



# 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.

Thank you.





# AHCCCS OIFA System Navigation

Tuesday, October 24, 2023

# OIFA AHCCCS Team

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

# Introductions

Type in chat:

- First Name
- If you could trick or treat as an adult, what do you hope you would get?



# Crisis Services in Arizona

Andrew Medina

Jamie Green

# 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 Services

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

# 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>
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	<a href="mailto:OIFA@care1staz.com">OIFA@care1staz.com</a>
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	<a href="mailto:CHPCompliance@azdcs.gov">CHPCompliance@azdcs.gov</a>
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	<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	Vera Kramarchuk	Office of Individual and Family Affairs Contact	480.404.3417	<a href="mailto:KramarchukV@mercycaresaz.org">KramarchukV@mercycaresaz.org</a>
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	<a href="mailto:OIFA@azblue.com">OIFA@azblue.com</a>
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	<a href="mailto:advocate.oifa@uhc.com">advocate.oifa@uhc.com</a>

# Upcoming AHCCCS Community Events

- OHR: The Power of Collaboration and Advocacy
  - 10/26/23 1:00 p.m. - 2:30 p.m.
  - [Register](#) for meeting
- Building Partnership Community Policy
  - 11/13/23 12:00 p.m. -1:00 p.m.
  - [Join](#) Meeting
- Jacob's Law Training
  - 11/16/23 10:00 a.m. - 12:00 p.m.
  - [Register](#) for meeting



Questions?  
Want to attend?  
Reach out to OIFA at  
[oifa@azahcccs.gov](mailto:oifa@azahcccs.gov)

# 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.



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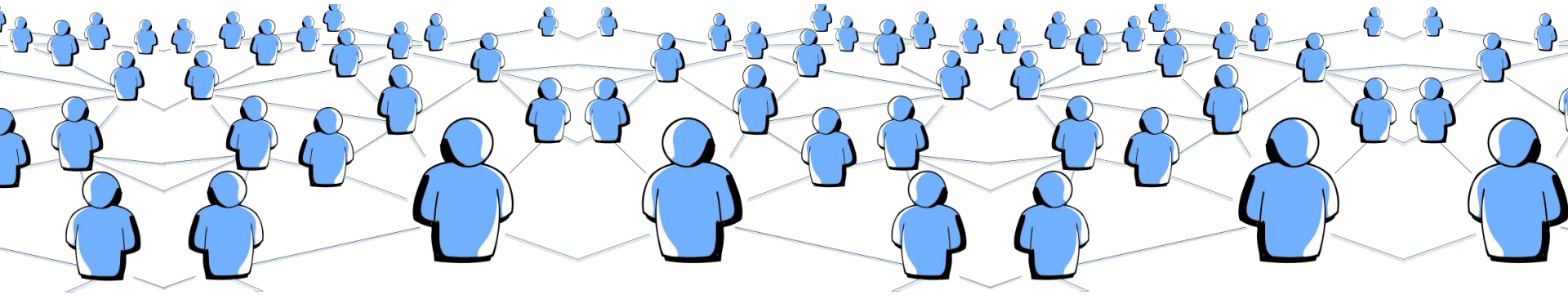
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**Next System Navigation Meeting**  
**Tuesday 11/28/23 @ noon**

**Thank You**