



Welcome to training for: Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness?

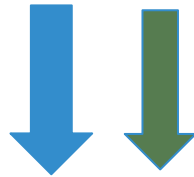
You were automatically muted upon entry.
Please only join by phone or computer.
Please use the chat feature for questions or raise your hand.

Thank you.

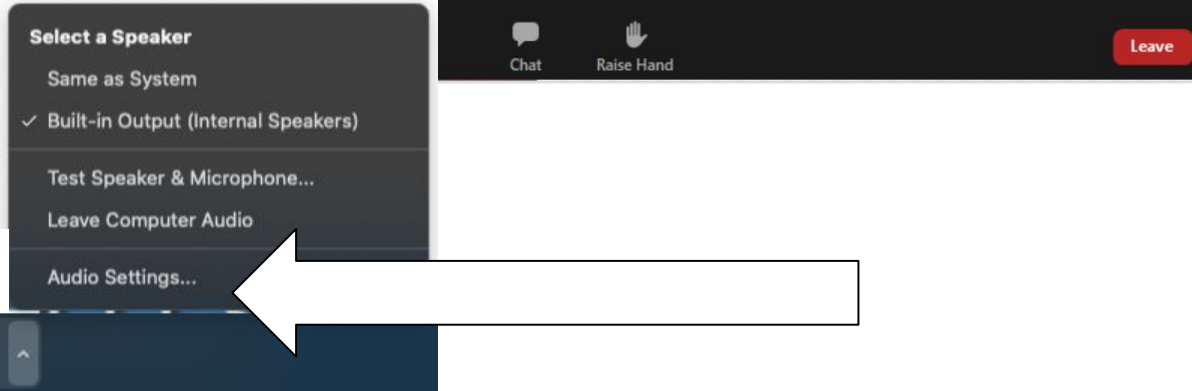


Zoom Webinar Controls

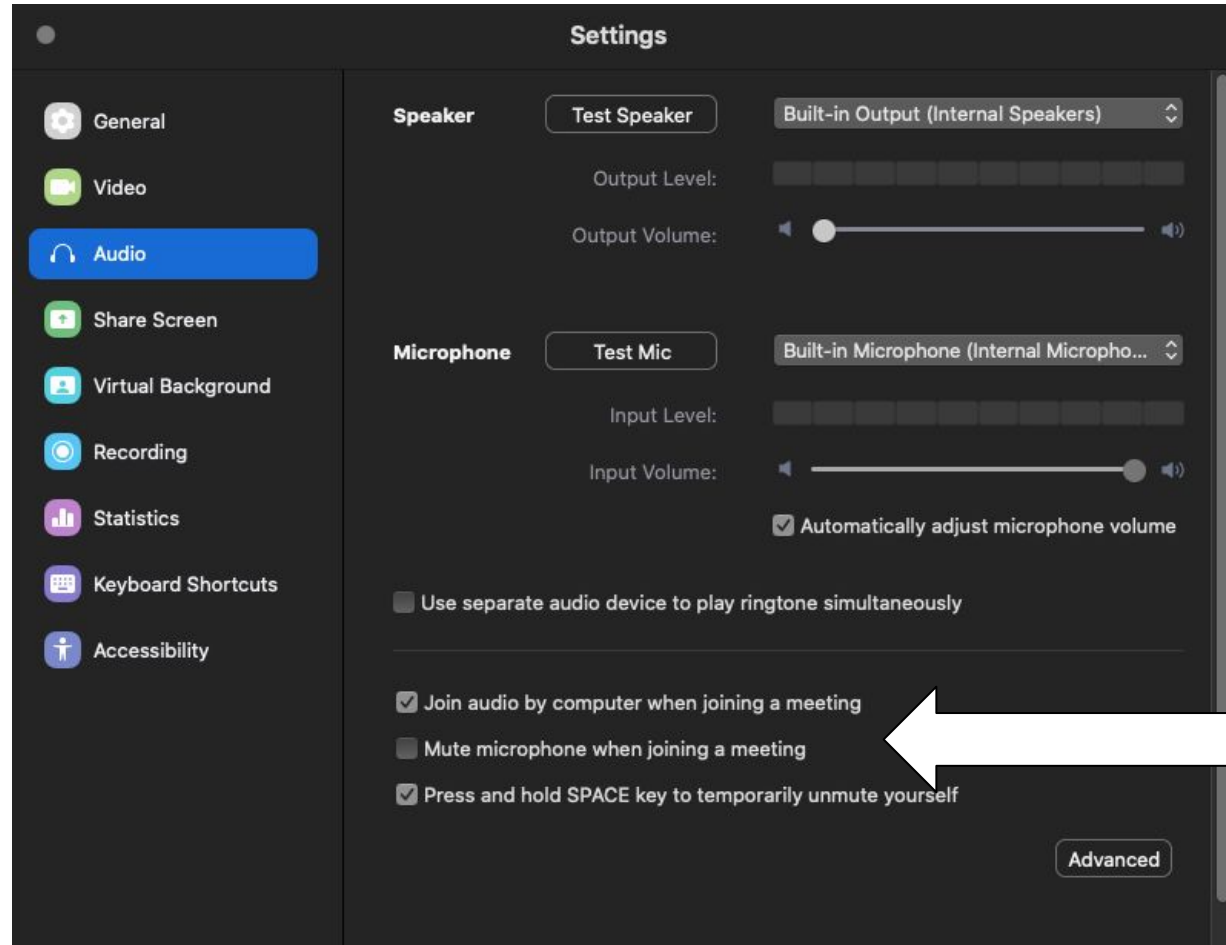
Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.



Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' selected and highlighted in blue. The main content area is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for the output device (set to 'Built-in Output (Internal Speakers)'), an 'Output Level' indicator, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for the input device (set to 'Built-in Microphone (Internal Micropho...)'), an 'Input Level' indicator, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are several 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 from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox. At the bottom right of the settings window is an 'Advanced' button.

Settings

General
Video
Audio
Share Screen
Virtual Background
Recording
Statistics
Keyboard Shortcuts
Accessibility

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

Welcome!

What to expect during the training:

- Information regarding the assessment, criteria and functions of Special Assistance for members designated with a Serious Mental Illness (SMI),
- Real-time answers to Special Assistance 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 following the training,
- Contact information for the OHR for questions on other topics, and
- Each participant will receive a survey link.





Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness?

Presented by: The Office of Human Rights (OHR) & The Office of Individual and Family Affairs (OIFA)

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

January 26, 2023



Agenda

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



[AHCCCS Acronyms Guide](#)



Overview

Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Alex Demyan

DCAIR Deputy Assistant Director

DCAIR Departments

The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our members, family members 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 Member Engagement

Office of Human Rights (OHR)

Advocacy for persons with a Serious Mental Illness

Federal Relations and Communications (FRAC)

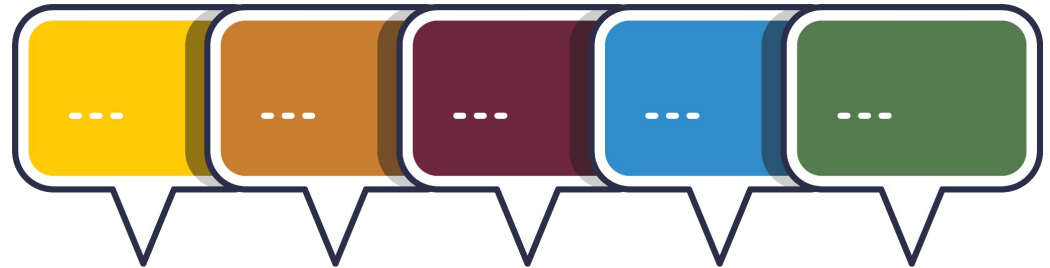
Waiver, State Plan, Tribal Relations, and Communications

DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from members, 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.





Overview

The Office of Human Rights (OHR)

Denard Stewart, OHR Advocate

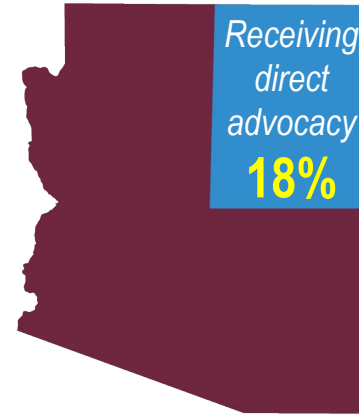
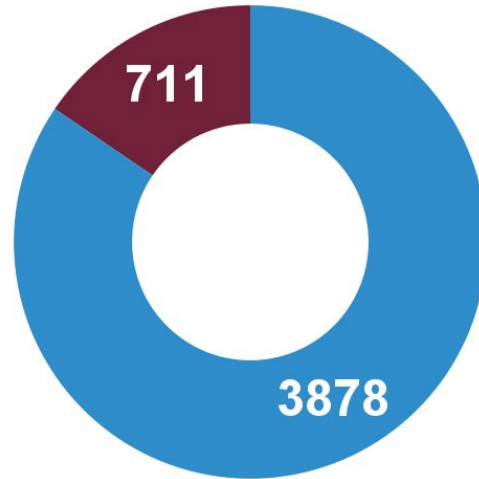
The Office of Human Rights

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 Data as of January 1, 2023

- Total Special Assistance Members
- Served Directly by OHR





Special Assistance

Andrea Sitter, OHR Advocate

Special Assistance



The support provided to a member designated with a SMI who is determined as 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 cognitive or intellectual impairment and/or medical condition.

Special Assistance Criteria

- The person has an SMI designation,
- The person has a court appointed guardian, or
- The person is unable to do any of the following:
 - Communicate preferences for services,
 - Participate effectively in service planning (ISP) or inpatient treatment and discharge (ITDP) planning, or
 - Participate effectively in the appeal, grievance, and/or investigation processes.



Read more about Special Assistance criteria in the [AMPM 320-R](#).

Special Assistance Criteria

The description of the member's limitations must be linked to a behavioral health diagnosis resulting in one or more of the following categories:

1. Cognitive barrier/limitation (significantly diminished capacity),
2. Language barrier (an inability to communicate that extends beyond what an interpreter/translator can address),
3. Medical issue (including, but not limited to, severe psychiatric symptoms that affect communication/cognition),
4. Intellectual capacity (significantly diminished capacity), or
5. Guardianship: Members who are under a general (not limited) guardianship have been found to be “incapacitated” and automatically meet criteria.

Read more about Special Assistance criteria in the [AMPM 320-R](#).

What the Criteria is Not

- Per AMPM 320-R, criteria shall not include an individual who:
 - Needs things explained in more basic terms,
 - Is able but not willing to participate in treatment, service planning, ITDP, the appeal, grievance or investigation processes,*
 - Can speak and advocate for themselves but interpersonal issues make coordination of care and treatment planning challenging,
 - Needs more regular and effective engagement from the treatment team, or
 - Has a special need, (e.g., unable to read or write, needs an interpreter).

*It is important to distinguish **unable** from **unwilling** while determining if a person meets criteria for Special Assistance. Resources on Special Assistance criteria are available on our [website](#).

Read more about Special Assistance criteria in the [AMPM 320-R](#).

Who Can Assess for Special Assistance

The following may determine an individual to be in need of Special Assistance per [the Arizona Administrative Code](#) and [AMPM 320-R](#):



- Qualified Clinician
- Case Manager
- Clinical Team
- Regional Behavioral Health Agreement (RBHA) and Tribal Regional Behavioral Health Authority (TRBHA)
- Program Director of a subcontracted provider
- AHCCCS Deputy Director
- Administrative Hearing Officer

When to Assess for Special Assistance

At a minimum, and ongoing basis, this shall occur at the following stages:

- Assessment and annual updates,
- Development of, or update to the service plan
- Admission to a psychiatric inpatient facility,
- Development of or update to an ITDP, and
- Initiation of the grievance or investigation processes:
 - Filing of an appeal, and
 - Existence of circumstances and/or other contributing factors which may be a basis for a grievance, an investigation, or an appeal.



Required Assessments and Notifications



- All members with a SMI designation must be assessed for Special Assistance.
- When an individual is identified as meeting criteria for Special Assistance, notification to the OHR is required.
- Notifications are submitted via the [AHCCCS Quality Management/OHR Special Assistance Portal](#) and are required within five business days of an individual meeting Special Assistance criteria.

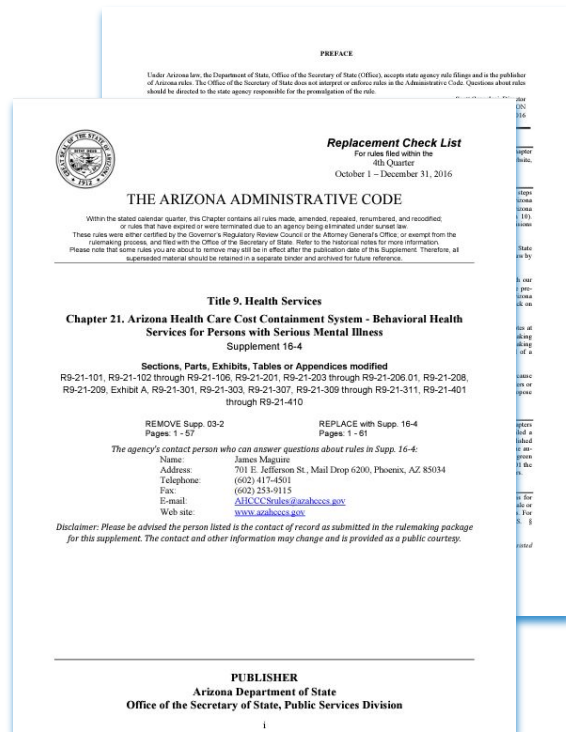


Why Assess for Special Assistance?

Autumn Ross, OHR Advocate

Required by the Arizona Administrative Code

- In the public behavioral health system in Arizona, individuals living with an SMI have specific rights, including civil rights and other legal rights, in accordance with the Arizona Administrative Code for the [Rights for Individuals Living with a Serious Mental Illness](#).
- Assessing for Special Assistance is a right and requirement as specified in R9-21-301-C.1.A from the Arizona Administrative Code.



Required by 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 the policy on Special Assistance for members living with a SMI.

The screenshot displays the AHCCCS Medical Policy Manual (AMPM) website. At the top, there is a navigation menu with tabs for HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS?. Below the navigation, the page title is "AHCCCS Medical Policy Manual (AMPM)". A dropdown menu is open, showing "Oversight of Health Plans" and "Governmental Oversight". The main content area features a table of contents with the following items:

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					

Improves Resiliency

Assessing to identifying members who meet criteria for Special Assistance ensures the person has the support necessary for:



- Communicating preferences for services,
- Participating effectively in ISP or ITDP planning,
- Participating effectively in the appeal, grievance, investigation processes,
- Promoting the use of the [Nine Guiding Principles](#),
- Advancing the Rights of individuals living with a SMI, and
- Navigating Arizona’s integrated behavioral health delivery system.



The Role of Meeting the Special Assistance Needs

Dijana Hastings, Data and Policy Manager

Designated Representative & Health Care Decision Maker



Health Care Decision Maker (HCDM) - An individual who is authorized to make health care treatment decisions and is sometimes filled by guardians. Refer to [AHCCCS Contract and Policy Dictionary](#).



Designated Representative (DR) - An individual, parent, guardian, relative, advocate, friend, 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](#). A DR may also be referred to as a "natural support" or Advocate.

HCDM, also known as guardians, differ from the DR due to their legal authority to make treatment decisions. The DR serves as a "loud speaker" to echo the member's voice until such time they no longer meet criteria.

The Role of the Person Meeting Needs

The role relies heavily on ongoing involvement with the member and clinical team to support informed choice, protection of rights and development of self-advocacy, to the greatest extent possible and shall align with the member's decisions. The role includes:

- Ongoing Involvement
- Knowing the resources
- Collaboration with a focus on the team approach
- Participating and advocating during team meetings
- Attending inpatient discharge planning meetings
- Assisting with grievances and appeals when necessary
- Aid in Maintaining regular contact with the clinical team



When an OHR Advocate is Assigned

The OHR determines who will meet the needs upon receiving a Special Assistant notification and will assign an OHR Advocate to fulfill the advocacy role on the members' behalf, if no one is identified. The OHR will provide the following to members assigned:



- Direct advocacy
- Education and resources
- Ongoing communication and involvement
- Preparation and participation
- Follow-up on implementation of services



The Benefits of Advocacy, Education and Support

The Benefits: Advocacy, Education and Support

- Supports individualized services
- Promotes person-centered and continuity of care
- Ensures appropriate referrals
- Fosters the team approach
- Advances an individual's right to receive behavioral health services
- Educates members and the community about rights and violations
- Closes communication gaps
- Reduces stigma
- Encourages voice and choice



Some treatment planning decisions are made on behalf of members if they have a Health Care Decision Maker (HCDM), as previously defined and in the [AHCCCS Contract and Policy Dictionary](#)

Reassessment Process and Results for Special Assistance

Re-assessment is to be completed on an ongoing basis, but minimally at the following stages:

- Development and review of the ISP,
- Admit or discharge to/from an inpatient psychiatric setting,
- ITDP, and
- Investigation, grievance or appeal process.

A person who meets criteria for Special Assistance at one time may no longer need the extra support upon a re-assessment.



Successful transitions to self-advocacy



*Successful transitions to self-advocacy
for those served by a Natural Support*

OHR Formal Action in 2022

This graph represents the tandem support OHR provided to advance self-advocacy and skills to navigate the behavioral health delivery system.

Action Initiated by OHR	Total 2022
<i>SMI Grievances</i>	212
<i>Potential Quality of Care (QOC)/referrals</i>	5
<i>SMI Appeals</i>	80
<i>Letters Noting Concerns (LNC)</i>	72



[Additional Actions by the Office of Human Rights](#)

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



Overview

The Office of Individual and Family Affairs (OIFA)

Jamie Green

OIFA Health Care Advocacy Coordinator

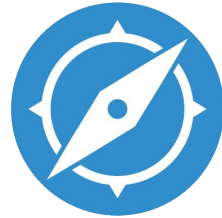
OIFA Mission

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 members and family members in the public health care system. OIFA is dedicated to three core areas:



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

Member 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/AHCCCScalendar.html>



Advocacy Resources

Denard Stewart, OHR Advocate

Self-Advocacy Tools

AHCCCS
OFFICE OF HUMAN RIGHTS

Your Rights While You Are Inpatient

The intent of this education in Arizona is published as a subtitle law firm.

As a person determined to be in Arizona's public behavioral health system, you have the right to:

- Right to wear glasses
- Right to reason
- Unrestricted right to communicate
- Right to visit an emergency, when necessary
- Right to be free
- Right to be informed
- Right to be assisted

*Unless you are under a specific court order or program.

Keep in mind that the law:

- Abuse & Neglect
 - Staff must not exploit you
 - Staff cannot use force
- Seclusion & Restraint
 - You can only be physically restrained
 - You have the right to refuse
 - Seclusion or restraint is not a punishment
 - While in restraint, you must be provided with food, water, and bathroom breaks as needed
 - You must be released as soon as possible

In Arizona, the law also prohibits the use of physical force or restraint on a person with a mental illness.

- A danger to self
- A danger to others
- Chronic disability
- Permanently or severely disabled by a mental illness

AHCCCS
OFFICE OF HUMAN RIGHTS

The Individual Service Plan Process for members living with a Serious Mental Illness (SMI) and receiving services through the Arizona Public Behavioral Health System

The intent of this publication in the Arizona public behavioral health system is intended as a subtitle law firm.

AHCCCS
OFFICE OF HUMAN RIGHTS

AHCCCS Administration Division of Community Advocacy and Intergovernmental Relations Office of Human Rights

SMI Complaints, Appeals, and Grievances

The Office of Human Rights in the public behavioral health system provides advocacy to individuals to help them understand their rights, facilitate self-advocacy, and ensure that their rights are protected.

AHCCCS
OFFICE OF HUMAN RIGHTS

Your Rights in Arizona as a Person determined to have a Serious Mental Illness (SMI)

The intent of this brochure is to provide general information to individuals determined to have a Serious Mental Illness in Arizona's public behavioral health system regarding their rights. It is not intended as a substitute for individual guidance or advice. Additionally, the AHCCCS/OHRC, Office of Human Rights is not a law firm.

Your Rights: Civil & Other Legal Rights

Individuals determined to have a Serious Mental Illness (SMI) in Arizona have general rights and also rights contained in the Arizona Administrative Code at Title 5, Chapter 21 (RS-21-101 et seq.), commonly referred to as the "SMI Rules" at http://legis.az.gov/acsc/public_services/Title_5RS-21.pdf.

Civil and Other Legal Rights

As an individual determined to have a Serious Mental Illness, you do not lose basic legal rights. Each individual has civil and legal rights (A.A.C. RS-21-201, 202, 203, & 211 lists many of them), primarily the right to:

- Privacy
- Religious freedom
- Communicate*
 - reasonable access to a telephone
 - send and receive unopened and unopened mail
- Associate with others of your choice*
- Be visited and visit with others*
- Acquire, retain and dispose of personal property*
- Enter into contracts*
- Hold professional or occupational licenses*
- Hold a driver's license*
- Register to vote and vote*
- Marry, obtain a divorce, have a family, live in the community of your choice, handle your personal and financial affairs*
- Be free from unlawful discrimination on the basis of race, creed, religion, sex or physical or mental disability
- Be informed of your rights, in a language and in terms you understand best.

*Unless under a general guardianship (Please note that in limited guardianships, the court can leave some rights in place and take others away. Look at the specific order for details).

Informal Complaint:

This is the least serious supervisor in an attempt person, over the phone. This is not the problem.

Formal Complaint:

A formal complaint. Although complex, if you are dissatisfied with the Resolution (ORU) Unit.

SMI Appeal*

*See AHCCCS OHR <http://www.azohr.org>

An appeal is a formal request for review of individual service, fees, assessment, or other. (A.A.C. RS-21-201, 202, 203, or the Office of Grievance records).

Generally, an appeal is processed within 30 days of the date of the appeal.

Your services will be modified or terminated if you do not accept the modification or termination.

After an appeal is filed, you will receive a written decision. If the issue is not resolved, you may file a grievance.

At the administrative law judge's decision (in writing):

- You should not be given medication that is unnecessary or is excessive.
- You can only be secluded (placed in a room from which you are not allowed to leave) and/or restrained (bed down with straps, physically held or given medication to control behavior/restrict movement temporarily) under limited circumstances (RS-21-202)
 - when you are an immediate danger to yourself or others,
 - other staff has unsuccessfully made other attempts that are less restrictive, and
 - only until the danger has passed and you and others will be safe.
- Staff cannot use seclusion or restraint as a convenience for them or to discipline, coerce, or retaliate against you.
- You should be free from abuse—physical, sexual, and verbal, which includes:
 - staff must protect you from abuse, neglect, exploitation, mistreatment and commercial exploitation
 - staff cannot use corporal punishment or unreasonable force.
- You have the right to file a grievance or an appeal. Staff cannot retaliate against you for reporting rights violations or dissatisfaction with or access to services.

- Provides education on SMI rights in policy and code.
- Advances voice and choice.
- Facilitates collaboration and advocacy which begins with each and everyone of us!

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

Sources for Feedback

AHCCCS/DCAIR facilitates community forums, listening sessions and trainings to educate and solicit community feedback. We do so in many different ways such as public comments on policy, Q&A with the community, calls received by the Advocate of the Day (AOD), other departments at AHCCCS such as the Office of Individual and Family Affairs (OIFA), in addition to trainings like this.



Community Education

DCAIR has hosted six community education sessions in 2022 on a variety of topics which has resulted in providing education and engagement with over 1700 attendees in the following trainings:

- SMI Rights for Individuals Living with a Serious Mental Illness,
- Court-ordered Evaluation and Court-ordered Treatment 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,
- The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness, and
- The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness.

The feedback and questions we receive inspires additional training, updates to our website and the development of one-pagers to share with the community.

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



AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website

Learn more about coronavirus (COVID-19)

AHCCCS
Arizona Health Care Cost Containment System

ENHANCED BY Google
Advanced search

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

Behavioral Health Contractor Changes Coming Oct. 1

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 Français Русский

فارسی מודרנית Ndée

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



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

**Health-e-
Arizona PLUS**

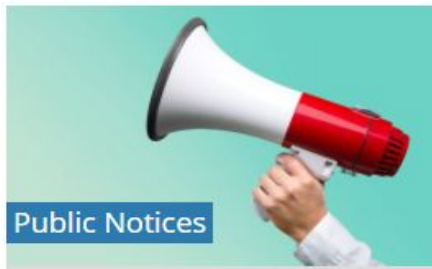
Apply Now

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

Oversight of Health Plans

- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Operational Reviews
- Quality and Performance Improvement
- Request to Lift Enrollment CAP
- System Of Care

Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals
- County Acute Care Contributions

Health Plan Report Card

Reports

- Dashboards
- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports

Solicitations & Contracts

- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Public Health

- COVID-19 Information
- Monkeypox Virus and Vaccination Information

Guides - Manuals - Policies

Training

- Fee-for-Service Provider Training
- MCO Provider Training

Grants

- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- COVID-19 Information
- Description of AHCCCS Programs
- Director's Biography
- News & Press Releases
- Strategic Plan



Initiatives

- AHCCCS Whole Person Care Initiative (WPCI)
- AHCCCS Complete Care
- Care Coordination & Integration
- Payment Modernization
- Health Information Technology (HIT)
- Private Sector Partners
- Targeted Investments
- Electronic Visit Verification
- Accessing Behavioral Health Services in Schools
- AHCCCS Works Community Engagement Program
- Emergency Triage, Treat and Transport (ET3)

Public Notices

Program Planning

Healthcare Advocacy

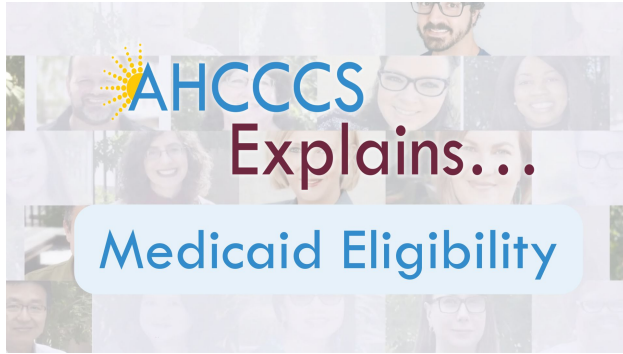
- Mental Health First Aid
- Office of Human Rights
- Office of Individual and Family Affairs
- Resources for Foster/Kinship/Adoptive Families

Committees and Workgroups

Transparency



Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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

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	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Care1st Arizona	1-866-560-4042	Care1st Arizona
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
AHCCCS American Indian HP	1-800-654-8713	American Indians-AIHP
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBHA	1-520-562-3321	Gila River TRBHA
Pascua Yaqui TRBHA	1-520-879-6060	Pascua Yaqui TRBHA
Navajo Nation TRBHA	1-928 871-6000	Navajo Nation TRBHA
White Mountain Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA

Resources: Rule and Statutes

Arizona Administrative Code:

[Rights for Members 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 Members with a SMI - AMPM 320-R](#)

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

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

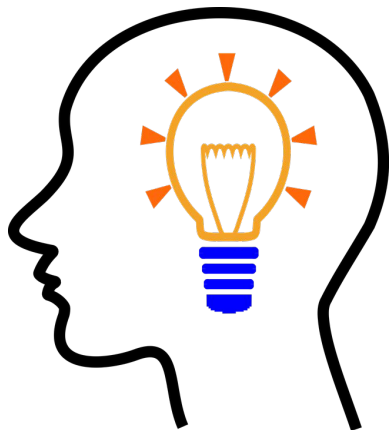
[Case Manager Requirements - AMPM 570](#)

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

Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the course.



2/28	<u>Rights for Individuals Living with a Serious Mental Illness</u>
3/29	<u>Case Management Responsibilities When Providing Service to an Individual Living with a Serious Mental Illness</u>
4/19	<u>The Individualized Service Plan and Why it Matters for Individual Living with a Serious Mental Illness</u>
5/23	<u>The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness</u>
6/21	<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>
7/19	<u>Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness</u>

Upcoming Forums and Events

Housing and Health Opportunities (H2O) Waiver Forum (January):

Tues., 1/31, 11:00 a.m. - noon [Register in Advance](#)

Hot Topics (February):

Mon., 2/13, 11:00 a.m. - 11:30 a.m. [Register in Advance](#)

Waiver Amendment Forum on Former Foster Youth Annual Automatic Renewal (February)

Wed., 2/22, 3:00 p.m. - 4:00 p.m. [Register in Advance](#)

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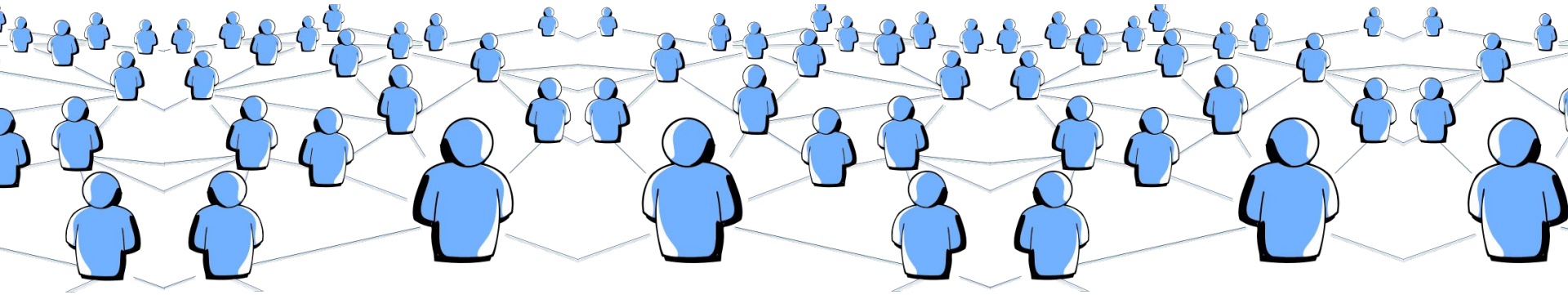
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Questions?

Thank You.