



# Welcome to training: The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness

You were automatically muted upon entry.

Please only join by phone or computer.

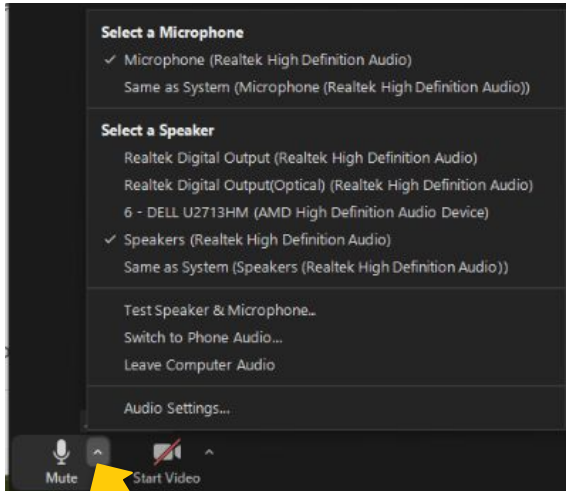
Please use the chat feature for questions or raise your hand.

Thank you.

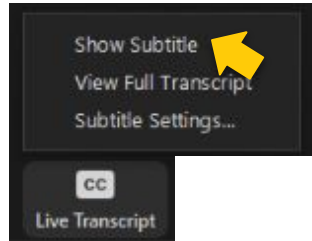
# Zoom Webinar Controls

## Navigating your bar on the bottom...

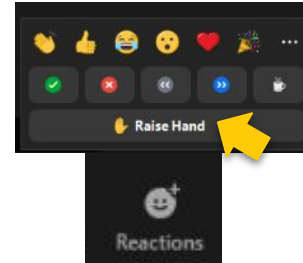
Audio Settings



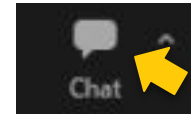
Turn on Closed Captioning



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

# Welcome!

## What to expect during the training:

- Information regarding The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness (SMI),
- Real-time answers to related questions in the chat, and
- Links to relative sources.

## What to expect after the training:

- Concluding with Q&A session,
- Each participant will receive this presentation,
- Contact information for the OHR for questions on other topics, and
- Survey link.



# Frequently Asked Questions

**Who is in the audience?**

**Who can see my chats?**

**What if I don't want to talk during this meeting but would prefer to talk offline?**

**Why is this training based on AHCCCS policy and the Arizona Administrative Code?**

# Agenda

- ❑ Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training



\* [AHCCCS Acronyms Guide](#)



## Overview

Division of Community Advocacy and  
Intergovernmental Relations (DCAIR)

Alex Demyan  
DCAIR Assistant Director

# DCAIR Departments

The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our individuals, family individuals and other stakeholders. These areas are very important as they ensure the voice of the community is heard.

Office of Individual and Family Affairs (OIFA)

Peer and Family Support,  
and Individual  
Engagement

Office of Human Rights (OHR)

Advocacy for persons  
with a Serious Mental  
Illness

Federal Relations and Special Engagements Team (FRAS)

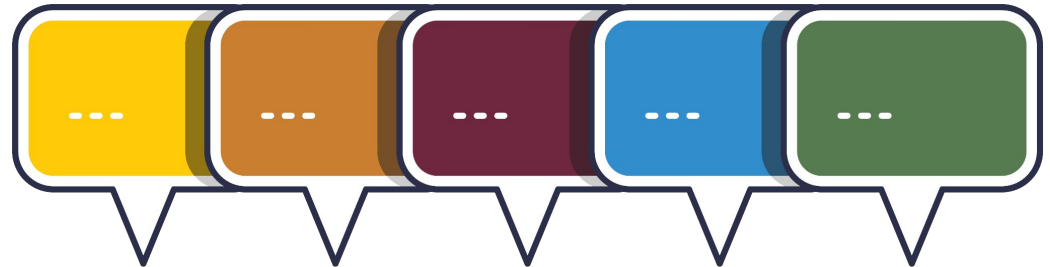
Waiver, State Plan, Tribal Relations

# DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from individuals, families, providers, and stakeholders. We also facilitate or participate in workgroups & committees to address health care needs including:

- Behavioral Health Planning Council
- Arizona Council of Human Service Providers
- OIFA Advisory Council
- The State Medicaid Advisory Committee

See the [AHCCCS Community Events Calendar](#) for more public events.





# Sources for Feedback

- Public comments on policy,
- Calls received by the Advocate of the Day (AOD),
- Q&A with the community, and
- Other departments at AHCCCS like OIFA.





# The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness

The Office of Human Rights (OHR)

The Office of Individual and Family Affairs (OIFA)

AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR)

October 26, 2023





# Overview

## The Office of Human Rights (OHR)

Denard Stewart, OHR Advocate

# The Office of Human Rights

## Mission Statement

The OHR Provides advocacy to individuals living with a SMI to help them understand, protect and exercise their rights, facilitate self-advocacy through education, and obtain access to behavioral health services in the public behavioral health system in Arizona.



# Special Assistance

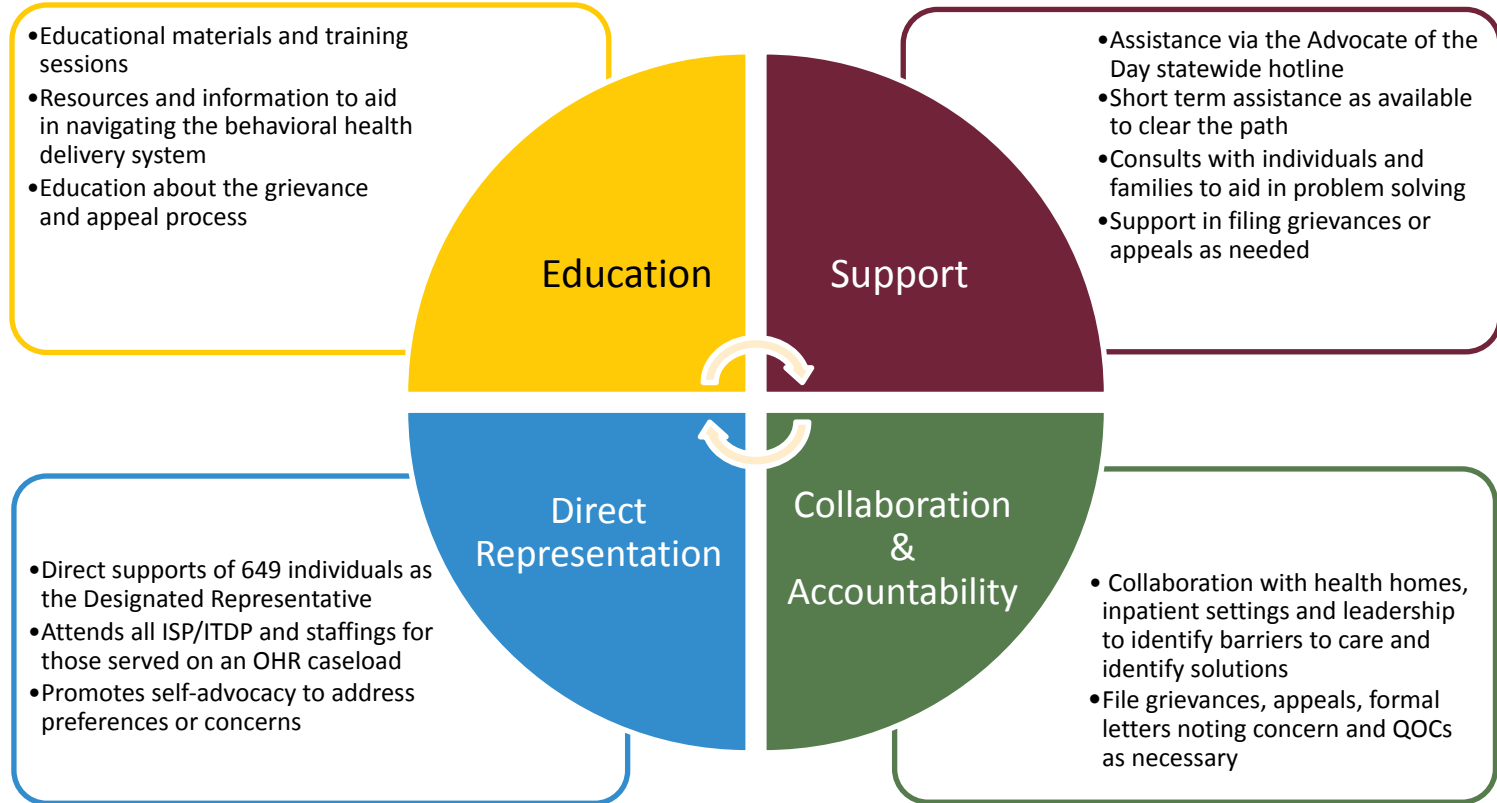
The support provided to an individual designated with a SMI who is unable to articulate treatment preferences and/or participate effectively in:



- The development of the Individual Service Plan (ISP),
- Inpatient Treatment, and Discharge Plan (ITDP), and
- Grievance and/or appeal processes.

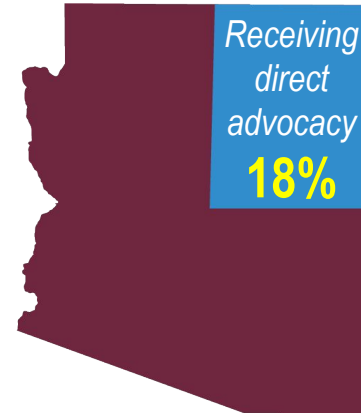
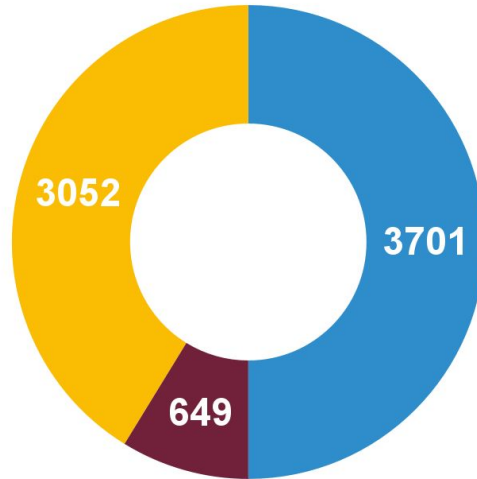
This is due to a cognitive or intellectual impairment and/or medical condition.

# OHR Advocacy at-a-Glance



# Special Assistance Data as of October 1, 2023

- Total Special Assistance Members
- Served Directly by OHR
- Served by natural support, guardian, other





# Power of Collaboration

## Andrea Sitter, OHR Advocate



# The Benefits of Collaboration

Collaboration is defined as *“to work, one with another; cooperate.”\**

- Closes communication gaps
- Promotes a “team” mentality
- Promotes Person-Centered care
- Improves problem-solving skills
- Encourages social interaction
- Inspires creativity
- Creates trust
- Improves confidence
- Encourages engagement



\*According to Dictionary.com

# Types of Collaboration



# The Road to Collaboration for Treatment and Services



[The Arizona Administrative Code \(A.C.C.\) R9-21](#)

# Types of Collaboration for Treatment and Services

Some common collaborations involve, but are not limited to:

**Case Management** - A collaborative process, which assess, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual's health needs through communication and available resources to promote quality, and cost-effective outcomes. Read more about AHCCCS' Medical Policy Manual for [Case Management requirements](#) and [the Arizona Administrative Code](#).

**Individual Service Plan (ISP)** - A comprehensive written description of all covered health services and other informal supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life. Read more about the ISP in [the Arizona Administrative Code](#).

**Adult Recovery Team (ART)** - According to [AHCCCS Contract and Policy Dictionary](#), a group of individuals that follow the [Nine Guiding Principles](#) for Recovery-Oriented Adult Behavioral Health Services and Systems, work in collaboration and are actively involved in a member's assessment, service planning, and service delivery.

# Types of Collaboration for Treatment and Services

**Inpatient Treatment and Discharge Plan (ITDP)** - According to the [the Arizona Administrative Code](#), the written plan for services and implemented by an inpatient facility. “Discharge plan” means a hospital or community treatment and discharge plan prepared. “Inpatient facility” means the Arizona State Hospital, the County Annex, or any other inpatient treatment facility registered with or funded to provide behavioral health services, including psychiatric health facilities, psychiatric hospitals, and psychiatric units in general hospitals.

**Medication Review** - This is done in collaboration with the Behavioral Health Professional (BHP) in accordance with their scope of practice as a individual licensed and authorized by law to use and prescribe medication and devices.

**Service Implementation** - Services agreed upon through the service plan process as identified in R9-21-310 of the [the Arizona Administrative Code](#).



# Collaborators

Lia Ballesteros, OHR Lead Advocate

# Important Collaborators

**Member** - Person receiving services. An eligible individual who is enrolled in AHCCCS.

**Designated Representative (DR)** - An individual, parent, guardian, relative, advocate, friend, OHR Advocate or other individual, designated orally or in writing by a member or guardian who, upon the request of the member, assists the member in protecting the member's rights and voicing the member's service needs. Refer to [the Arizona Administrative Code](#). The Designated Representative is sometimes referred to as a natural support.

**Health Care Decision Maker (HCDM)** - Some treatment planning decisions are made on behalf of members if they have a HCDM, which is defined as: An individual who is authorized to make health care treatment decisions and is sometimes filled by guardians. Refer to [AHCCCS Contract and Policy Dictionary](#).

# Important Collaborators

**Case Manager** - An individual assigned as responsible for locating, accessing, and monitoring the provision of services to individuals in conjunction with a clinical team as specified in [the Arizona Administrative Code](#).

**Peer Support:** Peer support services are for members who may need more personalized support than natural supports or community based recovery groups (such as 12 Step groups) can be provided by an individual with lived experience of mental health conditions, substance use, and/or other traumas resulting in emotional distress and significant life disruption, for which they have sought help or care, and has an experience of recovery to share. Read more about Peer Support from [AHCCCS OIFA](#) and [AMPM 963](#).

**Family Support:** Family support means the person who is working with you has experience as a credentialed primary support for an adult with emotional, behavioral health or substance use needs and has completed a formal training program to provide this service. Read more about Family support from [AHCCCS OIFA](#).



# Important Collaborators

**Behavioral Health Professional (BHP)** - “Qualified clinician” means a behavioral health professional who is licensed or certified under A.R.S. Title 32, or a behavioral health technician who is supervised by a licensed or certified behavioral health professional as specified in [the Arizona Administrative Code](#).

**Primary Care Physician (PCP)** - A PCP may be a physician defined as an individual licensed as an allopathic or osteopathic physician, or a practitioner defined as a licensed physician assistant, or a licensed nurse practitioner as specified in [Arizona Revised Statutes](#).

**Behavioral Health Residential Facility (BHRF)** - As specified in [the Arizona Administrative Code](#), a health care institution that provides treatment to an individual experiencing a behavioral health issue that:

1. Limits the individual’s ability to be independent, or
2. Causes the individual to require treatment to maintain or enhance independence.

# Important Collaborators

**Division of Developmental Disabilities (DDD)** - The Division of a State agency, which is responsible for serving eligible Arizona residents with an intellectual/developmental disability. AHCCCS contracts with DES/DDD to serve Medicaid eligible individuals with an intellectual/developmental disability.

**Health Plans:** Also referred to as contractor, is an organization or entity that has a contract with AHCCCS to provide services to members either directly or through subcontracts with providers, in agreement with contractual requirements and State and Federal law, rule, regulations, and policies.

**All Service Providers** - Any individual or entity that is engaged in the delivery of services, or ordering or referring for those services, and is legally authorized to do so by the State in which it delivers the services, as specified in [42 Code of Federal Regulations \(CFR\) 457.10 and 42 CFR 438.2](#).



# Tips and Results of Effective Collaboration

Autumn Ross, Advocate

# Tips for Effective Collaboration

- Believe that there is a common goal
- Consider both sides and ask for clarification to ensure understanding
- Focus on the specific situation and state the facts, what is needed and why?
- Plan your conversation ahead of time so you know exactly what you want to say
- Some solutions involve creativity, come prepared with ideas to share
- Be respectful to yourself and others
- Agree as a team to follow meeting etiquette and rules
- Ensure everyone has a chance to speak without interrupting or speaking over, share preferred pronouns, if in a virtual meeting, agree to use the raised hand feature
- Ask for a short break to gather thoughts if needed

# Results of Collaboration

- Empowers team members
- Helps close communication gaps
- Minimizes readmission rates
- Promotes teamwork—and a team mentality
- Results in person-centered care





# AHCCCS Collaboration

Autumn Ross, Advocate

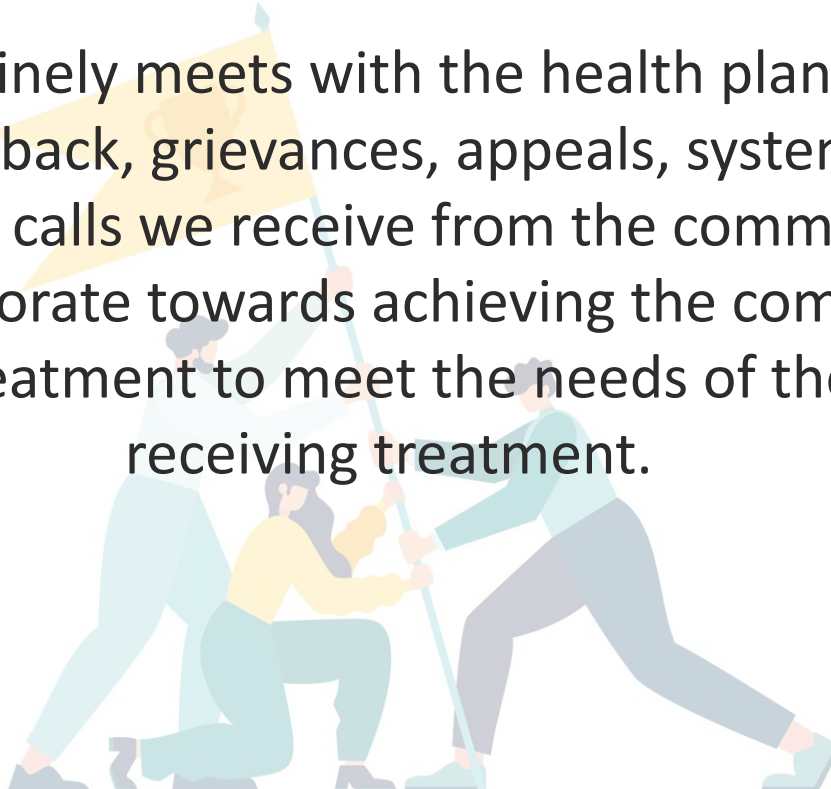
# AHCCCS Policy Workgroups

AHCCCS collects the feedback we receive from multiple platforms of engagements to gauge customer satisfaction, resolve problems, identify potential opportunities for improvement, and set future goals. The feedback is reviewed and helps drive AHCCCS policies.



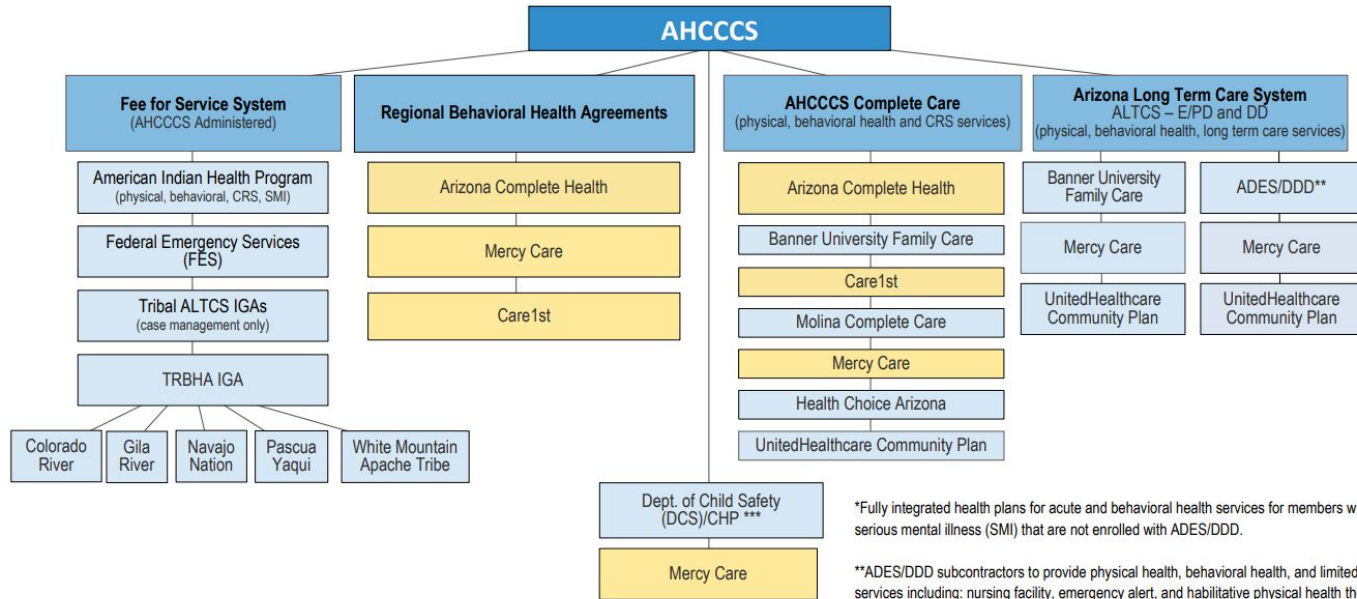
# Health Plan Coordination

AHCCCS routinely meets with the health plans to review community feedback, grievances, appeals, systemic trends and information from calls we receive from the community. This is all done to collaborate towards achieving the common goal of integrated treatment to meet the needs of the individual receiving treatment.





# AHCCCS Care Delivery System as of October 1, 2022



\*Fully integrated health plans for acute and behavioral health services for members with serious mental illness (SMI) that are not enrolled with ADES/DDD.

\*\*ADES/DDD subcontractors to provide physical health, behavioral health, and limited LTSS services including: nursing facility, emergency alert, and rehabilitative physical health therapy for members age 21 and over. ADES/DDD to provide all other LTSS and coordinate with AHCCCS' Division of Fee for Service Management to provide services for the Tribal Health Program for American Indian members.

\*\*\*DCS/Comprehensive Health Plan (CHP) statewide subcontractor to provide physical and behavioral health services.

# Coordination with External Agencies

AHCCCS collaborates with many external agencies regarding the provision of SMI behavioral health services. Some include, but are not limited to:

- Adult Mental Health Court/Court Order Evaluation/Court Order Treatment
- Adult Probation/Justice Liaison
- Adult Protective Services
- Arizona Center for Disability Law
- Arizona Long Term Care
- Arizona State Hospital
- Department of Economic Security, Division of Developmental Disabilities
- Public Fiduciary/Private



# Power of Advocacy

Lia Ballesteros, OHR Lead Advocate

# Types of Advocacy

## Individual Advocacy

- Educating on policy & processes, resources:
  - The Arizona Administrative Code
  - AHCCCS Medical Policy Manual
  - SMI grievance and appeal process

## Community Advocacy

- AHCCCS and DCAIR (OHR, OIFA, FRAS), informative forums
- Community feedback influences change

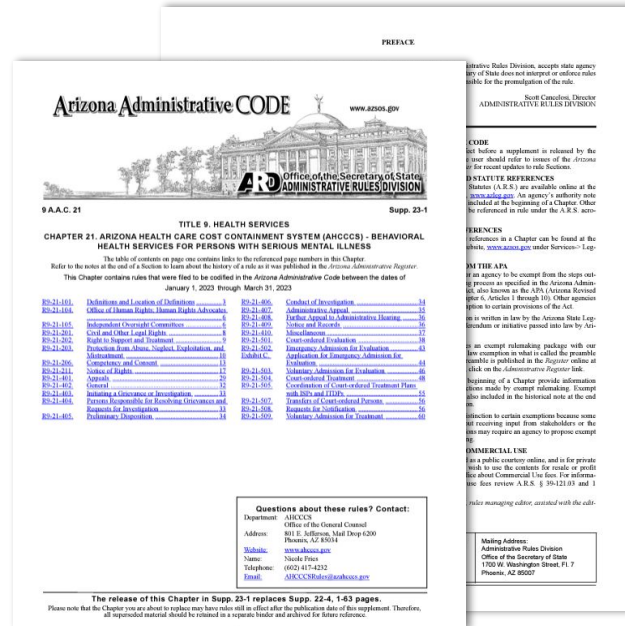
## Range of Influence

- These examples of advocacy bring about impactful changes to all stakeholders and system of care as a whole.



# Individual Advocacy: Code

- In the public behavioral health system in Arizona, individuals living with an SMI have specific rights, including:
  - Civil rights and other legal rights, and
  - Rights in the public behavioral health system\*
- The Arizona Administrative Code lists the [Rights for Individuals Living with a Serious Mental Illness](#) regarding support and treatment.
- A person **does not** lose legal rights when determined to have an SMI.\*\*
- Knowing where to find - and what the SMI rights are in The Arizona Administrative Code - is a form of individual advocacy.



\*For a comprehensive list see [the Arizona Administrative Code R9-21-201-211](#)

\*\*A guardianship order or a court order for treatment **does** affect certain rights.

# Individual Advocacy: AHCCCS Policy

- The AHCCCS Medical Policy Manual (AMPM) provides information to Contractors and Providers regarding services that are covered within the AHCCCS program.
- [AMPM 320-R](#) is where to find policy on Special Assistance for members with a Serious Mental Illness and other policies of interest, such as:
  - Discharge Planning - [1020 \(C.\)](#)
  - Behavioral Health Covered Services - [310-B](#)
  - Case Manager Requirements - [570](#)

HOME AHCCCS INFO MEMBERS/APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS?

Home Plans & Providers Contractor Guides & Manuals AMPM This Page

▼ Oversight of Health Plans AHCCCS Medical Policy Manual (AMPM)

▼ Governmental Oversight

Information Regarding COVID-19

APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS?

To view AMPM Policies, select Policy from the AMPM Table of Contents below.

Approved Policies not Yet Effective

Chapter 100 - Manual Overview

Chapter 200 - Behavioral Health Practice Tools

Chapter 300 - Medical Policy for Covered Services

Chapter 400 - Medical Policy for Maternal and Child Health

Chapter 500 - Care Coordination Requirements

Chapter 600 - Provider Qualifications and Provider Requirements

Chapter 700 - School Based Claiming Program/Direct Services Claiming

Chapter 800 - Fee-For-Service Quality and Utilization Management

Chapter 900 - Quality Management and Performance Improvement Program

Chapter 1000 - Medical Management (MM)

Chapter 1100 - Federal Emergency Services (FES) Program

Chapter 1200 - ALTCs Services and Setting for Members who are Elderly and/or Have Physical Disabilities and/or Have Developmental Disabilities

Chapter 1300 - Member Directed Options

Chapter 1600 - ALTCs Case Management

Appendices

AMPM Revision Memos

For a comprehensive list see all [AHCCCS Medical Policy Manuals](#).



# Tips for Collaboration & Advocacy: Before, During, After

Kisha Kimber, OHR Advocate

# Tips for Collaboration & Advocacy: Before Meeting

- Know who is part of the Adult Recovery Team, their role, and preferred way of communicating (email, phone call, etc.)
- Know the structure of how to route information i.e. who to call to schedule routine medication appointments, if a need arises in between scheduled meetings, or who to speak with to express a concern or feedback.
- Prepare for meetings:
  - Before the meeting, create a list of concerns, needs, and updates to discuss.
  - Between meetings, keep a log of discussion points.
  - Think about who will be present. If natural support is invited, ensure their awareness of how to attend.
  - Know if the meeting is virtual or in-person. If virtual, is assistance needed to navigate the login? If in-person, is a transportation plan needed?
  - Any special accommodations needed, such as translation services?



# Tips for Collaboration & Advocacy: During Meeting



- Keep note of everyone at the meeting, their title, and what their role is.
- Give input, take notes, and keep records.
- If service changes are needed, the Individual Service Plan will be reviewed to ensure all needs are being met in a way that maximizes strengths, cultural preference, and independence.
- Ensure each goal has an expected completion date.

# Tips for Collaboration & Advocacy: Problem Solving

Collaboration unites the member, natural supports, health home, and health plan to shed light on issues. It provides a platform to have the member's voice heard, and to problem-solve and make a path for resolution and improvements. Collaboration can be an effective problem solving tool.

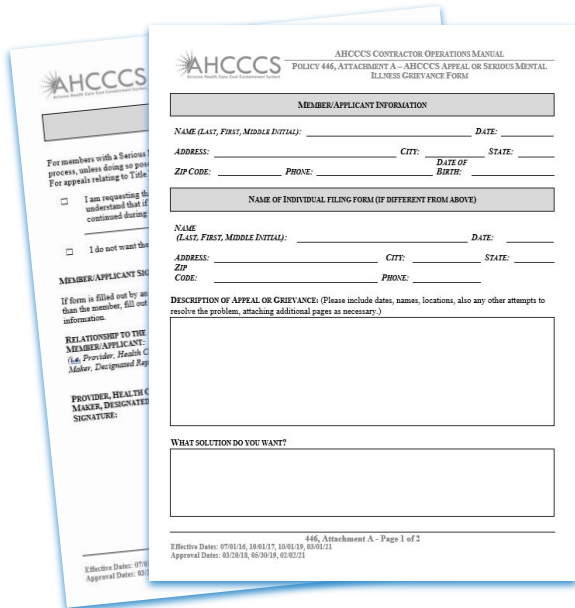
Consider the following, but not limited to:

- Share the concerns with the clinical team (in writing if possible),
- Ask to speak to a supervisor if necessary,
- Keep records of all efforts to make the concern known including the date, time and name of the person notified,
- Contact the health plan if the problem is not resolved,
- Request a meeting to resolve the concerns, and
- Call the OHR at 1-800-421-2124 for assistance in understanding, exercising & protecting SMI rights.

Resources on SMI complaints, appeals, and grievances is available [on our website](#).

# SMI Grievance and Appeal Process

The SMI grievance and appeals process are formal actions that can be taken when a member needs to resolve an issue in accordance with [the Arizona Administrative Code R9-21-401 and 403](#). Exercising the SMI grievance and appeal process is another form of individual advocacy.



The image shows a sample of the AHCCCS SMI Grievance and Appeal Form. The form is titled "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM". It includes sections for "MEMBER/APPLICANT INFORMATION" and "NAME OF INDIVIDUAL FILING FORM (IF DIFFERENT FROM ABOVE)". The form also contains checkboxes for "I am requesting the withdrawal of this grievance during" and "I do not want the grievance withdrawn". There are fields for "NAME (LAST, FIRST, MIDDLE INITIAL)", "DATE", "ADDRESS", "CITY", "STATE", "ZIP CODE", and "PHONE". A section for "RELATIONSHIP TO THE MEMBER/APPLICANT" is also present, along with a "PROVIDER, HEALTH CARE MAKER, DESIGNATED SIGNATURE" field. The form includes instructions for filing and a section for "WHAT SOLUTION DO YOU WANT?". At the bottom, it states "446, Attachment A - Page 1 of 2" and provides effective and approval dates.

**SMI Grievance:** Grievances are filed when there is an allegation that a member living with a serious mental illness has had their rights violated. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#) for grievances and investigations.

**SMI Appeal:** Appeals are filed when a member disagrees with decisions regarding eligibility for behavioral health services, including TXIX services, fees and waivers; assessments and further evaluations; and services and treatment plans. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 444](#) for the notice and appeal requirements.

Locate the [SMI Grievance/Appeal Form here](#)

# Individual Advocacy

- Supports individualized recovery and outcomes by identifying services and interests that maximize strengths, independence and integration into the community.
- Promotes continuity of care and the proper supports in place that may reduce relapses and re-admissions.
- Ensures appropriate referrals to care settings, and that additional needs such as, but not limited to, housing, employment, and supplemental income are addressed.
- Facilitates the team approach and integrated care, increasing the potential for successful outcomes.
- Advances an individual's right to receive services that are adequate, appropriate, consistent with their individual needs, and least restrictive.

Some treatment planning decisions are made on behalf of members if they have a Health Care Decision Maker (HCDM).





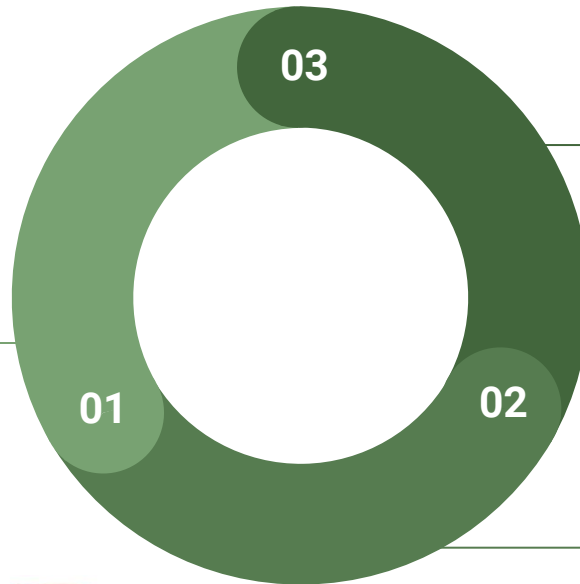
# Individual and Community

Lia Ballesteros, OHR Lead Advocate

# Individual + Community Advocacy

## Individual Advocacy

Education on policy & processes, using resources and collaboration as tools



## Range of Influence

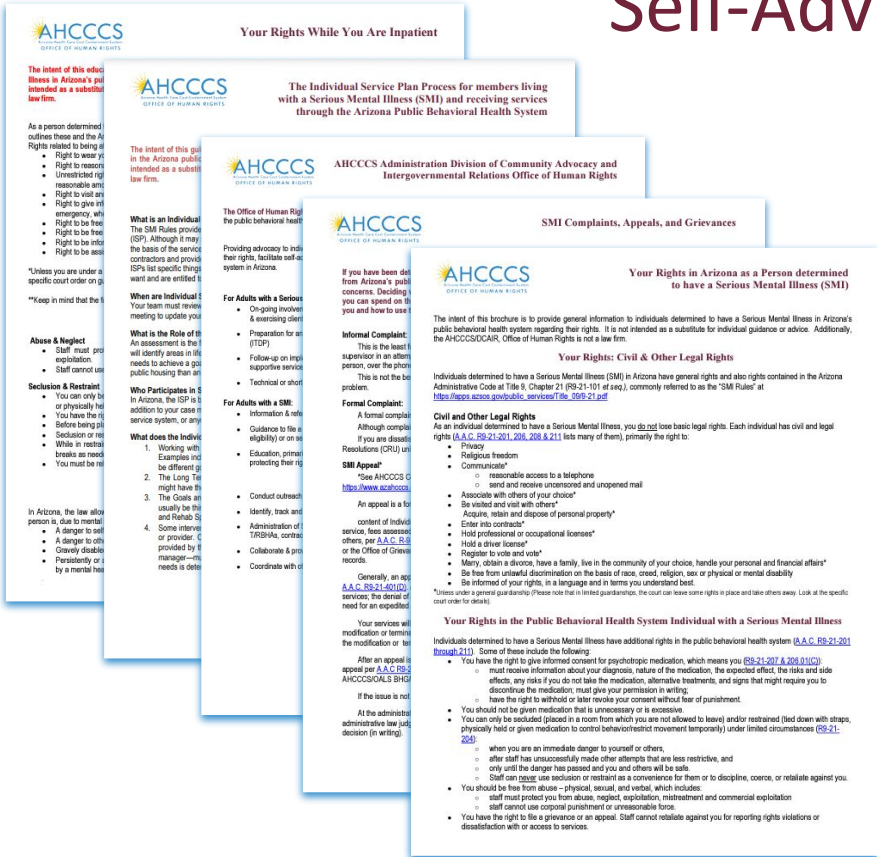
Engaging in individual and community advocacy can advance an individual's range of influence and ability to bring about impactful changes to all stakeholders and the system of care as a whole.

## Community Advocacy

Events such as AHCCCS or health plan feedback forums for members, families, providers, and stakeholders, or participating in workgroup and committees



# Self-Advocacy Tools



- Education on SMI rights in policy and code.
- Exercise voice and choice and know the resources available.
- The power of collaboration and advocacy begins with each and every one of us!

For more self-advocacy tools, visit the [OHR](#) and [OIFA Empowerment Tools](#)



# Overview

## The Office of Individual and Family Affairs (OIFA)



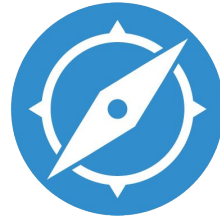
# OIFA Mission

The Office of Individual and Family Affairs promotes **recovery, resiliency, and wellness** for individuals whose lives have been impacted by mental health and/or substance use challenges.



# Office of Individual and Family Affairs (OIFA)

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping individuals and family individuals in the public health care system. OIFA is dedicated to three core areas:



Our actions, initiatives, and successes drive us toward our core goals.

# Individual Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare System Navigation

View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCSalendar.html>

# Ending Stigma

- Stigma shapes how we perceive mental illness and mental health. Stigma may influence who people interact or socialize with.
- Negative public perceptions hamper access to housing, employment, and health care.
- This discrimination can seriously affect a person's willingness to seek or continue treatment for mental illness.
- Stigma erodes a person's self-esteem and sense of dignity so that shame prevents them from seeking help.





# Advocacy Resources

Denard Stewart, OHR Advocate

# Advocate of the Day



OHR operates a single statewide phone line during business hours to provide technical assistance to anyone living with a Serious Mental Illness. Technical assistance could include:

**2022  
Calls**



- Providing education and resources for behavioral health services in Arizona,
- Helping a person understand their rights as an individual living with a Serious Mental Illness,
- Helping an individual to understand their treatment options, and
- Educating about the grievance and/or appeal process.

**1-800-421-2124**

# Community Education

OHR hosts 10 community education sessions every year:

- Rights of Individuals living with a Serious Mental Illness,
- Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness,
- The Role of the Office of Human Rights for Individuals living with a Serious Mental Illness,
- Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness,
- The Individual Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness,
- Inpatient Treatment and Discharge Planning for Individuals with a Serious Mental Illness,
- Provider Case Management for Individuals living with a Serious Mental Illness,
- The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness,
- Court-ordered Evaluation and Court-ordered Treatment, and
- The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness.

Previous OHR trainings are available [here](#).



# AHCCCS Website

[www.azahcccs.gov](http://www.azahcccs.gov)



# Navigating the AHCCCS Website

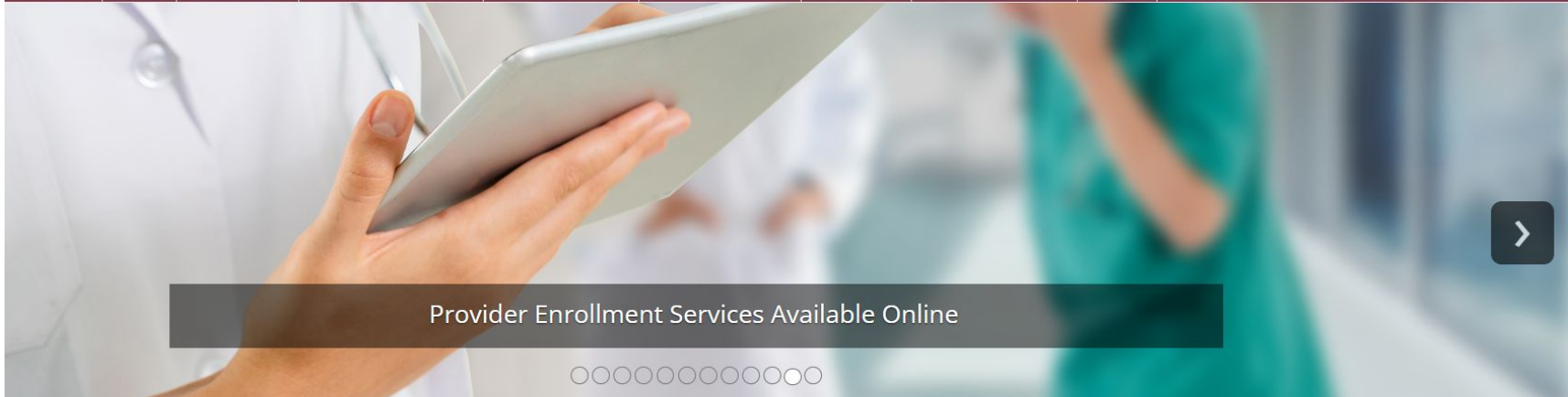


ENHANCED BY Google



Advanced search

- HOME
- AHCCCS INFO
- MEMBERS/APPLICANTS
- PLANS/PROVIDERS
- AMERICAN INDIANS
- RESOURCES
- FRAUD PREVENTION
- CRISIS?



Provider Enrollment Services Available Online



Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

[Notice of Non-Discrimination \(Aviso De No Discriminación\)](#)

- [Español](#)
- [Diné Bizaad](#)
- [Tiếng Việt](#)
- [繁體中文](#)
- [العربية](#)
- [Tagalog](#)
- [한국어](#)
- [Deutsch](#)
- [Srpsko-hrvatski](#)
- [日本語](#)
- [França](#)
- [فارسی](#)
- [ภาษาไทย](#)
- [Ndée](#)

Hello there! I am AVA, your AHCCCS Virtual Assistant. How can I help you today?



# Navigating the AHCCCS Website



## News & Updates

A listing of current AHCCCS News & Updates.



## Calendar

A list of upcoming events at AHCCCS



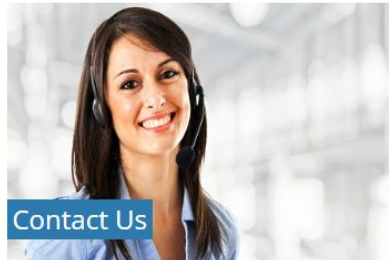
## Having a Crisis?

A list of resources to assist you with getting the help you need



## Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus



## Contact Us

A list of contacts at AHCCCS



## Public Notices

View demonstration projects, notices, meeting/hearing dates and provide comments

# Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, ACC-RBHA or TRBHA	Customer Service	Webpage
Banner – University Family Care LTC	1-833-318-4146	<a href="#">Banner UFC</a>
Mercy Care LTC	1-800-624-3879	<a href="#">Mercy Care LTC</a>
Care1st Arizona	1-866-560-4042	<a href="#">Care1st Arizona</a>
Mercy Care RBHA	1-800-564-5465	<a href="#">Mercy Care RBHA</a>
AHCCCS American Indian HP	1-800-654-8713	<a href="#">American Indians-AIHP</a>
United Healthcare LTC	1-800-293-3740	<a href="#">UHC LTC</a>
Arizona Complete Health	1-888-788-4408	<a href="#">AZ Complete Health</a>
Gila River TRBHA	1-520-562-3321	<a href="#">Gila River TRBHA</a>
Pascua Yaqui TRBHA	1-520-879-6060	<a href="#">Pascua Yaqui TRBHA</a>
Navajo Nation TRBHA	1-928 871-6000	<a href="#">Navajo Nation TRBHA</a>
White Mountain Apache TRBHA	1-928-338-4811	<a href="#">White Mountain Apache TRBHA</a>

# Resources: Rule and Statutes

## **Arizona Administrative Code:**

[Rights for individuals Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#)

## **Arizona Revised Statutes:**

[Court Ordered Evaluation and Treatment- A.R.S. Articles 4 & 5, 520-544](#)

[Confidential Records-A.R.S. 36-509](#)

[Guardianship of Incapacitated Adults- Title 14, Chapter 5, Article 3](#)



# Resources: Policies and Manuals

## AHCCCS Medical Policy Manual (AMPM)

[Discharge Planning - AMPM 1020/Utilization Management](#)

[Special Assistance for individuals with a SMI - AMPM 320-R](#)

[Behavioral Health Covered Services- AMPM 310-B](#)

[Medical Records and Communication - AMPM 940](#)

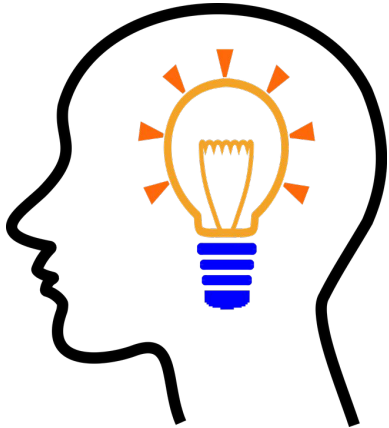
[Case Manager Requirements - AMPM 570](#)

## AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

[SMI Grievance and Investigations-ACOM 446](#)

[SMI Grievance/Appeal Form](#)



# Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)





# Upcoming Forums and Trainings

Brenda Morris, Advocacy Administrator

# Upcoming Forums and Events

## Jacob's Law Training

Thurs., 11/16, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

## Hot Topics: Arizona Olmstead Plan

Mon., 11/20, 11:00 a.m. - 12:30 p.m. [Register in Advance](#)

## OIFA Health Care Navigation

Tues., 11/28, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

## OHR/OIFA: Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness

Tue., 1/23/2024, 10:30 a.m. - 11:50 a.m. [Register in Advance](#)



# Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

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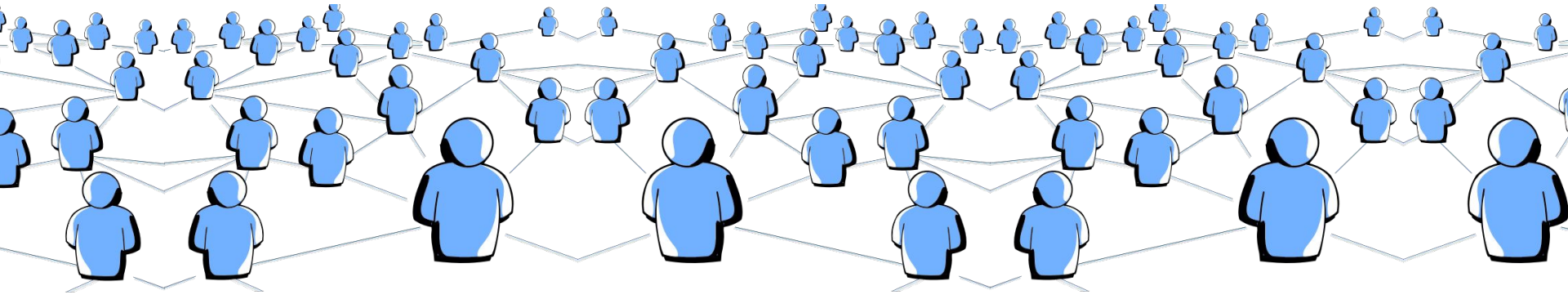
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tailor meetings to  
meet your needs.



Questions?

Thank You.