



# ARIZONA

## HEALTH CARE COST CONTAINMENT SYSTEM

### AHCCCS OIFA System Navigation

March 25, 2025

# Welcome to AHCCCS OIFA System Navigation

- You were automatically muted upon entry
- Please only join by either your phone or your computer
- Please use the chat feature for questions or raise your hand

# OIFA AHCCCS Team

- Susan Kennard, Administrator
- Chaz Longwell, Recovery and Resiliency Coordinator
- Cynthia Burr, Children's Behavioral Health Community Liaison
- Jamie Green, Healthcare Advocacy Coordinator
- Melanie Jensen, Administrative Assistant



# Introductions

Type in chat:

- First Name
- If you can create your own ice breaker question, what would you ask?





# Crisis Services

## Arizona Crisis Services

Crisis services are available to any Arizona resident regardless of health insurance coverage.



- 24/7 Crisis hotlines
  - National 988 Suicide & Crisis Lifeline
  - Arizona 1-844-434-HOPE (4673)
- Crisis Mobile Teams in each County
- Facility-based Stabilization Services



# 24/7 Crisis Hotlines

- Answered 24 hours a day/7 days
- Calls answered within 3 rings
  - Crisis line 1-844-534-4673
  - Text the crisis line at 4HOPE
  - Connect to Peer-Run Warmlines
  - Mobile Crisis Teams
  - Police or Fire Departments





# Crisis Mobile Teams

- Dispatched based off of assessment/need
- Non-life threatening behavioral health crisis
- Available 24 Hours a day/ 7 days
- 60-90 Minute Response Time
- Transportation



# Facility Based Stabilization Unit

Short-term individualized crisis services

No wrong door approach

Psychiatric urgent care

23-hour observation and stabilization

Inpatient facilities

Crisis respite

Detox services

Medication Assisted Treatment



# Upcoming AHCCCS Community Events

- Community Policy
  - 4/14/25
  - Link available [Friday](#)
- AHCCCS Community Forum
  - 4/21/25
  - [Register](#)
- Jacob's Law
  - 4/24/25
  - [Register](#)



# OIFA Contact Information

Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	<a href="mailto:oifa@azahcccs.gov">oifa@azahcccs.gov</a>
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	<a href="mailto:melisbrown@azcompletehealth.com">melisbrown@azcompletehealth.com</a>
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	<a href="mailto:OIFAteam@bannerhealth.com">OIFAteam@bannerhealth.com</a>
DCS-CHP	Tyson Gillespie	Administrator, Office of Individual and Family Affairs	520.539.1277	<a href="mailto:CHPCompliance@azdcs.gov">CHPCompliance@azdcs.gov</a>
DES/DDD	Christina Hedges	Administrator, Office of Individual and Family Affairs	480.521.4831	<a href="mailto:OIFABHAdvocate@azdes.gov">OIFABHAdvocate@azdes.gov</a>
Molina Complete Care	Veronica De La O	Administrator, Individual and Family Affairs	602.489.4165	<a href="mailto:MCCAZ-OIFA@molinahealthcare.com">MCCAZ-OIFA@molinahealthcare.com</a>
Mercy Care	Tyson Gillespie	Administrator, Office of Individual and Family Affairs	520.539.1277	<a href="mailto:Tyson.Gillespie@mercycaresaz.org">Tyson.Gillespie@mercycaresaz.org</a>
BCBSAZ Health Choice	OIFA Administrator	Administrator, Office of Individual and Family Affairs	928.774.7128	<a href="mailto:OIFA@azblue.com">OIFA@azblue.com</a>
United Health Care	OIFA Administrator	Administrator, Office of Individual and Family Affairs	602.255.8605	<a href="mailto:advocate.oifa@uhc.com">advocate.oifa@uhc.com</a>

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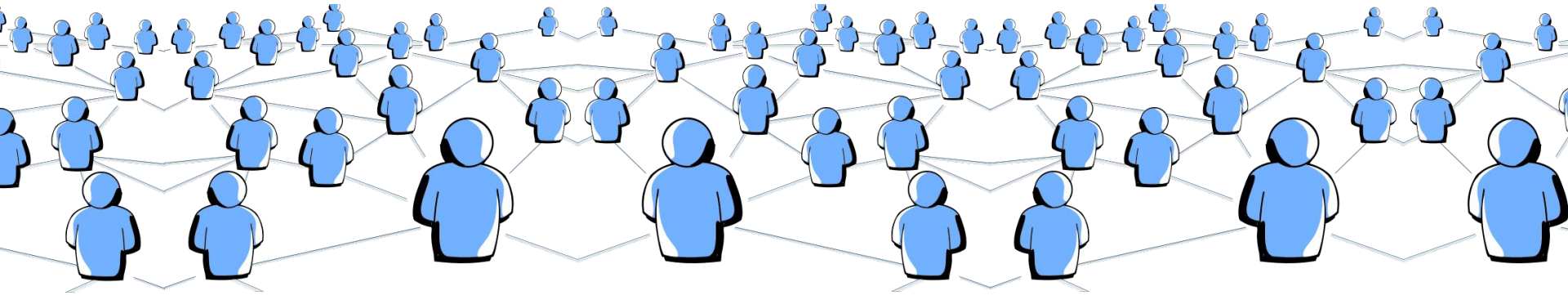
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# Subscribe to OIFA's Friday Newsletter

It's easy to join our mailing list!

## Two Easy Ways to Join

1 Text **OIFALIST** to **22828**  
Message and data rates may apply.

or

2 Subscribe at  
<http://bit.ly/OIFANews>

You can unsubscribe at any time.





**Thank You.**  
**Next System**  
**Navigation Meeting**  
**Tuesday 4/22/25 @ noon**