



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)**



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)**



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. The 'I Want To...' menu on the left has 'Report a Change' 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 with a prominent orange banner that reads 'UPDATE YOUR INFORMATION TODAY!'. Below the banner, text encourages users to update their contact information for AHCCCS. The AHCCCS logo is at the bottom left, and a 'INDIVIDUAL AND FAMILY' section is visible on the laptop screen.

www.healthearizonaplus.gov

UPDATE YOUR INFORMATION TODAY!

Make sure your contact information is up to date so AHCCCS can contact you, if needed.

AHCCCS
Arizona Health Care Cost Containment System

INDIVIDUAL AND FAMILY
Connecting individuals and families to coverage.

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.

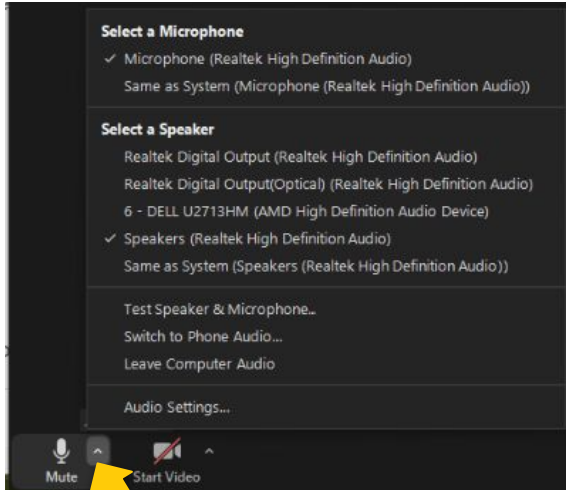
- Other Change

← Previous Next →

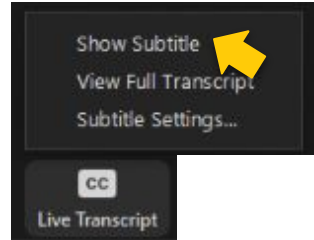
Zoom Webinar Controls

Navigating your bar on the bottom...

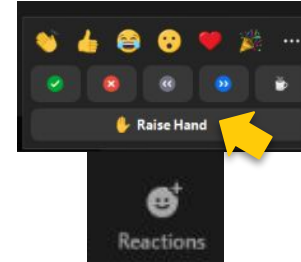
Audio Settings



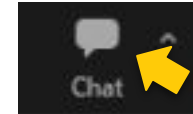
Turn on Closed Captioning



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.

Changes to the Evaluation for Court Ordered Assessment Form

Melissa Del-Colle, PhD, LMSW

Senior Program Administrator, Adult and Child
Systems of Care

Title 9, Chapter 21, Articles 1, 2, 4, & 5

- Includes only technical and administrative changes in definitions and provisions to bring it into alignment with legislative changes.
- Minor grammatical changes to improve the readability and accessibility of this article were also included in the change.
- These articles require additional review and revision by both subject matter experts and community stakeholders to ensure changes are appropriate, fair, and reflect both the stated and intended meaning of the law and legislative changes.
- The review process began in early 2023. Still time to participate!

Title 9, Chapter 21, R21-502.

Exhibit C. Application for Emergency Admission for Evaluation

- Added two (2) additional options for the emergent petition:
 - Permanently or Acutely Disabled (PAD), and
 - Gravely Disabled (GD).
- Necessary due to varying county courts not accepting the submission of hand written forms.
- Immediately brought the form into compliance with statute,
- The review process will begin in early 2023.

A copy of the form can be accessed at:

<https://www.azahcccs.gov/Members/BehavioralHealthServices/COE.html>

Title 9, Chapter 21, Article 3

- This article was not included as the changes required to bring it into alignment with legislative changes are significant and will have substantive impact on individuals and the community.
- Over the last two years, community stakeholders have provided extensive feedback on Article 3. All existing feedback will be combined with any new feedback during the final review process which has begun and will continue for several weeks. **Contact Melissa Del-Colle** if you would like to be involved!

988 and Crisis Hotlines

Anne Ngamsombat, LPC

Crisis Coordinator, Division of Grants Administration

What is 988?



2005

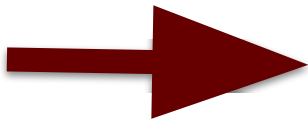
- The National Suicide Prevention Lifeline launched with the number **1-800-273-8255 (TALK)**



2013

- Lifeline adds chat service, available at www.suicidepreventionlifeline.org
- [The National Suicide Hotline Designation Act of 2020](#) is signed into law. It requires the FCC to designate 988 as the universal number for a national suicide prevention and mental health crisis hotline
- Text service added to the Lifeline

2020



24/7

Crisis Support

Call or text 988 or chat 988lifeline.org

988 & AZ Local Crisis Lines

- 988 calls are currently routed based on the area code of the caller's phone (not their physical location)
- 988 is a great, easy to remember resource but could be problematic for people who need local resources like mobile crisis or apt scheduling
- The FCC is working on a geolocation fix

Example messaging:

The new 988 Suicide & Crisis Lifeline is available 24/7 across the US via phone, text, and chat (988lifeline.org) and will connect you to a trained crisis counselor.

However, you may not get a local 988 center that can connect to local resources like mobile crisis, especially if you're calling from a cell phone with a non-Arizona area code. For now, we recommend calling your local crisis line directly if you need local resources.



Call: 844-534-HOPE (4673)
Text: 4HOPE (44673)
Chat: <https://crisis.solari-inc.org/>

<< Single statewide crisis line

602-222-9444 877-756-4090 520-622-6000

<< Old numbers still work



<< Solari coordinates mobile crisis and other local crisis resources across all of AZ

Coordination of care protocols between Solari and LaFrontera

Questions?

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:

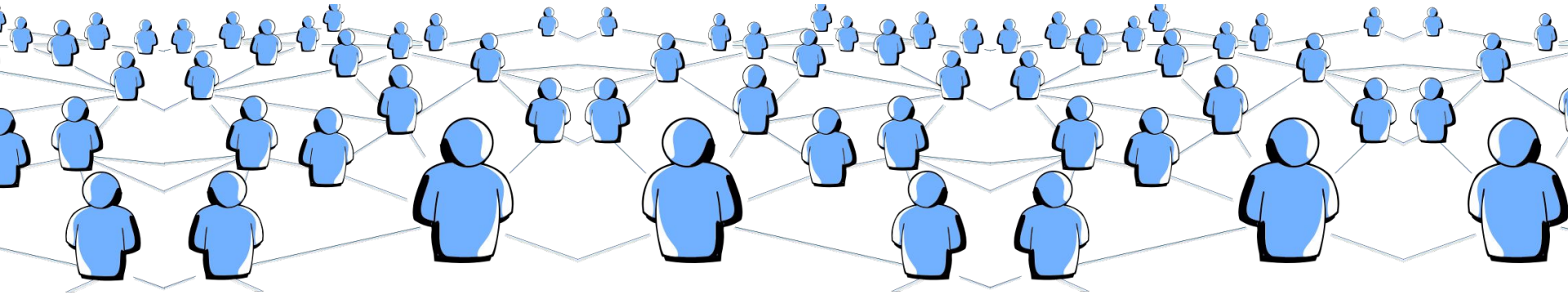
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



Learn about AHCCCS' Medicaid Program on YouTube!



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.