



Welcome to AHCCCS Hot Topics

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

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



Thank you.

Statewide Arizona Crisis Hotline

Call: 1-844-534-HOPE (4673) or

Text: 4HOPE (44673)

Chat: [Solari Crisis Response Network](#)



Arizona Crisis Hotlines by County

Local Suicide and Crisis Hotlines by County

Phone

Maricopa, Pinal, Gila Counties served by Mercy
Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties
served by Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties served by Care1st:
1-877-756-4090

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

Teen Lifeline phone or text: **602-248-TEEN (8336)**



How to access the crisis line in your area

Statewide:

Call: **1-844-534-HOPE (4673)**, Text: **4HOPE (44673)** or

Chat: [Solari Crisis Response Network](#)

North GSA

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

Central GSA

- **Maricopa County, Pinal, Gila:** Mercy Care **1-800-631-1314**

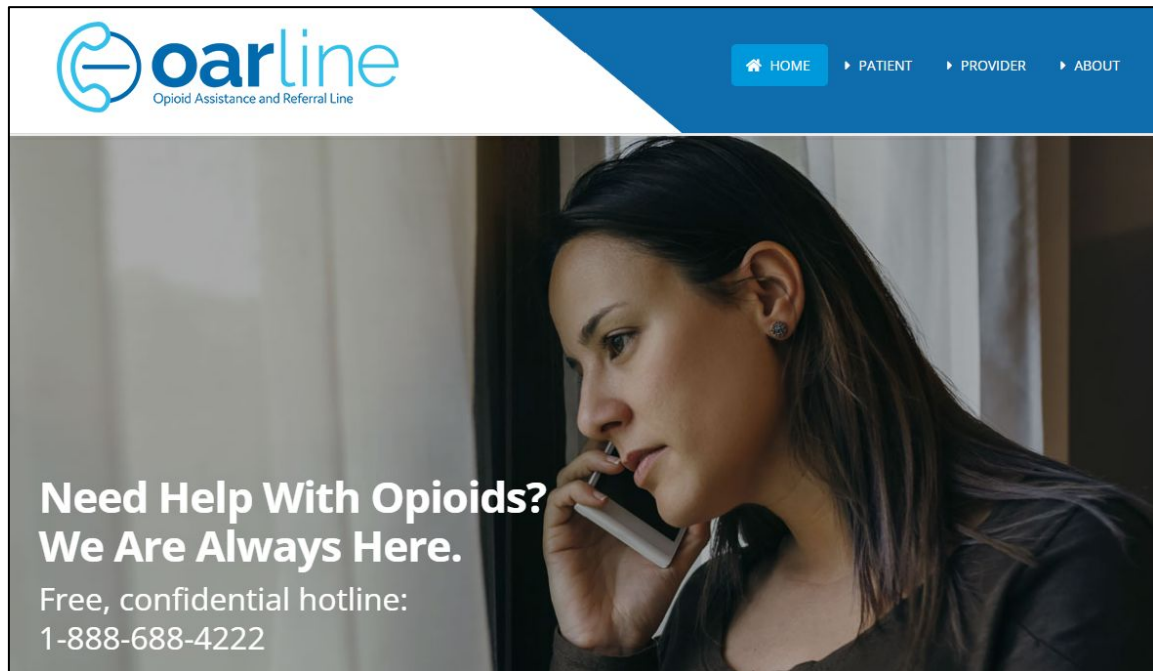
South GSA

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

OARLine

The image shows a screenshot of the OARLine website. At the top left is the logo for 'oarline' with the tagline 'Opioid Assistance and Referral Line'. To the right of the logo is a blue navigation bar with white text links: 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. Below the navigation bar is a large photograph of a woman with long dark hair talking on a mobile phone. In the bottom left corner of the photograph, there is white text that reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'.

Email:

AzOarline@gmail.com

www.azdhs.gov/oarline

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: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and a View link.

Name	Program	Begin Date	End Date
	AHCCCS Medical Assistance	09/01/2021	

Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a laptop displaying the website. 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.

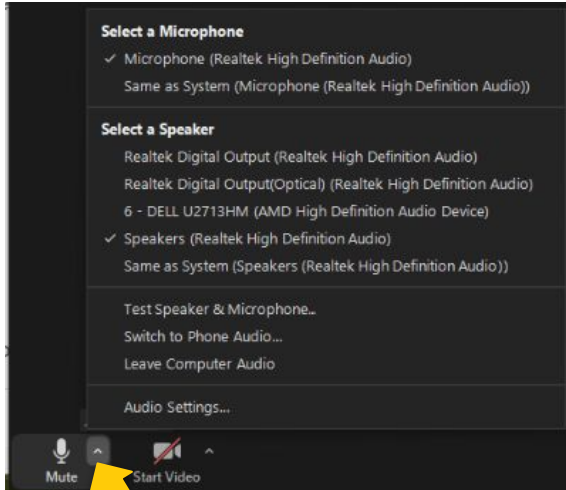
- Other Change

[← Previous](#) [Next →](#)

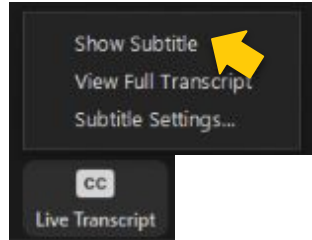
Zoom Webinar Controls

Navigating your bar on the bottom...

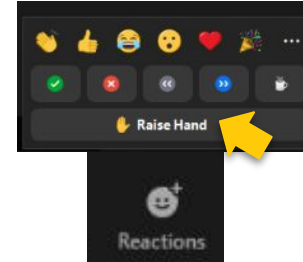
Audio Settings



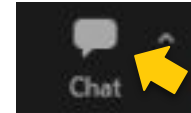
Turn on Closed Captioning



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

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.



Arizona Olmstead Plan

AHCCCS Hot Topics Forum

11/20/2023

Opening Statements

Alex Demyan, MSW

Assistant Director

Division of Community Advocacy
and Intergovernmental Relations



Olmstead v. L.C. (1999)

- The story of the Olmstead case began with two women, Lois Curtis and Elaine Wilson.
- Both had diagnoses of mental health conditions and intellectual disabilities.
- Both voluntarily admitted to the psychiatric unit in the State-run Georgia Regional Hospital.
- Following the women's medical treatment there, mental health professionals stated that each was ready to move to a community-based program.
- Both remained confined in the institution, each for several years after the initial treatment was concluded.
- Both filed suit under the Americans with Disabilities Act (ADA) for release from the hospital.



Olmstead v. L.C. (1999)

- States are required to provide community-based services for individuals with disabilities who would otherwise be entitled to institutional services:
 - State's treatment professionals reasonably determine that such placement is appropriate,
 - The affected person is in agreement with the decision, and
 - The placement can be reasonably recommended, taking into account the resources available to the State and the needs of others who are receiving State-supported disabilities services.

Arizona's Approach

- The Court did not require states to develop a plan, but Arizona chose to do so.
- The population targeted to benefit from the Olmstead Plan are all individuals who may be at risk of institutionalization, including individuals with behavioral health needs and members of the ALTCS program, including Tribal ALTCS programs.



Arizona Olmstead Plan



Arizona Olmstead Plan

Introduction:

- What is the Olmstead decision?
- Arizona's Practice of Advancing Olmstead
- Arizona's 2023 Olmstead Plan In Development
- Evaluation and Transparency
- Concerns About Access to Care

Olmstead Strategies:

- Each Olmstead strategy contains language or space for the following:
 - Objectives
 - Performance Targets
 - Target Dates
 - Progress Summary

Note: Not all Objectives will have Performance Targets

- Some Performance Targets will need to be added later after actions are already taken or data is reviewed
- Sometimes the Objective is the Performance Target

Note: The Olmstead Plan does not include all of AHCCCS' efforts to comply with the spirit and underlying principles of the Olmstead decision

Sample

Strategy #: *TITLE OF STRATEGY LISTED HERE*

Objective #1	Target Date	Performance Targets	Progress Summary
<ul style="list-style-type: none"> • All strategies have Objectives • Some Objectives have Sub-Objectives 	<ul style="list-style-type: none"> • All strategies have Target Dates • Target Dates are anticipated and subject to change 	<ul style="list-style-type: none"> • Many have actionable and measurable Performance Targets listed. • Some Objectives are the Performance Target, so they were not duplicated here. • Others may have Performance Targets added later during the process. 	<ul style="list-style-type: none"> • A few preliminary Progress Summaries are listed that contain information and/or baseline data that we know already. • This is the section that will be updated each quarter to include major progress made. • There does not have to be a Progress Summary written out for each Objective every time the Plan is updated. • For the first Progress Summary, a table will be inserted below each Strategy to accumulate a list of Accomplishments.

Arizona Olmstead Plan - Content Review

Reminder:

You may ask any questions or provide feedback at any time via the Chat function. SMEs will try to answer your questions in Chat after their individual reviews are completed.

You may also wait until the end to submit a Chat question or use the “Raise Hand” feature to come off mute and verbally ask your question/provide your feedback.

#	Strategy
1	Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community
2	Reach-in discharge planning for hospital settings
3	Reach-in discharge planning for the justice system
4	Expansion of HCBS for aging individuals with SMI determinations
5	Workforce Development initiatives
6	High quality network to ensure members are served in the most effective and least restrictive manner
7	Person-centered planning enhancements
8	Aggregated Population Data

Questions



How to Stay Connected With Olmstead

- Visit www.azahcccs.gov/Olmstead. Here, interested parties have the option to:
 - Subscribe to updates to receive the latest news regarding the Olmstead Plan,
 - Receive information about open public comment periods, and
 - Locate the Olmstead email address to share input with AHCCCS at any time.
- Review quarterly updates in the Olmstead Plan. Find out when these updates occur by subscribing to updates via the Olmstead web page.
- Input and feedback on the Olmstead Plan may be provided during any of the above events or sent separately via the Olmstead email address throughout the year (Olmstead@azahcccs.gov).

Follow & Support AHCCCS on Social Media

facebook



LinkedIn

YouTube

Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

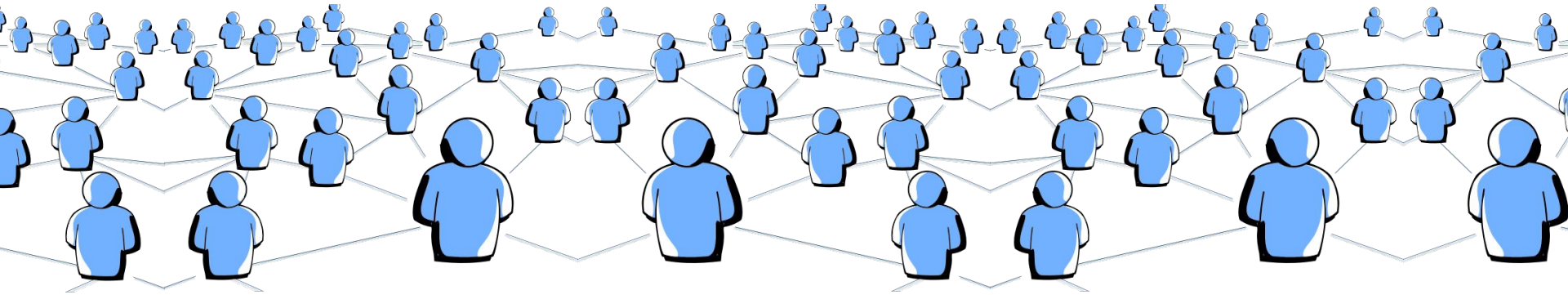
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

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



Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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

Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)



Please take the survey

to help us better
tailor meetings to
meet your needs.