



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.

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

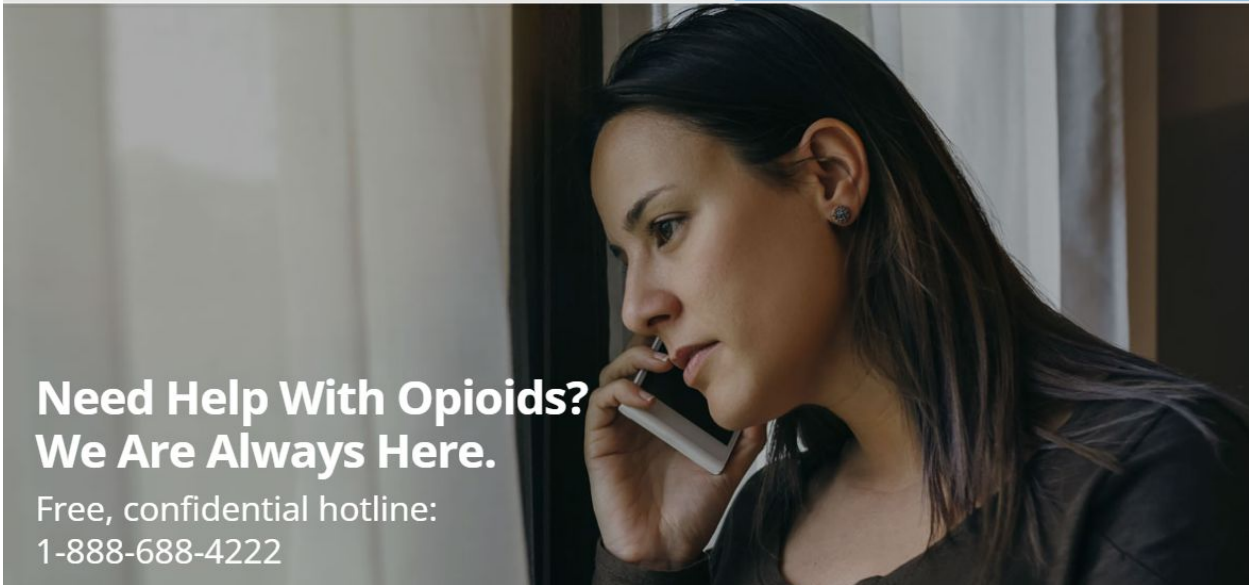
Tribal

- **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: www.azdhs.gov/oarline
AzOarline@gmail.com



HOME ▶ PATIENT ▶ PROVIDER ▶ ABOUT



**Need Help With Opioids?
We Are Always Here.**

Free, confidential hotline:
1-888-688-4222

Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

Need to report a change?

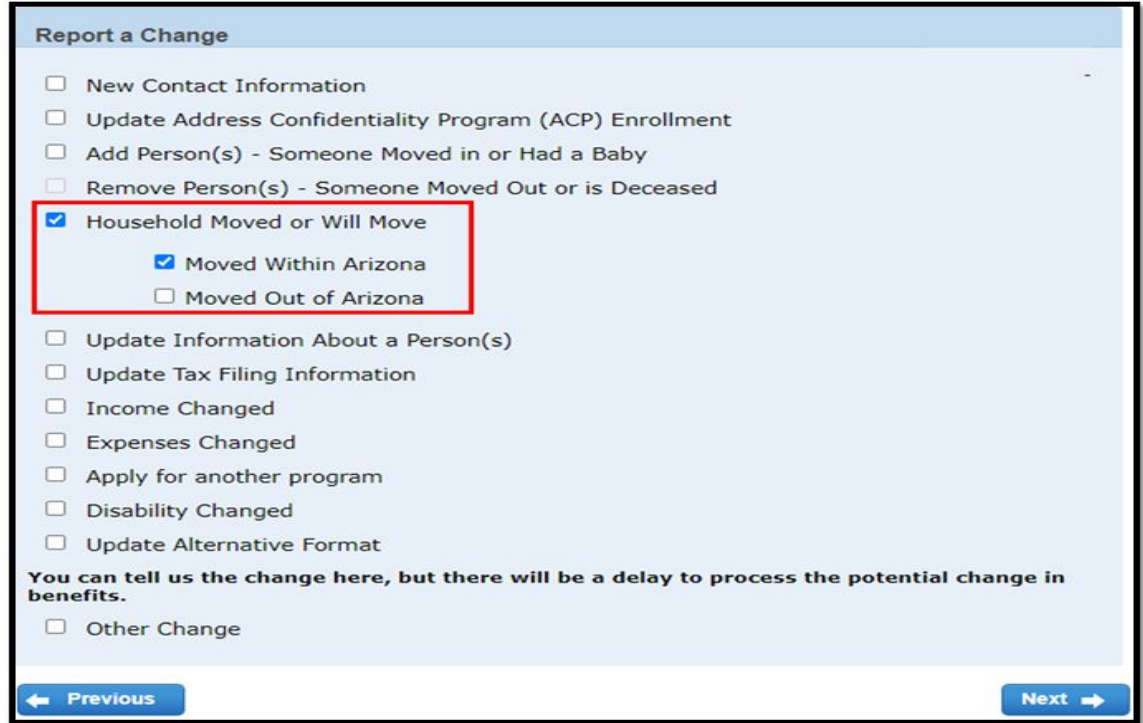
The screenshot shows the Health-e-Arizona PLUS user interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red rectangular box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', '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 email. Below that 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.

The graphic features a blue background with a search bar at the top containing the URL www.healthearizonaplus.gov. 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 displays the website's 'INDIVIDUAL AND FAMILY' section, which includes a message about updating contact information and a photo of a family. 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.

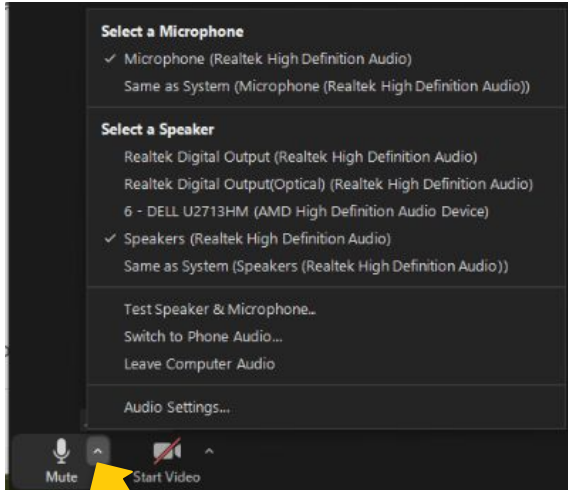
- Other Change

← Previous Next →

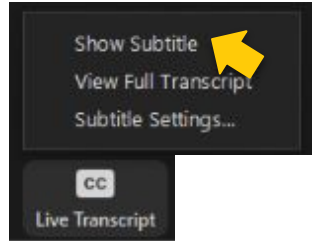
Zoom Webinar Controls

Navigating your bar on the bottom...

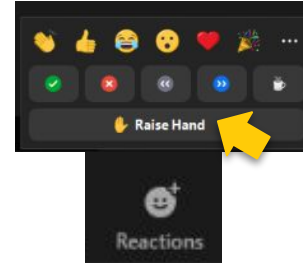
Audio Settings



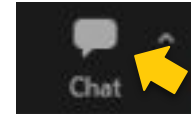
Turn on Closed Captioning



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.

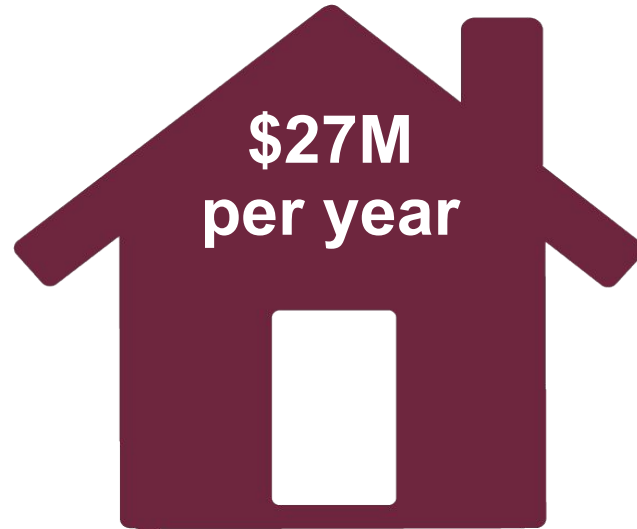
Please disconnect from this meeting if you do not agree to these terms.

H2O Update

Alex Demyan- Division of Community Advocacy and
Intergovernmental Relations

Liz Da Costa- Division of Grants and Innovation

AHCCCS Housing Delivery System



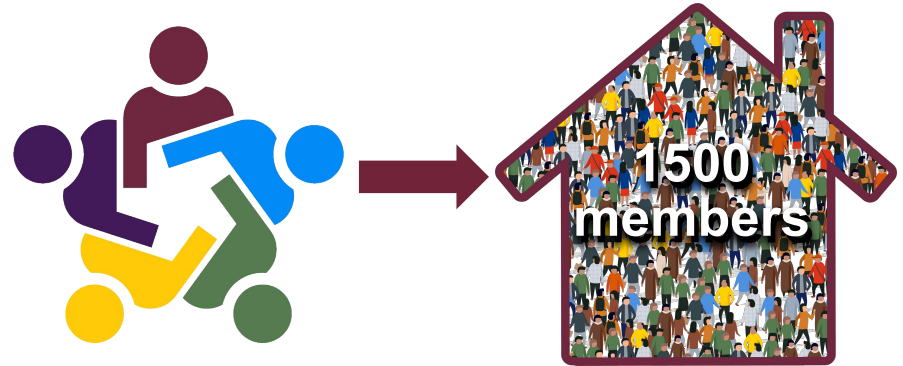
AHCCCS administers approximately \$27 million per year to provide rent subsidies for almost 3,000 AHCCCS members with an SMI designation, and for a small number of high need individuals in need of behavioral health and/or substance use treatment.

AHCCCS Housing Delivery System -Today

State SMI Housing Trust Fund



AHCCCS administers the State SMI Housing Trust Fund (SMI HTF) of approximately \$2 million per year, to expand housing capacity for persons with an SMI designation



AHCCCS collaborates with local housing authorities, tax credit programs, and the HUD Continuum of Care (HUD CoC) to provide PSH capacity for an additional 1,500 members.

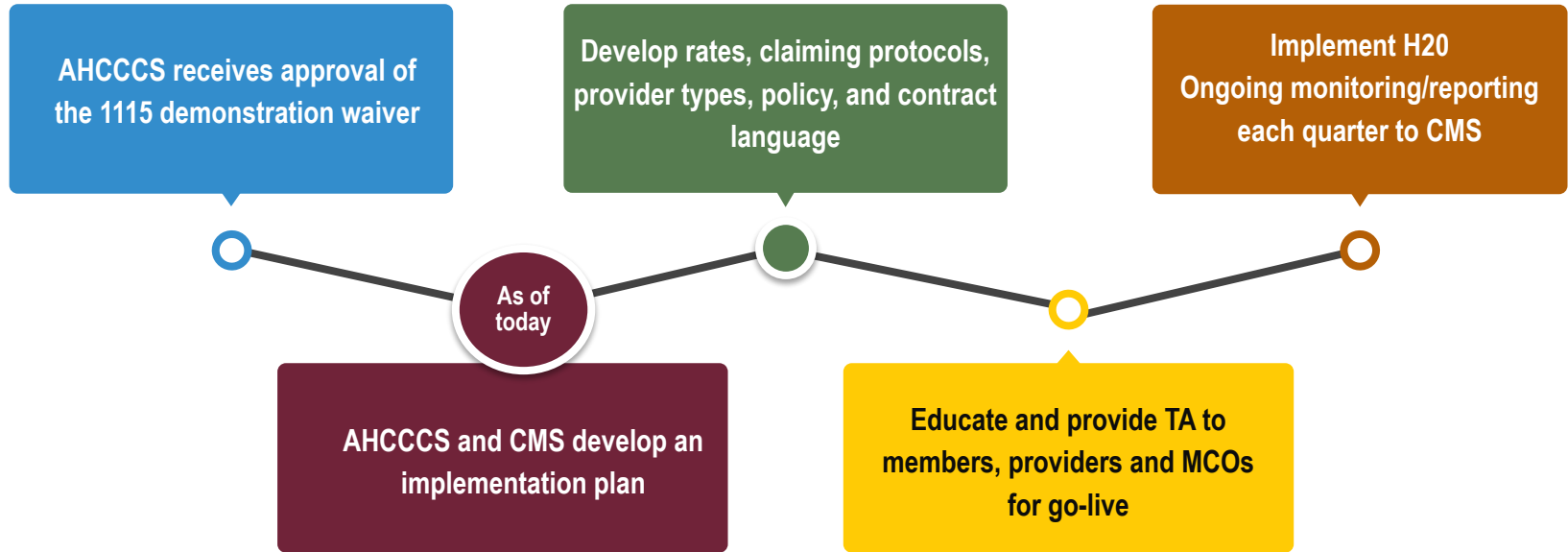
AHCCCS Housing & Health Opportunities (H2O) Demonstration Goals

Increase positive
health and
wellbeing outcomes
for target
populations

Reduce the cost of
care for individuals
successfully housed

Reduce
homelessness and
maintain housing
stability

Waiver Implementation - H20



**Deliverables are ongoing throughout the entire demonstration period.

Common Stakeholder Feedback Received

- Prioritize the creation of clear and easy to use processes. (Eligibility, referrals, services, etc.)
- Build a reimbursement structure to support the workforce.
- Develop comprehensive trainings, provide mentoring, assistance, and peer learning support.
- Leverage current existing systems and programs.
- Prioritize outreach services for members and potential members.

Potential Barriers Identified by Stakeholders

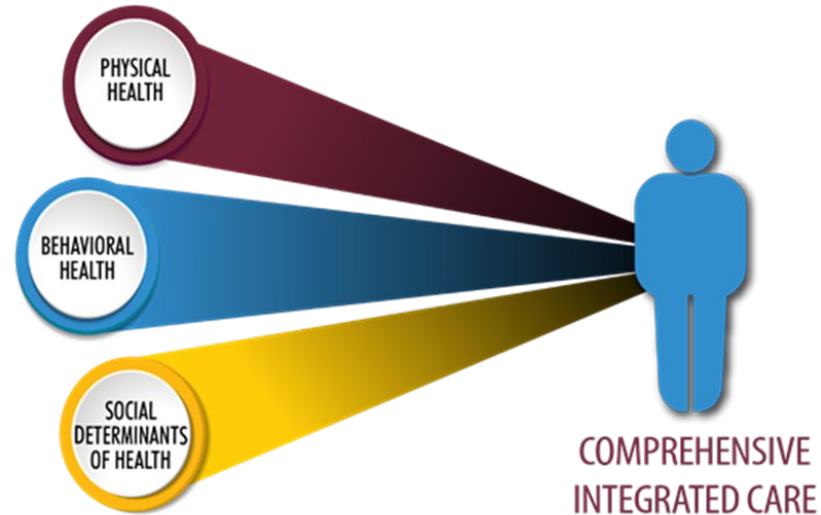
- Challenging/difficult reimbursement process.
- Determining which population(s) to prioritize and how to do so.
- Ensuring adequate wraparound supports in transitional housing to increase housing success after the 6 month period.
- Lack of coordination between funders, H2O providers and community partners could lead to duplication and waste.
- Workforce shortages and providing proper training to the workforce.
- Needing an effective referral system with robust data collection and sharing between providers, community partners, funders, etc.

Eligibility Criteria

- Member must be experiencing homelessness and,
 - Z Code for Housing Instability or
 - Identified through a Homeless Management Information System (HMIS) report
(H2O Providers will verify homeless status upon receipt of referral)
- Member must have SMI Designation and,
 - Member is diagnosed with a chronic health condition or,
 - Member is currently in a correctional health facility and scheduled for release

Services - Definitions

- Outreach and Education Services
- Transitional Housing - 6 Months
 - Transitional Housing Setting (Enhanced Shelter)
 - Apartment or Rental Unit (Rental Assistance)
- One-time Transition and Moving Costs
- Home Accessibility Modifications and Remediation
- Housing Pre-Tenancy Services
- Housing Tenancy Services



Provider Qualifications

Service	Eligible Providers/Workforces *, **, ***
Outreach and Education Pre-Tenancy/Tenancy Support	<p>Requirements/Qualifications:</p> <ul style="list-style-type: none"> ● Low staff -to-members ratios ● Demonstrated skills and capacity to work with the focused populations as defined in the service description. ● Must follow community best practice standards for outreach and permanent supportive housing ● Must attend local continuum of care meetings, including case conferencing. ● Must utilize the Homeless Management Information System (HMIS) ● Must complete H2O training requirements

Transitional Housing - Enhanced Shelter	<p>Requirements/Qualifications:</p> <ul style="list-style-type: none"> ● Low staff -to-members ratios ● CARF Accreditation ● Meet habitability standards for shelter ● Must follow community best practice standards for enhanced shelter services including following a housing first, harm reduction approach. ● Must attend local continuum of care meetings, including case conferencing. ● Must utilize the Homeless Management Information System (HMIS) ● Must complete H2O training requirements
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*All providers must be in good standing with their licensing, certifying or credentialing body.
 **All providers must enroll as community assisters and engage with the CLRS, when applicable.
 *** Oversight of ensuring providers meet all required qualification will be the responsibility of the TPA, MCO, AHCCCS DFSM and/or the AHP Housing administrator, as applicable.



Provider Qualifications

Service

Eligible Providers/Workforces *, **, ***

Transitional Housing -
Apartment or Rental Unit

Statewide Housing Administrator (ABC-Hom Inc) will coordinate this service.

Requirements/Qualifications:

- Settings can include apartment units, townhomes, single family homes, or any other dwelling suitable for habitability with an active lease and landlord/tenant relationship.
- Must utilize the Homeless Management Information System (HMIS) and comply with data standards,
- Complete Verification of Eligibility,
- Complete HQS Inspections prior to move-in,
- Establish unit and payment standards,
- Establish system for determining rent reasonableness,
- Maintain a satisfactory dwelling for the member throughout the duration of the lease
- Develop policies to ensure legal compliance and Financial Management,
- Must engage in Service Coordination and ensure cultural competency
- Compliance with Fair Housing standards and the Landlord Tenant Act

*All providers must be in good standing with their licensing, certifying or credentialing body.

**All providers must enroll as community assisters and engage with the CLRS, when applicable.

*** Oversight of ensuring providers meet all required qualification will be the responsibility of the TPA, MCO, AHCCCS DFMS and/or the AHP Housing administrator, as applicable.

Third Party Administrator (Under Consideration)

As proposed:

- Increase provider enrollment for Community Based Organizations addressing Health Related Social Needs,
- Verify member eligibility for H2O services following AHCCCS guidelines,
- Coordinate H2O services with health plans, integrated service providers and H2O-providers,
- Develop a streamlined process for H2O-providers to submit actions for reimbursement and ensure compatibility with Medicaid claims,
- Monitor and track H2O service utilization data, and
- Provide Technical Assistance to H2O-Providers.

Next Steps

- Receive approval of the H2O Implementation Protocol
- Establish a license and new provider type as described in Implementation Protocol.
- Develop policies, establish reimbursement structure, rates, and methods of for billing.
- Hold future sessions with the community that will outline the proposed reimbursement structure, potential rates, timelines, and policy impacts.
- Continue working with members, communities, health plans, and stakeholders to develop the new H2O services.
- **NEW:** Anticipated go-live for H2O is October 1, 2024 (changed from October 1, 2023)

Stakeholder Feedback

Common themes still to be addressed:

- Codes, bundled codes invoicing process, method of payment, and payment rates.,
- Recommendation for additional focus populations (GMH, preg women, OUD/SUD, criminal backgrounds, foster care prevention, zero income),
- Prior auth process - multiple recommendations for and against,
- Recommendation for a centralized, online system that has tracks for Fee-for-service and managed care,
- Credentialing centralization, fee schedule that is GSA specific, and
- Auditing process.

Questions?

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Handle:

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

Handle:

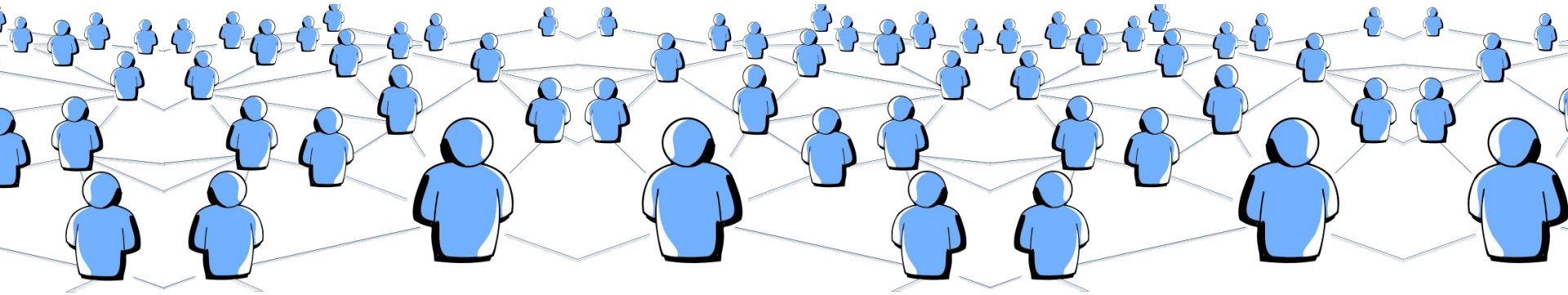
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[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

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](#)

Thank You!



Please take the survey

to help us better
tailor meetings to
meet your needs.