



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, July 25, 2023

OIFA AHCCCS Team

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

Introductions

Type in chat:

- First Name
- What is your favorite Summer drink?



Behavioral Support Services

What are Behavioral Support Services? They are also **called**:

- Behavior coaching,
- Living skills,
- Skills training,
- Family support, and
- Mentoring.

These services may be received alone or as part of a treatment plan.

Available Behavioral Support Services

- Family Support Services
- Peer Support Services
- Behavioral Health Respite
- Health Promotion
- Personal Care Services
- Skills Training & Development



Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	oifa@azahcccs.gov
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	melisbrown@azcompletehealth.com
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	OIFAteam@bannerhealth.com
Care1st	Kristi Denk	Interim Administrator, Office of Individual and Family Affairs	480.216.4414	OIFA@care1staz.com
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	CHPCompliance@azdcs.gov
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	OIFABHAdvocate@azdes.gov
Molina Complete Care	Veronica De La O	Administrator, Individual and Family Affairs	602.489.4165	MCCAZ-OIFA@molinahealthcare.com
Mercy Care	Vera Kramarchuk	Office of Individual and Family Affairs Contact	480.404.3417	KramarchukV@mercycaresaz.com
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	OIFA@azblue.com
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	advocate.oifa@uhc.com

Updated 7.3.23

Upcoming AHCCCS Community Events



- OIFA 3.0 Virtual Summit
 - 7/27/23 9:30 a.m. -11:30 a.m.
 - [Register](#)
- Parents as Paid Caregivers Waiver Amendment
 - 8/2/23 1:00 p.m. - 3:00 p.m.
 - [Register](#)
- Building Partnership Community Policy
 - 8/14/23 12:00 p.m. -1:00 p.m.
 - [Join Meeting](#)
- Jacob's Law Training
 - 8/17/2023 10:00 a.m. - 12:00 p.m.
 - [Register](#)

Questions?
Want to attend?
Reach out to OIFA at
oifa@azahcccs.gov

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Message and data rates may apply.

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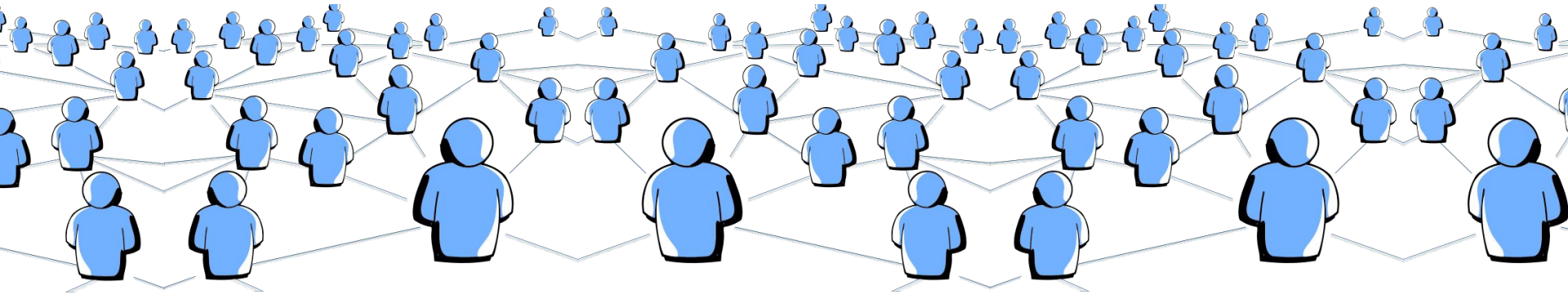
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Next System Navigation Meeting
Tuesday 08/22/23 @ noon

Thank You