

Crisis Counseling Program

The Crisis Counseling Program, Resilient Arizona, originally awarded in June of 2020 is coming to a close March 3 after two extension opportunities.

- **1800** members served
- Other contact information and materials have been extended to over **100,000** over the course of the grant period



THERE ARE NO CHANGES TO THE STATEWIDE CRISIS SYSTEM ACCESSIBLE AND FREE TO ANYONE IN ARIZONA. ARIZONA'S CRISIS LINES ARE OPEN 24/7 AND OPERATED BY TRAINED CRISIS SPECIALISTS.

Do you know that anyone in
Arizona can access crisis services?



How to access the crisis line in your area

North GSA

Counties: Coconino, Gila, Mohave, Navajo, Yavapai:
Health Choice Arizona: **1-877-756-4090**

Central GSA

- **Maricopa County:** Mercy Care **1-800-631-1314**

South GSA

- **Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Pinal, 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

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, beginning on 09/01/2021. At the bottom, 'My Applications' shows a table with one application: 2021272000237, dated 9/30/2021, with a status of 'Submitted'.

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 →



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.

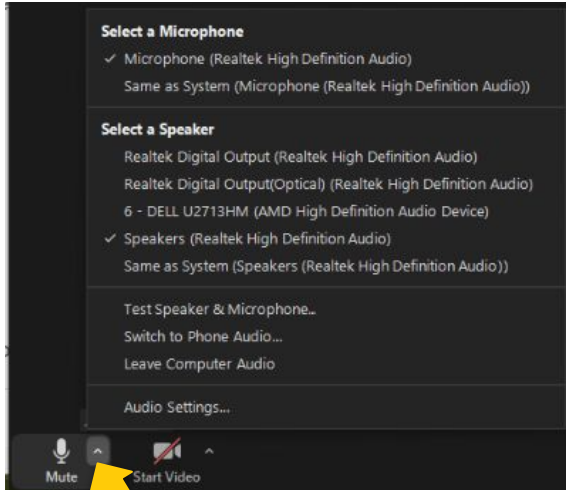


Thank you.

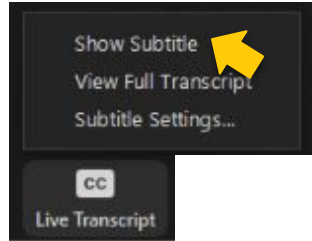
Zoom Webinar Controls

Navigating your bar on the bottom...

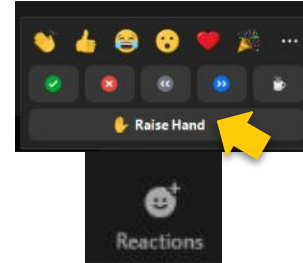
Audio Settings



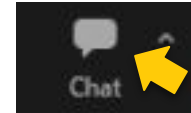
Turn on Closed Captioning



Raise Hand



Chat

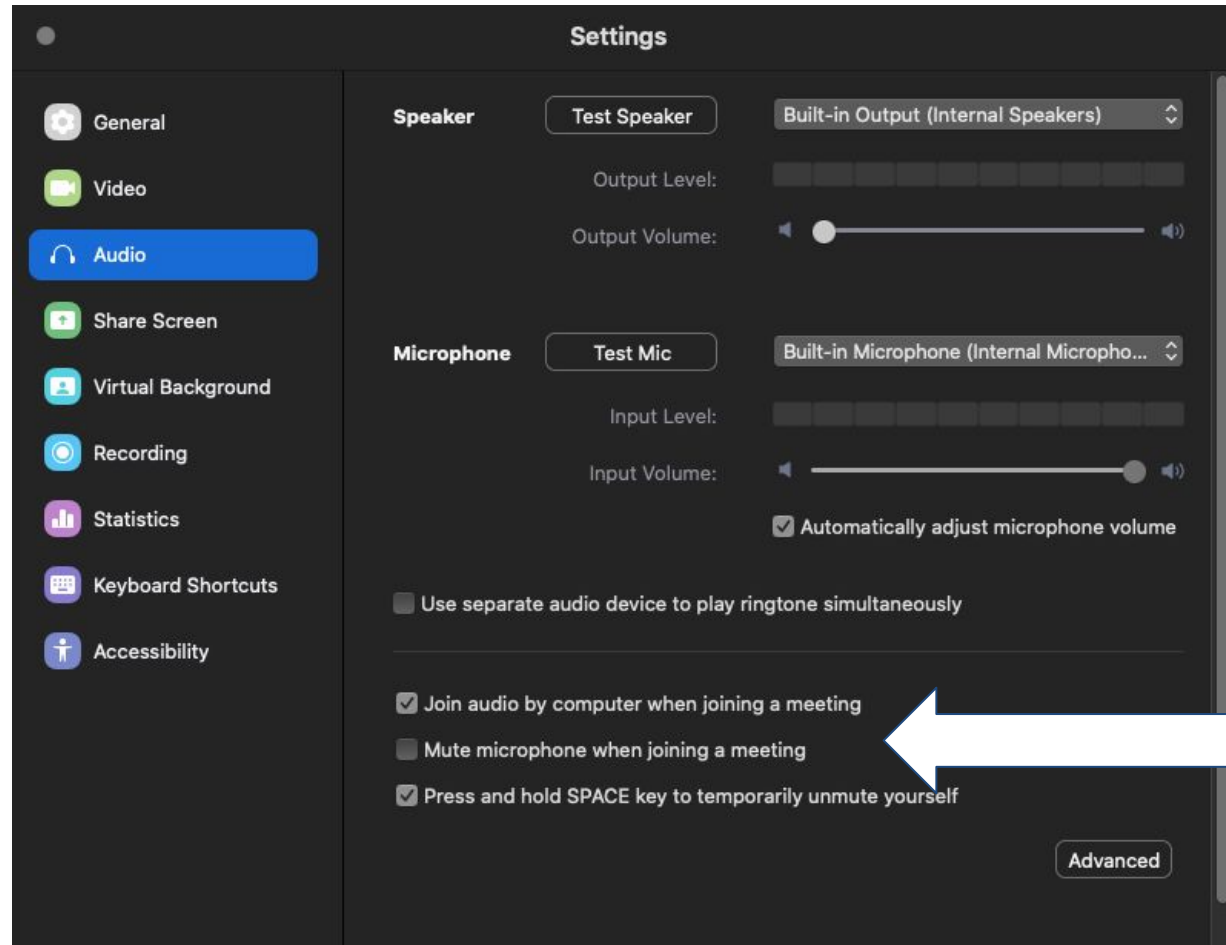


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom 'Settings' window with the 'Audio' tab selected. The left sidebar lists various settings categories: General, Video, Audio (highlighted), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main content area is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', and sliders for 'Output Level' and 'Output Volume'. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', sliders for 'Input Level' and 'Input Volume', and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are three checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). A white arrow points to the 'Join audio by computer when joining a meeting' checkbox. An 'Advanced' button is located at the bottom right of the settings panel.

Settings

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

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.



State Medicaid Advisory Committee (SMAC) Quarterly Meeting

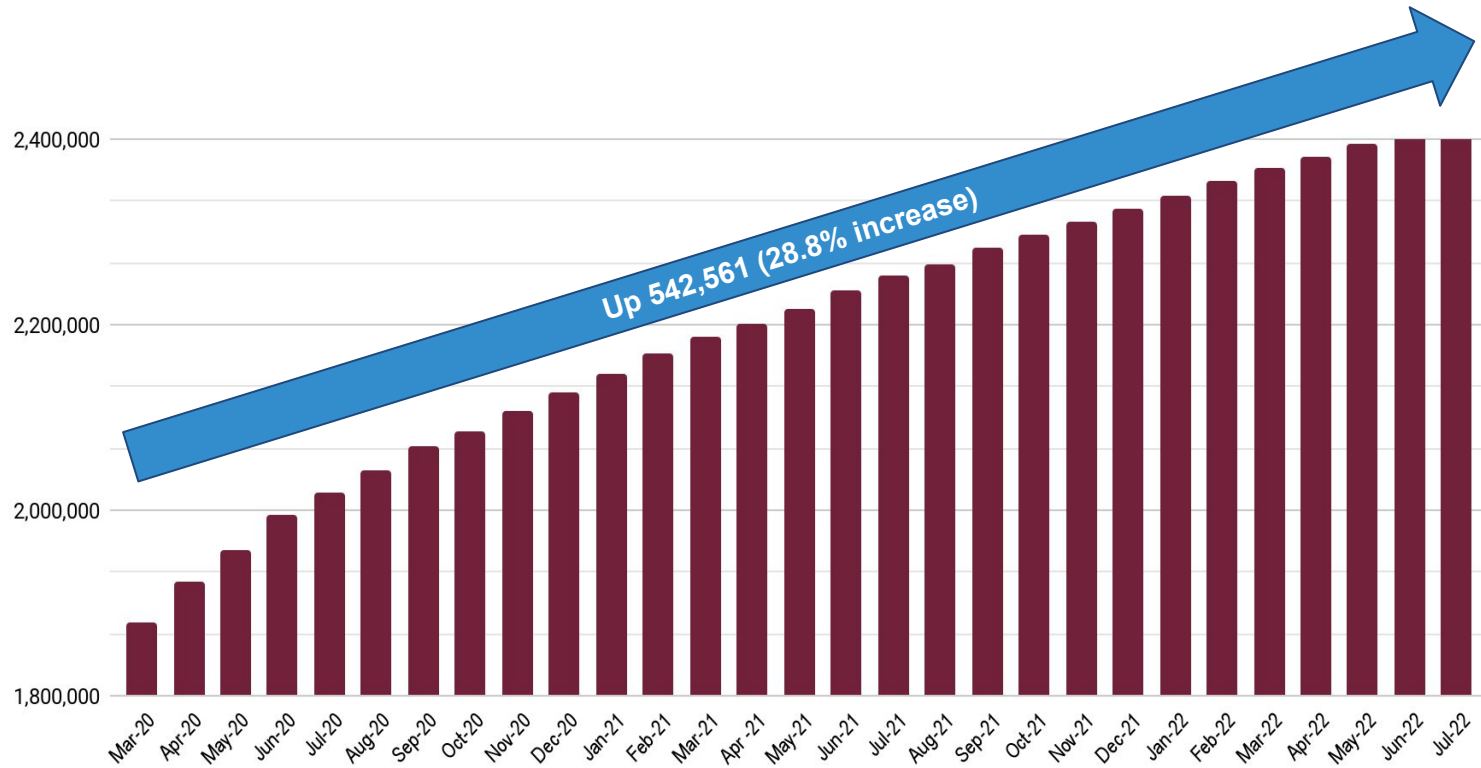
July 13, 2022



AHCCCS Update

Jami Snyder
Director

AHCCCS Enrollment: March 2020- July 2022



Public Health Emergency

PHE Renewed - Effective April 16, 2022

7/31/22-8/1/22
Expiration of the
Maintenance of Effort
Requirement/
Initiation of Processing
Redeterminations

Continuous Enrollment

6.2% FMAP

PHE

1/21/21
HHS PHE Renewed
Flexibilities, enhanced
match and MOE
continue

4/21/21
HHS PHE Renewed
Flexibilities, enhanced
match and MOE
continue

6/20/21
HHS PHE Renewed
Flexibilities, enhanced
match and MOE continue

10/18/21
HHS PHE Renewed
Flexibilities, enhanced
match and MOE
continue

1/16/22
**HHS PHE
Renewed**
Flexibilities,
enhanced match and
MOE continue

4/16/22
**HHS PHE
Renewed**
Flexibilities,
enhanced match
and MOE
continue

7/16/22
PHE Ends

9/30/22
**Expiration of the
Enhanced Federal Match**

*AHCCCS has not yet received indication from CMS on whether the federally declared PHE will extend beyond 7/16/2022.

**CMS has indicated that they will provide states with 60 days advance notice prior to ending the federally declared PHE.

Unwinding Strategies

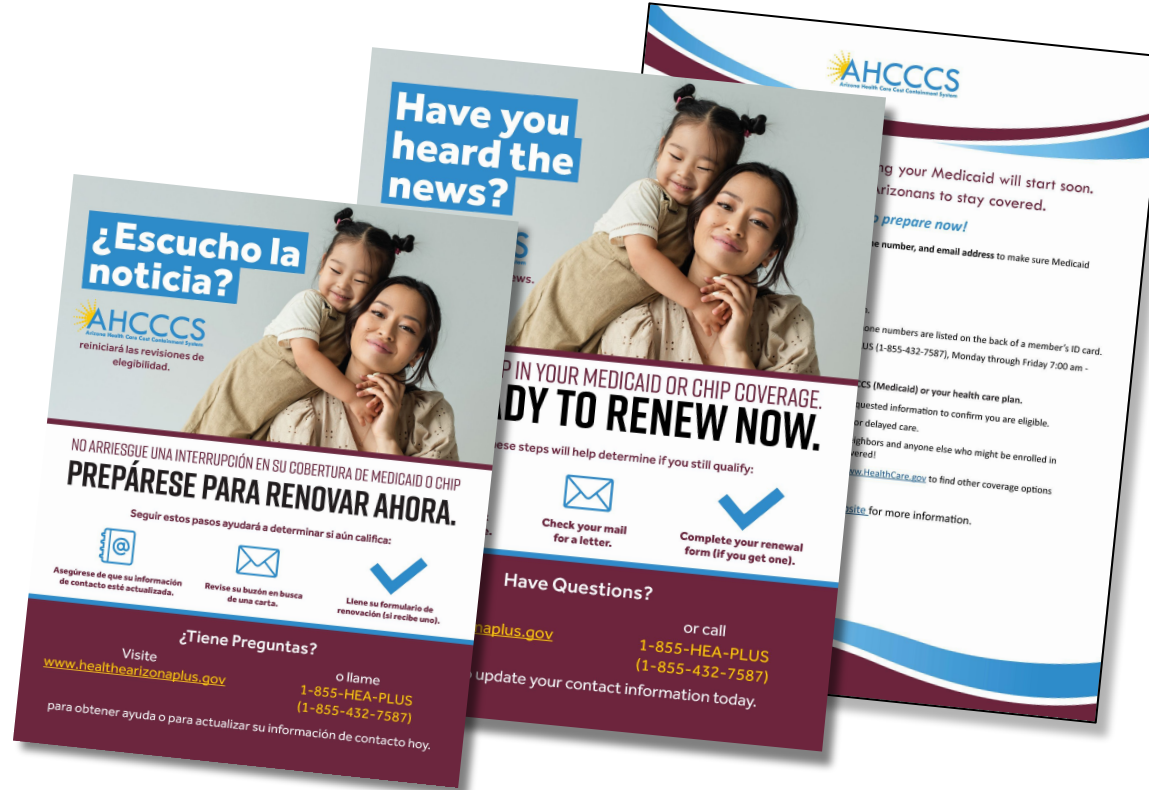
- Renewals continued through PHE
- Approximately 600,000 members “COVID override”
 - Did not complete renewal or were non-compliant with providing information
 - Shown to be ineligible
- Estimate that it will take **9 months** to complete redeterminations
- Hybrid approach
 - Process “ineligible” before “noncompliant”
 - Within these groups process “oldest to newest”
- Distributing Added Workload
 - Adjust volume of post-PHE redetermination batches based on regular renewals due
 - Align redetermination and renewal actions at household level

Unwinding Strategies

- MCOs assisting with member outreach to maintain coverage or connect individuals to alternate coverage options
 - AHCCCS supplying files
 - members with upcoming renewal dates
 - members who may be factually ineligible
 - members who were non-responsive with supplying documentation to complete renewal
 - MCO Files include homeless indicator, age, address, phone number, email address, language preference
- MCOs will also be helping with outreach to members where we received returned mail

Unwinding Strategies

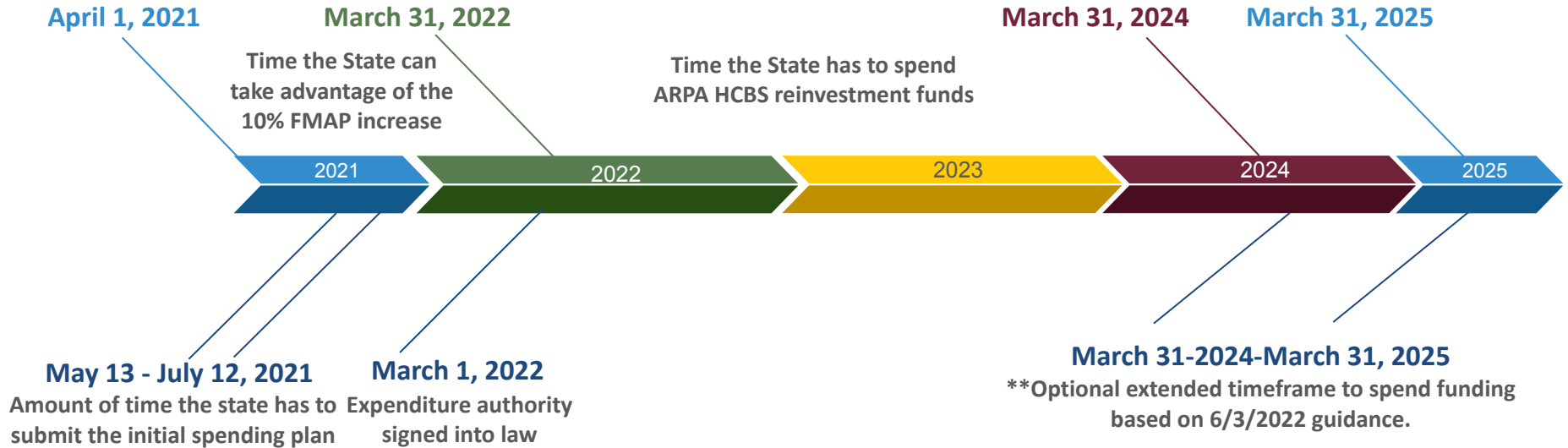
- Robocall campaign
- Letter campaign
- AHCCCS Call Center
- On Hold messages
- Text message campaign (English & Spanish)
- Website took kits, fliers, and FAQs





American Rescue Plan Act, Section 9817 Home and Community Based Services

Optional Extension for ARP HCBS Funding Timeline



**This option would not change the amount of funding available to support the initiatives detailed in AHCCCS' [ARP HCBS spending plan](#). It would simply extend the time that the agency has to expend the available funding. AHCCCS is currently exploring the option made available by CMS to determine whether extending the spending time frame is in the best interest of members and providers

Tentative Target Completion Dates

2022	2023	2024
<ul style="list-style-type: none"> • Attracting and Retaining the Workforce Round 1 Payments (<i>April/May</i>) <ul style="list-style-type: none"> ◦ \$500 million • Provider Rate Surveys – BH Rate Studies (<i>Oct</i>) • Upgrading the CATS and QI System (<i>Dec</i>) 	<ul style="list-style-type: none"> • Attracting and Retaining the Workforce Round 2 Payments (<i>March/April</i>) • Grants: First Round of Grants Payments (<i>April</i>) • Online Workforce Database Progress Report Begins (<i>April</i>) • Addressing Social Isolation • Provider Rate Surveys – HCBS and DDD • NCI Core Indicator Survey: Completion of Year 1 of NCI-AD Survey • HCBS Provider EMR - DAP • Freedom to Work • Comprehensive Workforce Development Plan 	<ul style="list-style-type: none"> • Attracting and Retaining the Workforce Round 3 Payments (<i>Feb/March</i>) • Parents as Paid Caregivers • Interactive Caregiver Pathway Platform • BH Practice Tools as CEU/CME • Parent University Training and Support Programs • Investing in HCBS Technologies • Updating the Preadmission Screening Tools • Updating the PASRR System Portal • NCI Core Indicator Survey: Completion of Year 2 of NCI-AD Survey • HCBS Provider EMR – DAP

Target Completion Dates Still Pending Based on Feedback from Sister Agencies or External Partners (e.g., DES, DES/DDD, community colleges):

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • I/DD/BH Diagnoses and Community Supports • CEU/CME for I/DD | <ul style="list-style-type: none"> • Case Management/EHR System • Creation of an Employment Repository | <ul style="list-style-type: none"> • Career/Training/Education • Abuse and Neglect Awareness Campaign |
|--|--|---|

Medicaid Enterprise System (MES) Modernization

MES Roadmap Project Overview

Purpose

Develop a long-term strategic MES Modernization Roadmap to achieve compliance with Centers for Medicare & Medicaid Services (CMS) requirements to improve interoperability and sustainability of technology solutions that support Medicaid service delivery.

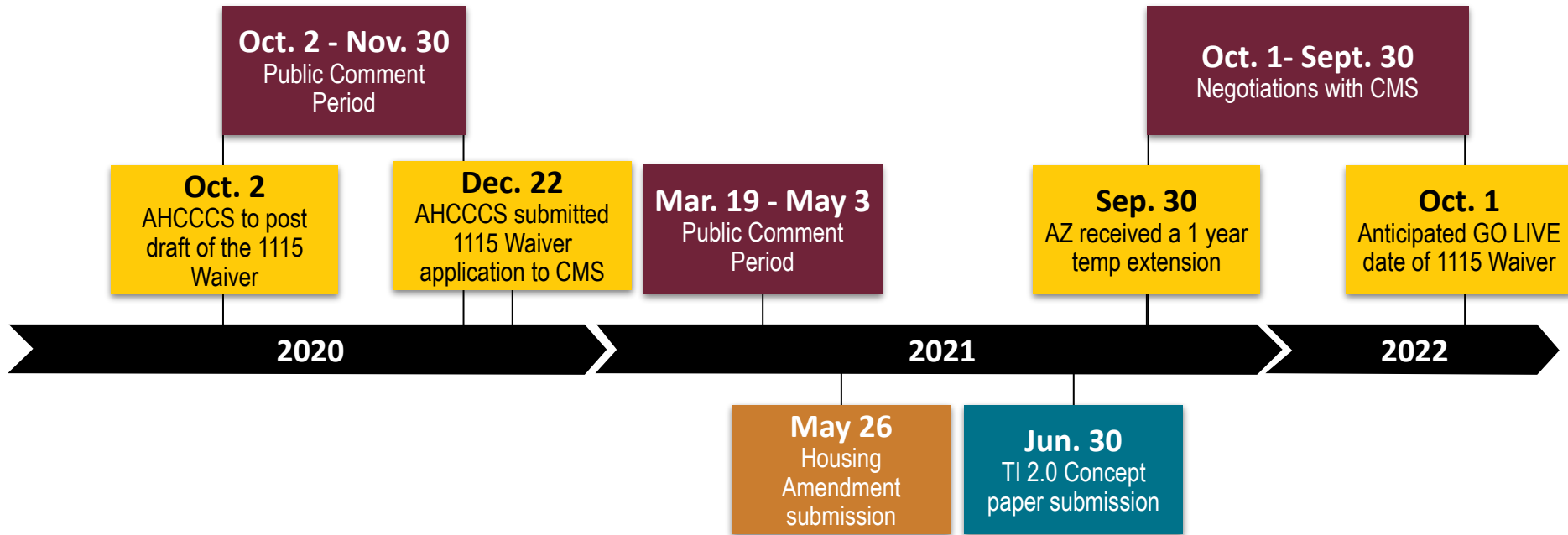
Objectives

- Evaluate and document **current state** business processes, data and supporting technologies to identify opportunities for improvement
- Develop a Roadmap that will serve as the **future plan** for modernization of AHCCCS' technology and business processes
- Evaluate and recommend **options** to support the MES modernization with modular offerings rather than custom development
- Lay the foundation for a **strategic architecture** roadmap as part of the Medicaid Information Technology Architecture State Self-Assessment (MITA SS-A)
- Establish the steps for **buildout and maturation** of the CMS modularity initiative in Arizona and Hawaii through the MES modernization program

Working roadmap will be completed by late 2022/early 2023

1115 Waiver

Arizona's 1115 Waiver Renewal Timeline



2022-2027 1115 Waiver Negotiations

Topics	Status
Revise Historical STCs	Complete
Finalize HCBS PMs and Metrics	Complete
Targeted Investments (TI) 2.0	In Progress
ALTCS Tribal Dental Benefit	In Progress
Traditional Healing	In Progress
Housing and Health Opportunities (H2O)	In Progress
1115 ARPA Requests	In Progress
Budget Neutrality	In Progress

AHCCCS Complete Care (ACC)/Regional Behavioral Health Agreement (RBHA) Readiness

Preparing for Transition

- From award to go-live, AHCCCS works with the plans to make sure they are ready before launching
- Ready for:
 - Operations
 - Service Delivery
 - Finance
 - Systems



How Do We Measure “Ready”?

- We have a tool that has over 300 elements covering 12 areas
- This tool requires health plans submit updates monthly:
 - progress in addressing each identified element,
 - including identified risks,
 - gaps in network, and
 - strategies for remediation.

Total by Plans	# of Elements	% Completed
AzCH	248	89%
Care1st	332	85%
Mercy	248	81%

On the Horizon

- **Unwinding from the Public Health Emergency (PHE)**
- **1115 Waiver Negotiations for 10/1/2022**
 - Targeted Investments 2.0
 - Housing and Health Opportunities Demonstration (H2O)
 - Reimbursement for traditional healing services
 - Reimbursement for adult dental services provided by IHS and Tribal 638 facilities
- **ARPA HCBS Implementation**
 - \$500 million in provider payments to be disseminated in May 2022
- **Readiness and launch of ACC/RBHAs on 10/1/2022**
 - Includes statewide crisis line & 988 readiness and launch
- **Integration of DDD Tribal Health Program members to AHCCCS Division of Fee for Service Management (DFSM) on 4/1/22**
- **Transition of American Indian/Alaska Native members designated with a SMI to integrated options on 10/1/22**
- **Continued roll out of Closed-Loop Referral System**
- **Promotion of expanded [Medicaid School Based Claiming program](#), allowing all Medicaid-enrolled children to access health care services on school campuses**
- **Continued support for the [Opioid Services Locator](#) tool**
- **Initial preparations for ALTCS bid (contracts term on 9/30/24)**





SMAC Members

Open Discussion, Comments and Questions

Legislative Update

Kyle Sawyer

Chief Legislative Liaison and Policy Advisor
Office of the Director

2022 Legislative Session Update

- The legislative session began on January 10, 2022
- Over 1800 bills introduced
- Bipartisan budget passed June 23
- Legislature adjourned sine die June 24th, 2022
- General Effective Date is September 24, 2022



Legislative Highlights

AHCCCS Agency Bills

- HB 2157 (signed into law 3/1) AHCCCS' supplemental appropriation/exp. authority
- HB 2088 (signed into law 3/23) ALTCS; preadmission screening

AHCCCS Budget Requests

- The FY23 General Appropriations Act (HB 2862) incorporates all of the AHCCCS budget requests, including:
 - AIHP SMI Integration
 - PMMIS Replacement Integrator
 - Enterprise Compensation Strategy

FY 2023 Budget

Rate increases:

- EPD/DD Providers- 11% increase
- Global OB Package- 88% increase
- BH Outpatient Services- 2.5% increase
- Chiropractic & Diabetes Self-Management
- Postpartum Extension to 12 Months
- 10% across-the-board salary increase for State employees
- Secure Behavioral Health Residential Facilities (S-BHRFs)

Additional Bills of Note

- HB 2083- Adds Diabetes Self Management Training as a covered service under AHCCCS
- HB 2551- Subject to CMS approval, CHIP members have 12 months of continuous eligibility subject to several conditions (aging out, moving out of state, failure to pay premiums)
- HB 2622- Automatic renewal for YATI members unless they have moved out of state or qualify for a different eligibility category
- HB 2691- Makes major investments in the health care workforce including a nurse preceptorship and clinical rotations program and BHT training program



SMAC Members

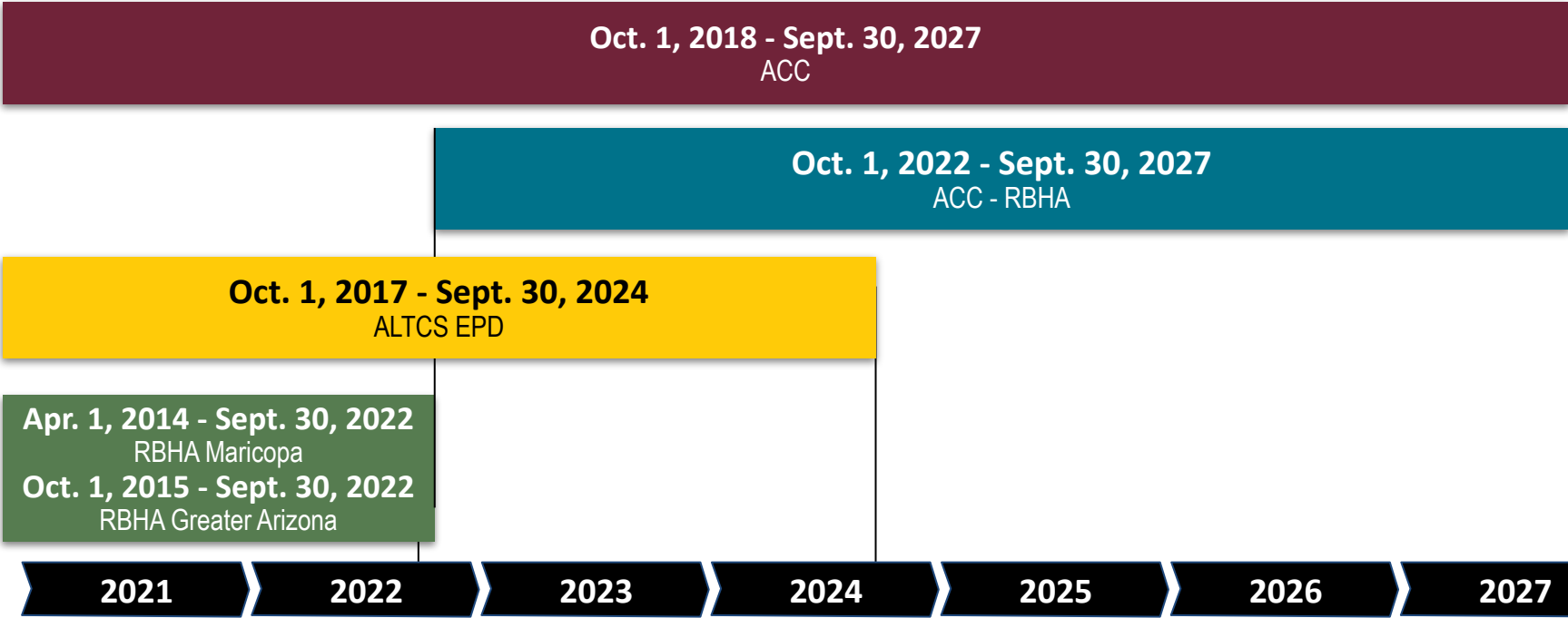
Open Discussion, Comments and Questions



Arizona Long Term Care System (ALTCS) Elderly and Physically Disabled (EPD) Request for Proposal (RFP)

Alex Demyan - Deputy Assistant Director,
Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Timeline of AHCCCS MCO Contracts



Overview

- AHCCCS is conducting a new procurement for health plans to operate the Arizona Long Term Care (ALTCS) EPD program as required under A.R.S. § 36-2939
- New Contracts will begin October 1, 2024
- As of May 1, 2022, the total ALTCS population is 65,962
 - Approximately 39.1% are in the ALTCS-EPD program

Overview

- Responsibility to coordinate, manage, and provide integrated care for members in ALTCS, including:
 - Acute care (physical health), Long Term Services and Supports (LTSS), behavioral health, and case management services.

Overview

- Serve members who are elderly and/or have a physical disability including:
 - Adults with General Mental Health/Substance Use (GMH/SU) needs excluding members enrolled in other AHCCCS Medicaid programs (e.g., ALTCS-DD),
 - Adults with a Serious Mental Illness (SMI) designation excluding members enrolled in other AHCCCS Medicaid programs (e.g., ALTCS-DD; ACC-RBHA), and
 - Children, including those with special health care needs; excluding members enrolled in other AHCCCS Medicaid programs (e.g., ACC; ALTCS-DD).

Overview

- Long Term Services and Supports (LTSS)
 - Services and supports provided to members of all ages who have functional limitations and/or chronic illnesses that have the primary purpose of supporting the ability of the member to live or work in the setting of their choice, which may include the individual's home, a provider-owned or controlled residential setting, a nursing facility, or other institutional setting [[42 CFR 438.2](#)].

ALTCS Eligibility: Income

- ALTCS eligibility consists of two elements: **financial and medical**.
- Financial eligibility looks at gross income from all sources, resources (also known as assets), certain types of trusts, and transfers of resources.
- Income and resources have limits that cannot be exceeded.
 - Information is obtained through electronic sources, an interview with the applicant, and any documents that may be requested to make the financial determination.

Medical Eligibility and Enrollment

- The Pre-Admission Screening (PAS) tool is administered in an interview with the applicant and any caregivers. The tool consists of functional and medical questions.
- Applicants who are receiving services through the Division of Developmental Disabilities (DDD) are assessed using the DD tool and those who are not eligible through DDD are assessed using the EPD tool.
- If the applicant qualifies both financially and medically, they are approved.
 - If assessed as an EPD customer, they are enrolled with one of the ALTCS-EPD Health Plans.
 - If assessed as a DD customer, they are enrolled with the ALTCS-DD Health Plan.

The Current ALTCS-EPD Health Plans

CURRENT ALTCS-EPD HEALTH PLAN	GEOGRAPHIC SERVICE AREA (GSA)
UNITEDHEALTHCARE COMMUNITY PLAN	CENTRAL (Maricopa, Gila, and Pinal) (Excluding zip codes 85542, 85192, and 85550) AND NORTH (Mohave, Apache, Coconino, Navajo, and Yavapai)
MERCY CARE PLAN	CENTRAL (Maricopa, Gila, and Pinal) (Excluding zip codes 85542, 85192, and 85550) AND SOUTH (Pima County only)
BANNER-UNIVERSITY FAMILY CARE	CENTRAL (Maricopa, Gila, and Pinal) (Excluding zip codes 85542, 85192, and 85550) AND SOUTH (Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz, and Yuma) (Including zip codes 85542, 85192, and 85550)



RFP Information

Anticipated ALTCS EPD RFP Timeline

OCTOBER 1, 2024, ALTCS EPD RFP ANTICIPATED PROCUREMENT TIMELINE	
ISSUE RFP	August 1, 2023
HEALTH PLAN PROPOSALS DUE (by 3:00 p.m. MST)	October 2, 2023
AWARD	November 17, 2023
IMPLEMENTATION/EFFECTIVE DATE	October 1, 2024

How to Stay updated on the RFP

- RFP Bidders' Library
 - Visit to obtain RFP Information
 - [EPD RFP YH24-0001 Bidders' Library](#)
 - To sign up for email notifications
 - [Sign Up for EPD RFP Notifications](#)



Stakeholder Input

How to Submit Feedback

- Stakeholders may submit feedback via email to: EPDRFP-Feedback@azahcccs.gov
- Feedback will be accepted until **August 1, 2023, 5:00 p.m. MST**

AHCCCS is Seeking Stakeholder Feedback

- How can AHCCCS improve our current long term care system, and what is working well with the current long term care system for EPD enrolled members?
- How can AHCCCS improve integration of physical, behavioral, and LTSS for the ALTCS-EPD population?
- How can AHCCCS improve LTSS assessment and care planning?

AHCCCS is Seeking Stakeholder Feedback

- What is unclear about how the long term care system works in Arizona?
- What are common challenges faced by **members** enrolled in ALTCS-EPD?
- What are common challenges faced by **providers** providing services for EPD enrolled members?
- What do you think is most important for AHCCCS to require of the ALTCS-EPD Health Plans (e.g., monitoring)?



SMAC Members

Open Discussion, Comments and Questions



Serious Mental Illness (SMI) Eligibility Determinations Request for Proposal (RFP)

Dana Flannery, Senior Policy Advisor & Assistant Director,
Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Purpose

- AHCCCS is conducting a new procurement for a statewide vendor to conduct
 - Eligibility determinations for Arizonans who may have a SMI for:
 - Individuals 18 or older who request or consent to a determination
 - Individuals 17.5 who are currently receiving behavioral health services in preparation for behavioral health services as an adult
 - Individuals ordered to undergo a determination by/through a Superior Court in Arizona
 - Clinical decertifications for individuals with an SMI designation
- The current vendor is Solari Crisis & Human Services, Inc. (previously called Crisis Response Network)
 - Contract January 1, 2019 - September 30, 2023

Purpose

- Maintain and improve the standardized processes in place to determine SMI eligibility to ensure that individuals who may be eligible for an SMI designation are promptly identified and enrolled for services
- Ensure SMI eligibility criteria obtained through a behavioral health referral is applied consistently



Current Contract Responsibilities

Overview of Current Responsibilities

- Vendor responsibilities include but are not limited to:
 - Maintaining a web-based application for health plan and provider use for submittal of evaluation packet information
 - Rendering SMI Eligibility Determinations within specified timeframes
 - Reviewing SMI Clinical Decertification requests and rendering a determination within timeframes
 - [AMPM Policy 320-P Serious Mental Illness Eligibility Determination](#)
 - Attachment A, Serious Mental Illness Eligibility Determination Form
 - Attachment B, Serious Mental Illness Qualifying Diagnosis
 - Attachment C, Administrative Serious Mental Illness Decertification Form
 - Reporting SMI Eligibility Determination information to the AHCCCS SMI Web Portal
 - Providing training and education to stakeholders and community members
 - Grievance resolution and SMI Eligibility Determination Appeals

Overview of Current Responsibilities

- Collaborating with AHCCCS and a qualifying Health Information Exchange (HIE) Organization to target efforts to specific areas where Health Information Technology (HIT) and HIE can bring significant change and progress as identified
 - The HIE connects the electronic health record (EHR) systems of providers and clinicians allowing them to securely share patient information and better coordinate care
 - In Arizona, Medicaid Health Plans and providers use Health Current, a health information exchange organization (HIO) to securely share patient information

Anticipated RFP Timeline

SMI ELIGIBILITY DETERMINATION RFP	
ISSUE RFP	October 5, 2022
RFP VENDOR QUESTIONS DUE from Prospective Offerors (by 5:00 p.m. Arizona Time)	October 14, 2022
VENDOR PROPOSALS DUE (by 3:00 p.m. Arizona Time)	December 6, 2022
AWARD	March 7, 2023
IMPLEMENTATION/EFFECTIVE DATE	October 1, 2023

How to Stay updated on the RFP

- RFP Bidders' Library
 - Visit to obtain RFP Information: [YH23-0001 – SMI Eligibility Determination RFP - BIDDERS' LIBRARY \(azahcccs.gov\)](https://www.azahcccs.gov/BIDDERS'LIBRARY/YH23-0001-SMI-Eligibility-Determination-RFP)
- Email notifications
 - Sign up to receive updates: [SMI Eligibility Determination RFP](https://www.azahcccs.gov/SMI-Eligibility-Determination-RFP)



Stakeholder Input

Proposed Addition of SED Eligibility Determinations

Individuals Who May Have a Serious Emotional Disturbance (SED)

- AHCCCS is evaluating the benefits and limitations of incorporating a Serious Emotional Disturbance (SED) eligibility determination for youth up to the age of 18 similar to the SMI determination process into this procurement
- AHCCCS may expand the responsibility of the vendor to include eligibility determinations for individuals who may have an SED

Individuals Who May Have a Serious Emotional Disturbance (SED)

Designation definition applies to:

- Individuals from birth until the age of 18 who:
 - Currently, or at any time during the past year, have met criteria for a mental disorder, **and**
 - Display functional impairment that substantially interferes with or limits their role or functioning in family, school, employment, relationships, or community activities.

SED Eligibility Determinations - Current Practice

- A member's provider is responsible for making the SED determination
- Criteria varies across geographic service areas though is based on AHCCCS definition of SED
 - No standardized criteria established across the different regions of the state, problematic especially for Non-RBHA plans' membership
 - Funding dedicated to SED population can be spent differently
 - Children who may qualify for additional grant funded services could be missed

SED Eligibility Determinations - Current Practice

- Current practice for SED designation varies across the state
- The decision of SED eligibility is largely the responsibility of the clinician completing the evaluation
- SED designated children are a population with special health care needs, and can receive additional services (those not covered through Title XIX funding) through the Mental Health Block Grant (MHBG)
- See [MHBG FAQ document](#)

Proposed Addition of SED Eligibility Determinations

- Provides standardized criteria and definition for SED designation
- Allows for clinicians to follow a similar process to what currently exists for SMI eligibility determinations
- Allows final designation to be made by the determining entity
- Creates a method to track service and member needs, as well as use of MHBG funding more accurately
- Creates consistency in application of eligibility process statewide

AHCCCS is Seeking Stakeholder Feedback

- What is your experience with the current SED process and your recommendations regarding the adoption of an SED determination process?
- What should AHCCCS be considering as part of this proposal?
- How can the SED eligibility determination process be improved:
 - For applicants and providers?
 - Through education and training for health plans, providers, and the community?
 - Regarding SMI eligibility grievance and appeal processes?
 - Through collaboration with other entities/organizations, such as, Tribal Liaisons, IHS-638 facilitates, and the Justice System?
 - Regarding exchange of behavioral health assessments with the vendor?

How to Submit Feedback

- Stakeholders may submit feedback via email to: SMIRFP-Feedback@azahcccs.gov
- Feedback timeframe extended; feedback will be accepted until **July 31, 2022, 5:00 p.m. MST**



SMAC Members

Open Discussion, Comments and Questions



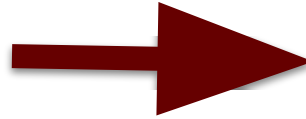
988 Update

Anne Ngamsombat
Crisis Coordinator

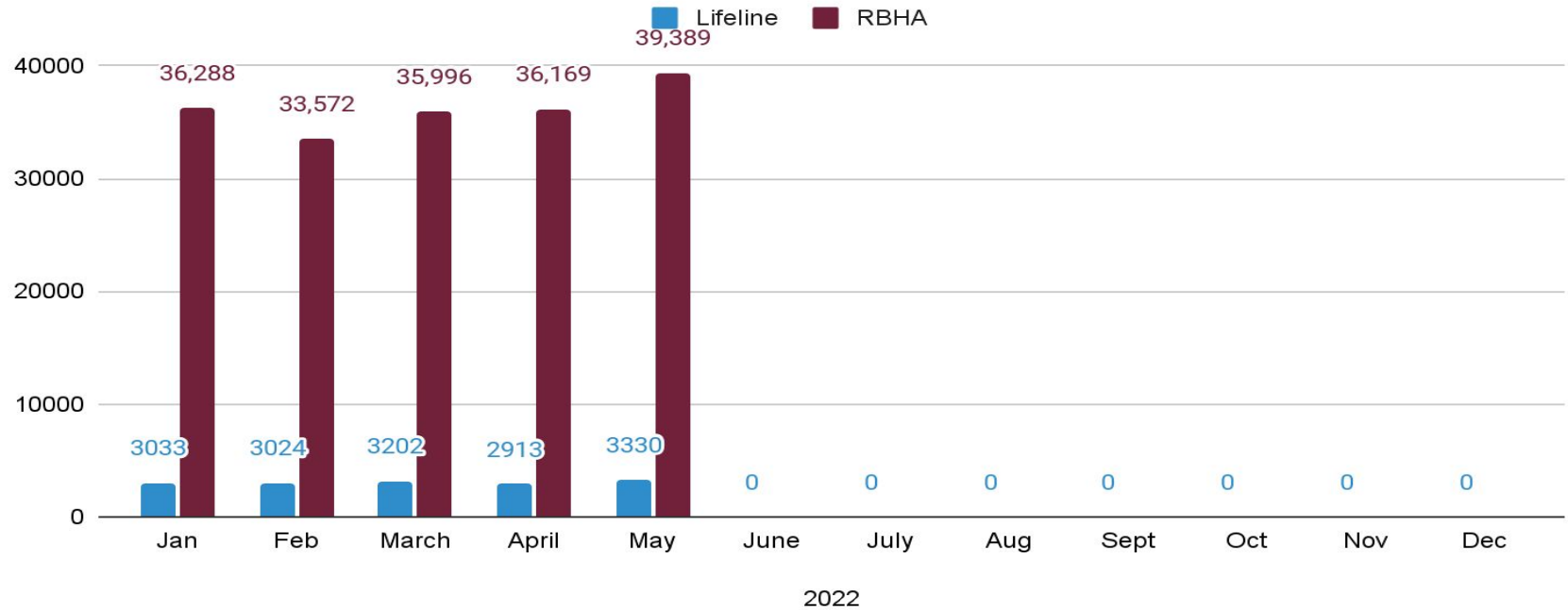
Division of Grants Administration

988 Implementation

Go-live date is July 16, 2022



2022 Lifeline Center Calls vs. RBHA Call Center Calls



Arizona 988 State and Territory Cooperative Agreements Grant

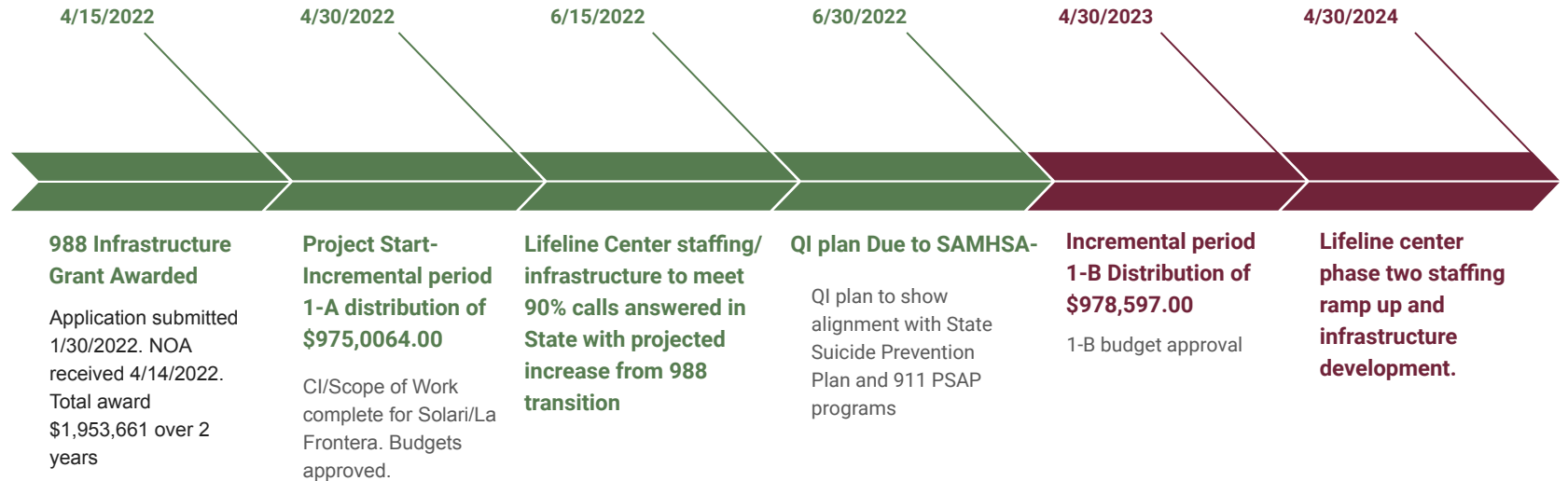
In order to effectively implement 988 standards within Arizona, AHCCCS applied for the 988 State and Territory Cooperative Agreement offered by Substance Abuse and Mental Health Services Administration (SAMHSA), for States and Territories to Build Local 988 Capacity. The purpose of this cooperative agreement is to improve state and territory response to 988 contacts originating in the state/territory by:

1. recruiting, hiring and training behavioral health workforce to staff local 988/Lifeline centers to respond, intervene, and provide follow-up to individuals experiencing a behavioral health crisis;
2. engaging Lifeline crisis centers to unify 988 response across states/territories; and
3. expanding the crisis center staffing and response structure needed for the successful implementation of 988.

It is expected that this grant will:

1. ensure all calls originating in a state/territory first route to a local, regional and/or statewide Lifeline crisis call center;
2. improve state/territory response rates to meet minimum key performance indicators; and
3. increase state/territory capacity to meet 988 crisis contact demand.

Arizona 988 State and Territory Cooperative Agreements Grant



Arizona 988 Marketing ADHS/AHCCCS

The Federal Government is not providing block funding to advertise the new 988 number at this time. ADHS will seek to fill this gap by using existing suicide prevention funding to mount a statewide, multi-modal advertising campaign. The 988 national crisis line rollout will be the most significant initiative for the ADHS 2022- 2023 Arizona Suicide Prevention Action Plan.

Planning priorities:

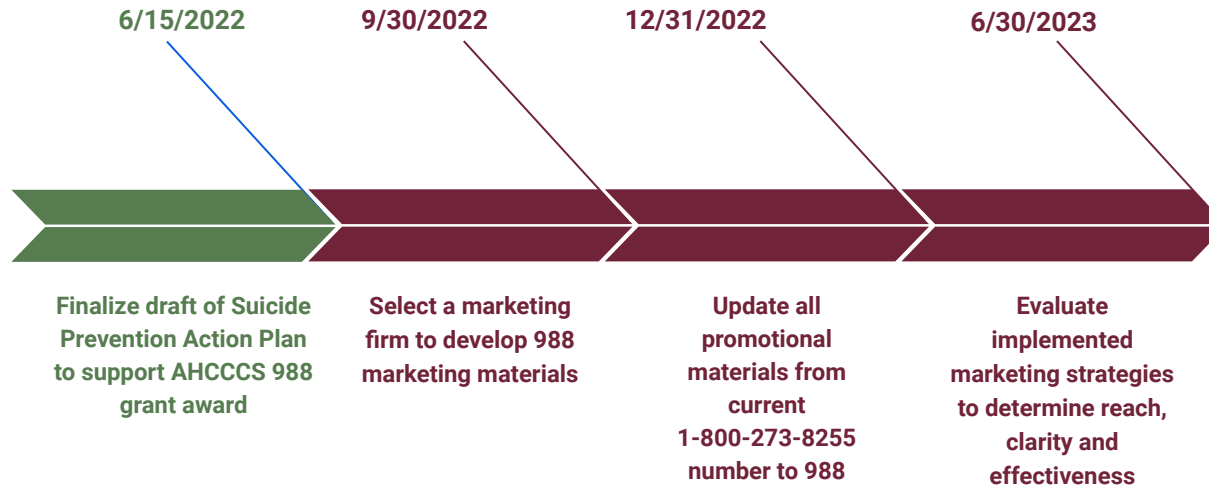
- Increasing awareness of the new, dial-anywhere number will allow an Arizonan in crisis to connect to help no matter where they are.
- Creating messaging and coordinating for an exhaustive awareness campaign.

Arizona 988 Marketing ADHS/AHCCCS

ADHS will partner with AHCCCS in order to fund a campaign advertising the 988 crisis number in Arizona. Goals/Timeline:

- By 15 June 2022, finalize draft version of the 2022-2023 Arizona Suicide Prevention Action Plan in order to support AHCCCS 988 grant award
- By 30 September, 2022, select marketing firm to develop desired marketing materials
- By 31 December 2022, update all promotional materials from the current 1-800- 273-8255 number to 988
- By 30 June 2023, initiate minimal marketing strategies during capacity building phase and evaluate implemented strategies to determine reach, clarity, and effectiveness
- (continuous) Serve on the 988 Advisory Committee to guide 988 planning and implementation efforts

988 ADHS Advertising Timeline



Resources / Contact

- AHCCCS Crisis Services Website:
azahcccs.gov/BehavioralHealth/crisis.html
- AHCCCS Crisis Services FAQs:
azahcccs.gov/AHCCCS/Downloads/ACC/View_Crisis_System_FAQs.pdf
- 988 Fact Sheet: www.fcc.gov/sites/default/files/988-fact-sheet.pdf
- Arizona Suicide Prevention website: azhealth.gov/suicide
- Contact: Anne Ngamsombat- Crisis Coordinator
Anne.Ngamsombat@azahcccs.gov



SMAC Members

Open Discussion, Comments and Questions



SMAC Membership Discussion

Desiree Greene
Division Project Manager
Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

SMAC Member Nomination Announcement

- There is one open committee position due to the three consecutive term limit, as outlined in the SMAC bylaws
- This referenced seat will be for a provider/professional member representative on the committee
- Per bylaw language, all vacancies will be filled with a majority vote during a SMAC voting session, and the appointment process occurs annually in October
- The SMAC membership is limited to those positions identified on our website, located here:
<https://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/smac.html>. The SMAC Bylaws are also listed on this website for you to review at your convenience

*Thank You,
Gina Judy*

SMAC Member Nomination Review

- The SMAC receives many nominations for consideration throughout the year
- The SMAC Liaison saves and prepares the nominations for submission to the subcommittee in accordance with the bylaws
- The subcommittee makes recommendations to Director Snyder for her consideration to use those recommendations to move forward with a formal majority vote of the SMAC during an open meeting

SMAC Member Nomination Next Steps

- The SMAC Liaison will begin accepting applications today, July 13th
- The cutoff date for applications will be 5 pm on Monday, August 29th
- Submissions can be sent to :
dcaircommunityaffairs@azahcccs.gov.
- The Membership Subcommittee will reconvene within two weeks of August 29th to begin reviewing applications and preparing their recommendations to Director Snyder
- The newly nominated member will be reviewed and a public vote will take place during the October 12th meeting



Call to the Public

2022 SMAC Meetings

**Per bylaws language, SMAC meetings are to be held during the 2nd
Wednesday of
January, April, July and October from 1:00 p.m. - 3:00 p.m**

2022 SMAC Meetings

January 12, 2022

April 13, 2022

July 13, 2022

October 12, 2022

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Handle:

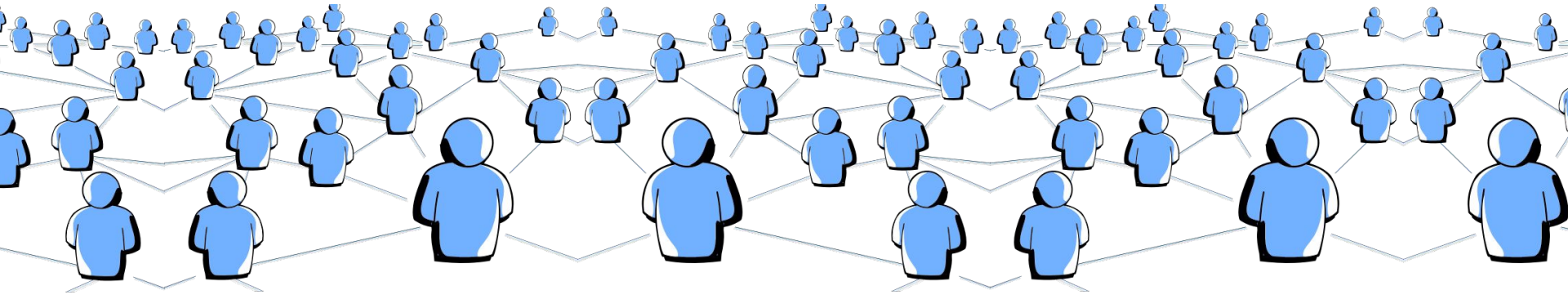
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

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

Channel:

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



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!