



APPENDIX C
Waiver Amendment Public Forum Meeting
Agenda and Slides





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**

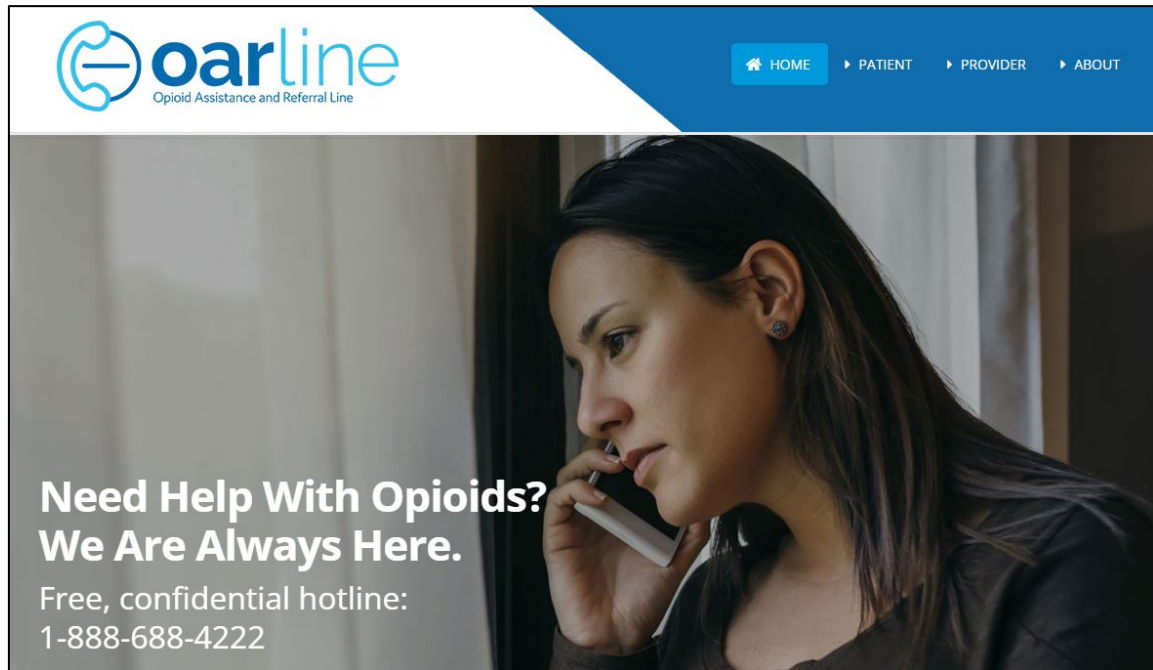
South GSA

- **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 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 long 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'.

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 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	

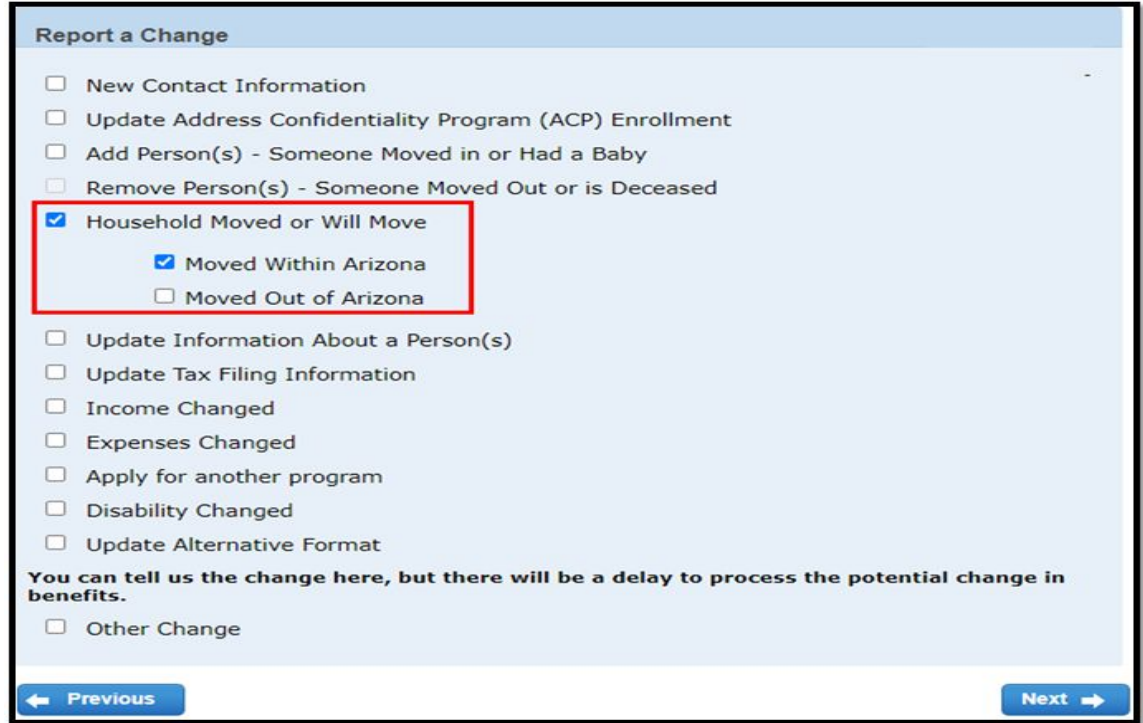
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a laptop displaying the website. The URL www.healthearizonaplus.gov is shown in a search bar. 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 text '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.

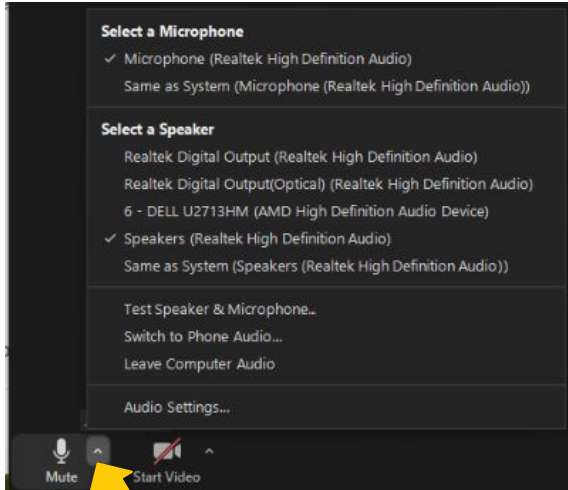
- Other Change

← Previous Next →

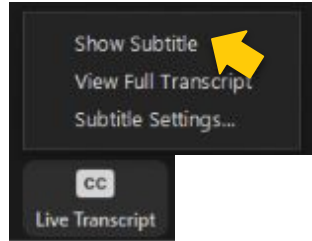
Zoom Webinar Controls

Navigating your bar on the bottom...

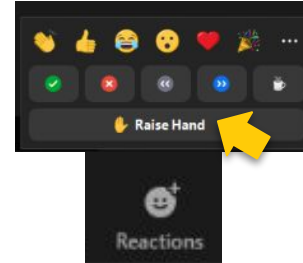
Audio Settings



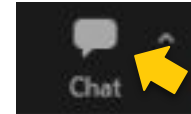
Turn on Closed Captioning



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 breadcrumb trail reads "Home / Resources / This Page". A left sidebar 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. 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 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 section titled "Purpose of the State Plan" explains that the State Plan assures Arizona will administer the Medicaid and Children's Health Insurance Program (KidsCare) programs according to federal requirements under the Social Security Act and provides a basis for Federal Financial Participation (FFP). The Centers for Medicare and Medicaid (CMS) has the responsibility for approval of amendments to the State Plan at the federal level.

Why does the State Plan matter?

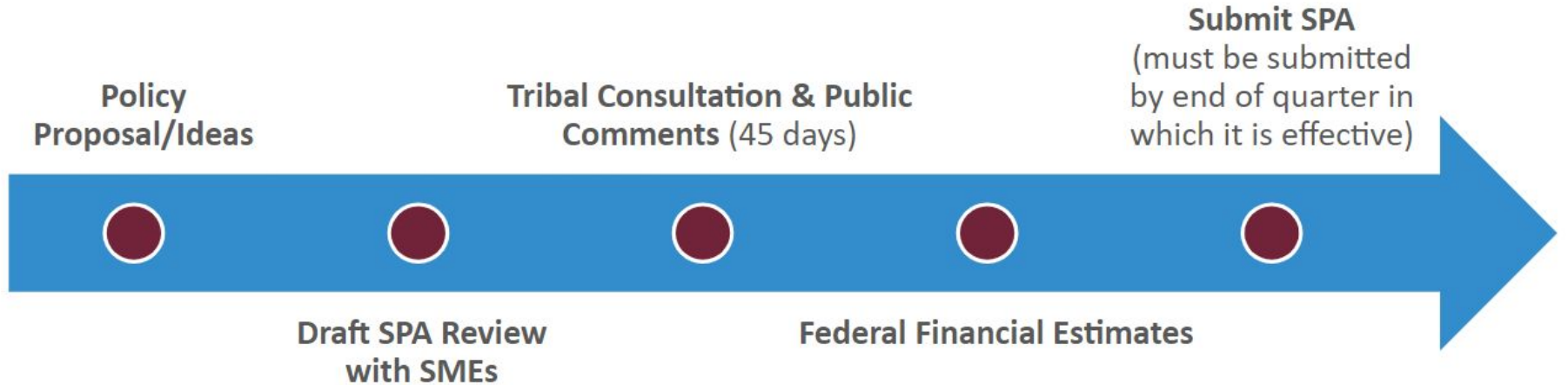
The State Plan...

- 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:

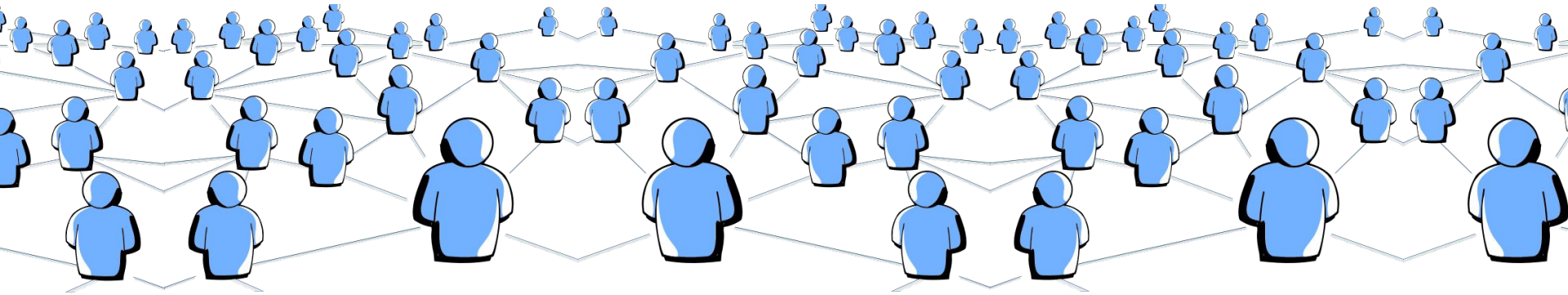
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

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.



State Medicaid Advisory Committee (SMAC)

Quarterly Meeting
Wednesday, July 12, 2023
(VIRTUAL MEETING)
1:00 p.m. - 3:00 p.m.

(To Join by Web)
[SMAC Meeting Link](#)
Password: SMAC2023!

After you click the SMAC Meeting link, at the bottom of the landing page, it will say "I'm not the meeting host, Join Meeting as an Attendee;" please click that language to register.

(To Join by Phone)
877 853 5257 (Toll Free)
Meeting ID: 895 9391 5466 **Passcode:** 777510703

Agenda

I. Attendance and Quorum Confirmation	Desiree Greene, Division Project Manager and SMAC Liaison
II. Welcome	Carmen Heredia, AHCCCS Director
III. AHCCCS Updates	Carmen Heredia, AHCCCS Director
IV. State Plan Amendments	Ruben Soliz, Federal Relations and Health Policy Advisor
V. 1115 Waiver Update	Shreya Arakere, Federal Waiver and Evaluation Administrator
VI. Targeted Investments Update	Cameron Adams, Program Administrator
VII. SMAC Updates	Desiree Greene, Division Project Manager and SMAC Liaison
VIII. SMAC Membership Assignments & Voting Session	Vincent Torres, Associate Director Customer & Community Success, Unite Us
IX. Call to the Public	Carmen Heredia, AHCCCS Director
X. Adjourn at 3:00 pm	All

SMAC Meetings

Per SMAC Bylaws, meetings are to be held the 2nd Wednesday of January, April, July and October.
All meetings will be held from 1:00 p.m. - 3:00 p.m. unless otherwise deemed necessary by the Director.
ASL interpretation and CART captioning services are available upon request. If you require these or other types of accommodations pursuant to the Americans with Disabilities Act (ADA), please contact the SMAC Liaison, Desiree Greene at Desiree.Greene@azahcccs.gov or 480-714-3596.



Welcome to the SMAC Quarterly Meeting

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.



State Plan Amendments

Ruben Soliz, Federal Relations and Health Policy
Advisor (for the State Plan)

Division of Community Advocacy and
Intergovernmental Relations

Overview of State Plan/ State Plan Amendments (SPAs)

- Each state has a Medicaid state plan that describes how the state will administer its Medicaid program.
- The State Plan is the basis for federal financial participation in the Medicaid program, attesting to the State's compliance with federal regulations.
- In order to alter a State Plan, states must submit State Plan Amendments (SPAs), and receive approval from CMS.

SPA Updates - Recent Approvals

- Former Foster Care Children (FFCC) Eligibility Group
Attests to the state's compliance with the SUPPORT Act (2018) requirements for mandatory coverage of the FFCC group.
- Postpartum Continuous Coverage
Allows for 12-months of postpartum continuous coverage in Medicaid and CHIP.
- Community Health Worker (CHW) Services
Establishes Medicaid reimbursement for CHW services.

SPA Updates - Recent Submissions

- Other Provider Rates: This SPA updates the reimbursement methodology for calculating the FFS rate for alcohol and/or drug services; intensive outpatient.
 - The rate was previously calculated as a percentage of provider charges.
 - The new rate is \$157.86.
 - The new rate is comparable to the rate set by MCOs.
- Long Acting Reversible Contraception (LARC) Rates: Updates the rate for LARC to align with their wholesale acquisition cost.

Public Comment Process

All SPAs are posted for Public Notice at the following website:

<https://www.azahcccs.gov/AHCCCS/PublicNotices/#SPAs>

Public Comments or Written Testimony may be submitted to AHCCCS via:

- **Email:** publicinput@azahcccs.gov
- **Postal Mail**
AHCCCS
Attn: Division of Community Advocacy and Intergovernmental
Relations
801 E. Jefferson St., MD 4200 Phoenix, AZ 85034

Open Discussion



AHCCCS QUARTERLY TRIBAL CONSULTATION MEETING AGENDA

Attendees: Tribal Leaders, Tribal Members, Indian Health Services, Tribal Health Programs Operated under P.L. 93-638 and Urban Indian Health Programs

Date and Time: Tuesday, August 29, 2023, 8:30 a.m. to 3:45 p.m. (MST)

Location: Online / Pascua Yaqui I'tom Hiapsi Tribal Building, 9405 S. Avenida del Yaqui, Guadalupe, AZ / Virtual

Webinar Registration Link: <https://forms.gle/sJTbJfcddy3aRw7Q8> (You will receive call-in information after registering for this meeting)

TIME	TOPIC	Presenter(s)	Reference Documents (please review ahead of TC)
8:30 AM – 9:00 AM	Coffee Chat & Check-In		
8:55 AM – 9:00 AM	Zoom Controls <i>(Online Only)</i>	Desiree Greene <i>Division Project Manager & SMAC Liaison</i>	
9:00 AM – 9:05 AM	Tribal Consultation Notification & Announcements	Christine Holden <i>AHCCCS Tribal Liaison</i>	
9:05 AM – 9:10 AM	Opening Prayer & Blessing	Juan Tavena <i>Cultural Specialist & Community Leader Pascua Yaqui Tribe</i>	
9:10 AM – 9:15 AM	Host Welcome	Reuben Howard <i>Health Director Pascua Yaqui Tribe</i>	
9:15 AM – 9:25 AM	Introductions & Agenda Review	Christine Holden <i>AHCCCS Tribal Liaison</i>	

TIME	TOPIC	Presenter(s)	Reference Documents (please review ahead of TC)
9:25 AM – 9:35 AM	Opening Remarks	Carmen Heredia <i>AHCCCS Director</i>	
9:35 AM - 10:05 AM	Tribal Leadership Open Mic / Updates	Tribal Leadership & Tribal Delegates	
10:05 AM – 10:35 AM	DFSM Updates <ul style="list-style-type: none"> • ROPA(ORP) • AIMH 	Ewaryst Jedrasik DFSM Assistant Director Leslie Short DFSM Deputy Assistant Director	
10:35 AM – 11:10 AM	CAF Process Overview	Vanessa Templeman <i>AHCCCS Inspector General</i> Nigah Mughal <i>AHCCCS Associate General Counsel</i>	
BREAK (10 MINUTES)			
11:20 AM – 11:50 AM	State Plan Amendments	Ruben Soliz <i>AHCCCS State Plan Manager</i>	
11:50 AM – 12:20 PM	1115 Waiver Discussion	Shreya Arakere <i>AHCCCS Waiver Manager</i>	
LUNCH (70 MINUTES)			

TIME	TOPIC	Presenter(s)	Reference Documents (please review ahead of TC)
1:30 PM – 2:05 PM	Traditional Healing Updates	<p>Alex Demyan <i>DCAIR Assistant Director</i></p>	
2:05 PM – 2:40 PM	<p>Policy TC Framework</p> <ul style="list-style-type: none"> • Presentation (15 min) • Consultation (30 min) 	<p>Alex Demyan <i>DCAIR Assistant Director</i></p> <p>Sandi Borys <i>AHCCCS Contract & Policy Administrator</i></p> <p>Carol Parra <i>AHCCCS Policy Analyst</i></p>	
2:40 PM – 3:15 PM	Member Exploitation & Provider Fraud Plan Overview	<p>Alex Demyan <i>DCAIR Assistant Director</i></p> <p>Marcus Johnson <i>Deputy Director</i></p> <p>Christine Holden <i>AHCCCS Tribal Liaison</i></p>	
3:15 PM – 3:40 PM	Open Discussion		
3:40 PM – 3:45 PM	Closing Remarks	<p>Carmen Heredia <i>AHCCCS Director</i></p>	
3:45 PM	Announcements & Adjourn	<p>Christine Holden <i>AHCCCS Tribal Liaison</i></p>	<p>AHCCCS Tribal Consultation Calendar</p>