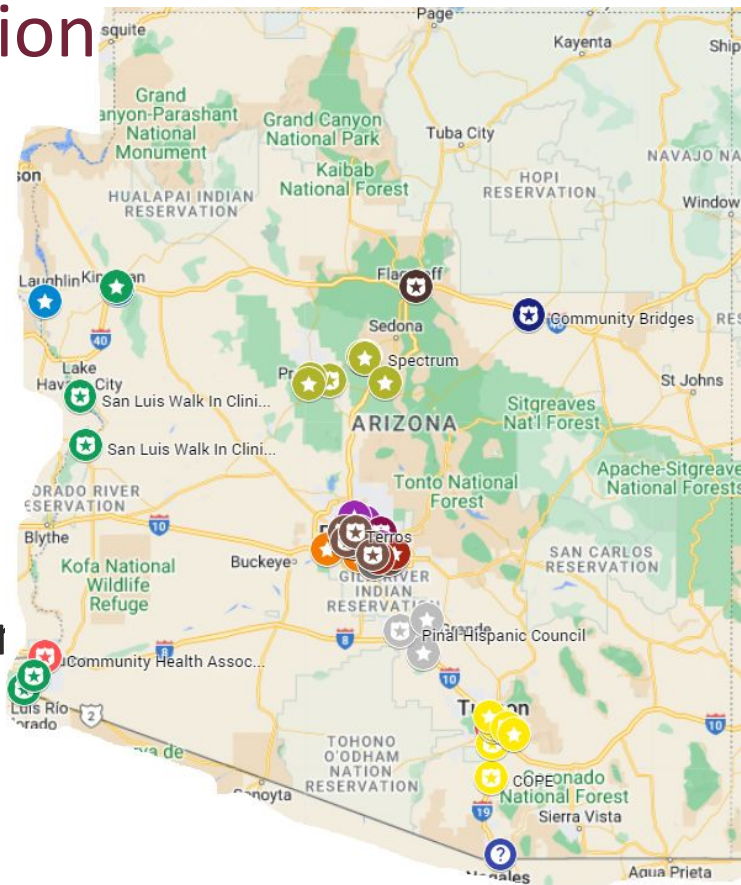
# TI 2.0 Year 2 Participation

<u>Area of Concentration</u>	TI 1.0		TI 2.0	
	<u>Organizations</u>	<u>Clinics</u>	<u>Organizations</u>	<u>Clinics</u>
Adult Behavioral Health	33	147	56	397
Adult Primary Care	42	150	57	583
Pediatric Behavioral Health	32	110	43	279
Pediatric Primary Care	34	82	49	458
Justice	5	13	15	89
<b>Any/All</b>	<b>97</b>	<b>350</b>	<b>147</b>	<b>866</b>

# TI 2.0 Participation

## Justice

- 17 TINs
- ~60 Clinics
- 10 counties  
(Santa Cruz 8/2024)
- [Google Map](#)
- Most are Co-located Parole/Probation



# TI 2.0 Program Initiatives

# Process Milestones: Year 2 and Year 3

## All Participants

- CLAS Standards\*
- Health Equity\*
- Health Related Social Needs (HRSN)
- CommunityCares

## Project-Specific Initiatives

### Pediatric PCP

- Onsite Dental Varnish

### Justice

- Early Reach-In
- Tobacco Cessation

### Postpartum Depression Screening

- Adult Behavioral Health
- Adult Primary Care
- Pediatric Primary Care

\*Earning NCQA Health Equity Accreditation is one path of satisfying these milestones

# Process Milestones: Year 2 and Year 3

## NCQA Health Equity Accreditation

- Option for interested and capable participants to satisfy related milestones

## Population Health/Health Equity

- **Identify and analyze health inequities** within patient population and assigned non-utilizers
- **Improve collection and reporting of standardized data:**
  - Patient demographics
  - Identified health-related social needs
  - HRSN referrals made

## Culturally and Linguistically Appropriate Services

- **Internally:** Develop culturally competent staff (CLAS standards)
- **Externally:** Encourage patient population to engage with provider that will respect their preferences

# Performance Measures

## AHCCCS will seek alignment with:

- Participant and stakeholder input
- CMS ScoreCard measures
- AHCCCS/ MCO Withhold measures
- MCO/ Provider VBP Measures
- NCQA HEDIS<sup>®</sup> methodologies
- TI 1.0 measures
- Measures with observed inequities
- Reliable claims-only methodologies

# TI 2.0 Program Initiatives

## System Wide Collaboration



# TI 2.0 System Wide Collaboration: Health Equity

## Providers

- Collect standardized demographic and HRSN data
- Provide/ Refer-to culturally sensitive services
- Routine PDSA: identify and address inequities

## Networks and Associations (MCOs, ACOs, CINs)

- Support providers: data, analyses, aligned VBC
- Organize community outreach
- Identify and address inequities
- Improve culturally-sensitive provider network

## AHCCCS

- Liaise with Feds and SMEs (CMS, OMB, NCQA, ADHS)
- Foster collaboration & provide guidance
- Coordinate NCQA HE Accreditation

## ASU

- Enrich data
- Stratified dashboards (AHCCCS, MCO, ACO, Provider Organization)
- Multivariate analyses
- Quality improvement techniques (Process mapping, RCA, PDSA)
- QIC Collaboratives (best practices, SMEs, resources)

# TI 2.0 System Wide Collaboration: HRSN

## Providers

- Collect and report standardized HRSN data
- Connect individuals to needed resources
- Mind referral preferences of CBOs
- Share challenges, best practices

## Networks and Associations (MCOs, ACOs, CINs)

- Analyze HRSN data
- Identify/ coordinate/ provide resources in needed areas
- Share challenges, best practices, resources

## AHCCCS

- Liaise with Feds and SMEs (NCQA, CMS, Contexture, UniteUs)
- Proactively identify resource and referral process challenges
  - CBO workgroup
  - Provider gemba walks
- Foster collaboration & provide guidance

## ASU

- Enrich & monitor screening and referral data
- Needs assessments
- Dashboards and analyses
- Quality improvement techniques

# TI 2.0 System Wide Collaboration: Peds Dental Varnish and Referrals

## Pediatric PCP Providers

- Educate and inquire about dental services
- Place varnish in-office (age 0-5)
- Refer to in-network dentist as appropriate

## Networks and AHCCCS

- Provide referral guides for providers to hand to caregiver:
  - Dentist provider name, address
  - MCO network status

## ASU

- Enrich data
- Stratify related performance measures to evaluate PDSA

# TI 2.0 System Wide Collaboration: Perinatal Engagement

## Peds PCP, Adult PCP, Adult BH Providers

- Enhance bi-directional pregnancy and delivery notification processes
- Coordinate engagement of birthing parent to provide/ refer-to medical services
- Educate and screen all members that are new caregivers and refer to appropriate BH provider
  - PMH-C for birthing parent: Adult BH must certify 1/ 5 clinics

## Networks and AHCCCS

- Enhance pregnancy and delivery notification processes
- Provide referral guides for providers to hand to caregiver:
  - BH provider name, address, PMH-certification status
  - MCO network status

## ASU

- Enrich data
- Stratify related performance measures to evaluate PDSA

# TI 2.0 System Wide Collaboration: Justice

## Reach-In

- ADCRR, NaphCare, MCOs, TIP Justice, AHCCCS, ASU
- Overhauling process and redefining roles
- Improve coordination with all involved in each individual's reentry

## Tobacco Cessation

- ADCRR, AOC, MCOs, TIP Justice, AHCCCS, ASU, ADHS, BHWP, LPHAs
- Connect members to all possible resources
- BHWP specialized training
- Connect to ASHLine vendor portal- tracking metrics

## Justice Partner Initiatives

# Resources

- **AHCCCS Website**  
[www.azahcccs.gov](http://www.azahcccs.gov)
- **AHCCCS Targeted Investments:**  
[www.azahcccs.gov/PlansProviders/TargetedInvestments](http://www.azahcccs.gov/PlansProviders/TargetedInvestments)  
[targetedinvestments@azahcccs.gov](mailto:targetedinvestments@azahcccs.gov)
- **ASU TIPQIC**  
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[TIPQIC@asu.edu](mailto:TIPQIC@asu.edu)  
[support@tipqic.org](mailto:support@tipqic.org)

Questions?



**Thank you!**

**[targetedinvestments@azahcccs.gov](mailto:targetedinvestments@azahcccs.gov)**



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### AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: [PIO@azahcccs.gov](mailto:PIO@azahcccs.gov)  
FOR IMMEDIATE RELEASE  
January 23, 2024  
PHOENIX – One year ago, Cabinet Executive Officer Carmen Heredia took the helm of the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, and guided the agency through an extraordinary year of accomplishments and change.

"In 2023, AHCCCS faced challenges head-on, made significant progress, and achieved remarkable milestones because of our employees' unwavering dedication to the members we serve," Heredia said. "Our accomplishments stand as a testament to our adaptability, innovation, and unyielding resolve in the face of turbulent times."

Some of those successes and operational enhancements are highlighted below; see the full list in the 2023 Year in Review document [here](#).

[Read more...](#)

### 1.4 Million Arizonans Have Maintained Medicaid Coverage Since Renewals Began Last April

CONTACT: [PIO@azahcccs.gov](mailto:PIO@azahcccs.gov)  
FOR IMMEDIATE RELEASE  
January 18, 2024  
PHOENIX – Since the Arizona Health Care Cost Containment System (AHCCCS) returned to the regular Medicaid renewal processes last April, 1.4 million Arizonans have maintained coverage and 18% or 457,753 have been discontinued.

[AHCCCS News and Updates  
azahcccs.gov/shared/news.html](https://azahcccs.gov/shared/news.html)

**AHCCCS Tribal Relations** [Subscribe to AHCCCS Tribal Relations Updates](#)

*The mission of the Arizona Health Care Cost Containment System (AHCCCS) is to provide comprehensive, quality care to those in need. AHCCCS and Tribal Nations in the State of Arizona share the common goal of decreasing health disparities and maximizing access to critical health services.*

### Tribal Consultation

AHCCCS is committed to engaging in open, continuous, and meaningful consultation on a government-to-government basis. The AHCCCS Tribal Consultation Policy (note: pending technical changes and Tribal Consultation) guides the agency's work and interaction with the Tribal Nations of Arizona.

Learn more about Tribal Consultation at AHCCCS.

### Tribal Relations at AHCCCS

The Tribal Liaison serves as a point of contact for information and issues concerning health care policies that affect American Indian AHCCCS members. The role of the Tribal Liaison is to work across sectors to help improve the quality and accessibility of health care for American Indian AHCCCS members.

At AHCCCS, the Tribal Liaison is housed in the Division of Community Advocacy and Intergovernmental Relations and serves as the link between AHCCCS staff and the 22 tribes in Arizona, three Indian Health Service (IHS) areas, urban Indian health programs, and tribal community members and stakeholders.

Christine Holden currently serves as the AHCCCS Tribal Liaison and she can be contacted at [christine.holden@azahcccs.gov](mailto:christine.holden@azahcccs.gov) or at [tribalrelations@azahcccs.gov](mailto:tribalrelations@azahcccs.gov).

[Tribal Relations Updates  
azahcccs.gov/AmericanIndians/  
TribalRelations/](https://azahcccs.gov/AmericanIndians/TribalRelations/)

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

Handle:

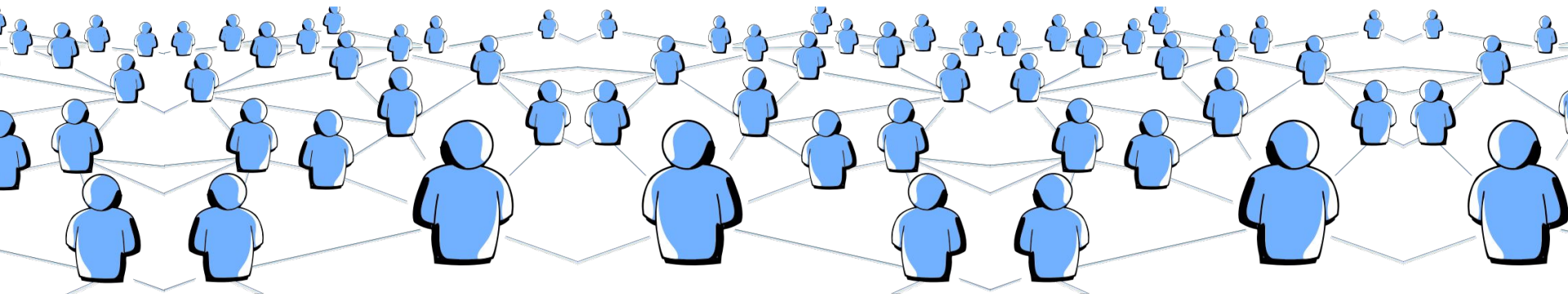
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

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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](#)



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meet your needs.