



ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

**Beneficiary Advisory Council
Quarterly Meeting**

Wednesday, March 11, 2026
2:00 – 3:30 pm

Welcome to the AHCCCS Beneficiary Advisory Council New Member Orientation

- While you are waiting test your audio.
- You were automatically muted upon entry.
- Please only join by phone or computer.
- Please use the chat feature for questions and/or comments or raise your hand.

Thank you!



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



Arizona Statewide Crisis Line

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

Text: **4HOPE (44673)**

Start a Chat:

<https://crisis.solari-inc.org/start-a-chat/>

National 988 Suicide & Crisis Lifeline

Call or Text: **988**

Start a Chat: <https://chat.988lifeline.org/>

Webinar Tips



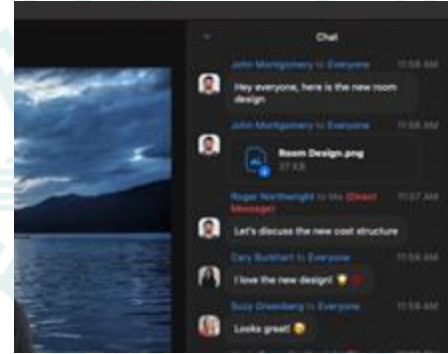
Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use gallery view to all participants.

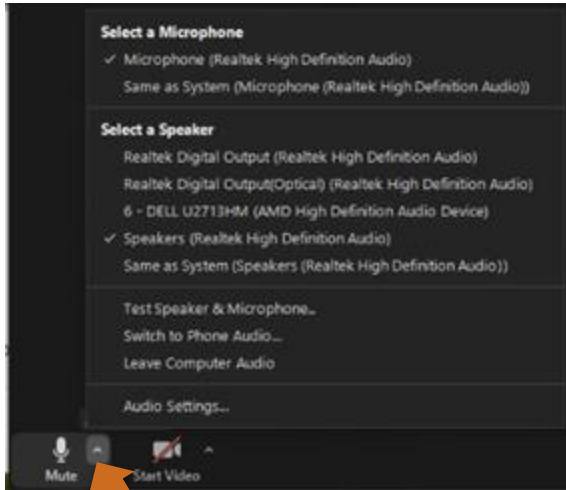


Use Q&A to ask questions or share resources (when applicable).

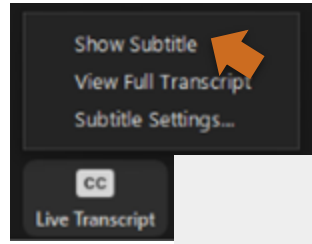
Zoom Webinar Controls

Navigating your bar on the bottom...

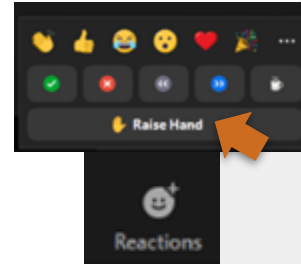
Audio Settings



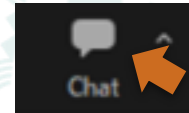
Turn on Closed Captioning



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.

To respect the confidentiality of the participants and the content discussed, the recording will remain private.

Please disconnect from this meeting if you do not agree to these terms.

Welcome and BAC Agreements and Norms



Desiree Greene
BAC and SMAC Liaison
Division of Public Policy
and Strategic Planning

Community Agreements and Norms

- Listen with intent and ask questions.
- Embrace curiosity, collaboration, and seek to understand before being understood.
- Attend meetings, share ideas, feedback, and suggestions.
- Partner with AHCCCS to identify and assess community priorities and develop materials that support outreach and engagement.
- Acknowledge and respect differing views, opinions, and experiences.
- It's okay to not understand or know everything.
- BAC members will ask for what they need to feel good about being here, support each other, and learn together as we go.
- What happens here, stays here. What's learned here, leaves here.

Introduction to the BAC Partners

Name & Role	Division
Roberta Harrison, Interim Director	Office of the Director
Marcus Johnson, Deputy Director	Office of the Director
Desiree Greene, SMAC & BAC Liaison; Project Manager	Division of Public Policy and Strategic Planning
Maria Alvarado, Business Operations Manager	Division of Community Engagement and Regulatory Affairs
Laura Preder, Benefits and Eligibility Specialist	Division of Member and Provider Services
Susan Podshadley, Program Director	Division of Managed Care

Open Discussion



Office of Individual and Family Affairs Empowerment Tools



Susan Kennard

Office of Individual and Family Affairs
(OIFA) Administrator,
Office of the Director

OIFA's Mission

The Office of Individual and Family Affairs (OIFA) promotes recovery, resiliency, and wellness for individuals with mental health and substance use challenges. We build partnerships with individuals, families of choice, youth, communities, and organizations. In collaboration with the OIFA departments at the health plans, we advocate for:

- Ending Stigma,
- Infusing member and family member voice in system design,
- Supporting trauma informed environments,
- Ensuring the availability of peer support and family support services,
- Providing educational resources and opportunities, and
- Assisting with navigating the health care system.

AHCCCS OIFA Team

- **Susan Kennard**
Administrator
- **Chaz Longwell**
Recovery and Resiliency
Programs Coordinator
- **Cynthia Burr**
Children's Behavioral Health
Community Liaison
- **Therese (Teri) Hollaway**
Health Care Advocacy Coordinator
- **Melanie Jensen**
Administrative Assistant

OIFA Key Responsibilities

Member & Family
Engagement

Community
Partnership

Education &
Outreach

Advocacy for
System
Improvements

Why OIFA Matters?

- Required OIFA departments at each of the contracted health plans
- Created "Credentialed Family Support" service option
- Elevated concerns about members with a serious mental illness paying co-pays having to pay co-pays
- Expanded OIFA Team for Foster/Kinship/Adoptive experience
- Tribal reciprocity for Peer and Recovery Support Specialists

What is a One-Pager? "Empowerment Tools"

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM
OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

Be Your Own Advocate

You Have Voice and Choice In Your Health Care Decisions



Voice: You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need. You are a vital part of a service delivery team and an equal partner in the planning and delivery of services.



Choice: You have the right to request covered services and choose where to receive these services within your network.

- Quick easy-to-read resource
- Assist with navigating the system and advocacy.
- Available to everyone
- Fact-checked by AHCCCS Subject Matter Experts (SMEs).
- Over 70 "Empowerment Tools"
- Available in English and Spanish.

OIFA One-Pagers Available on the Website

- Centralized hub for all One-Pagers
- Organized by topic area for quick reference
- DEMO: Brief walkthrough



We Need Your Input

- Is the website organization clear?
- Are the documents clearly labeled?
- Are the topics understandable?
- What topics are missing?



Open Discussion



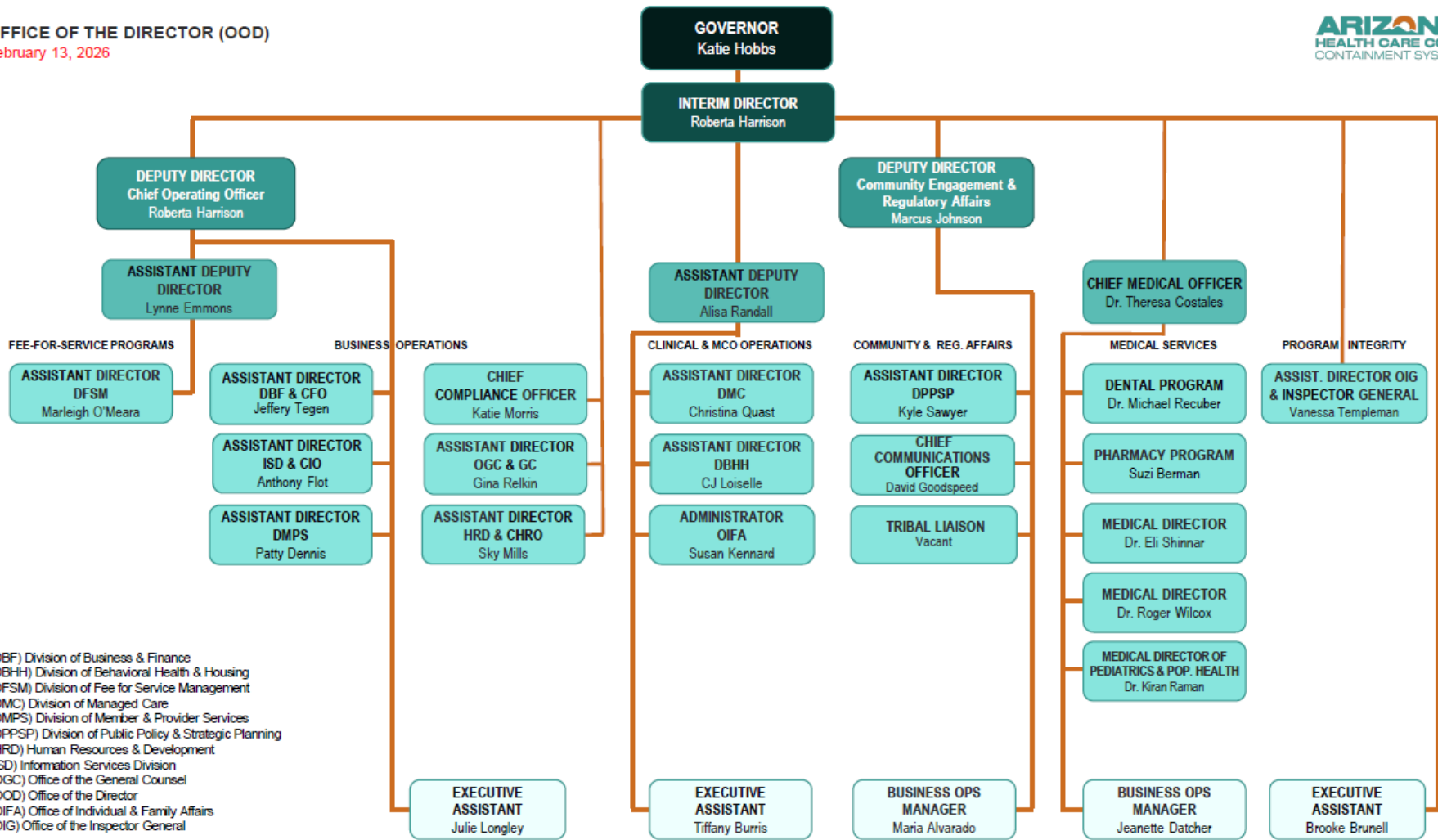
AHCCCS Updates



Marcus Johnson
Deputy Director,
Community Engagement
& Regulatory Affairs

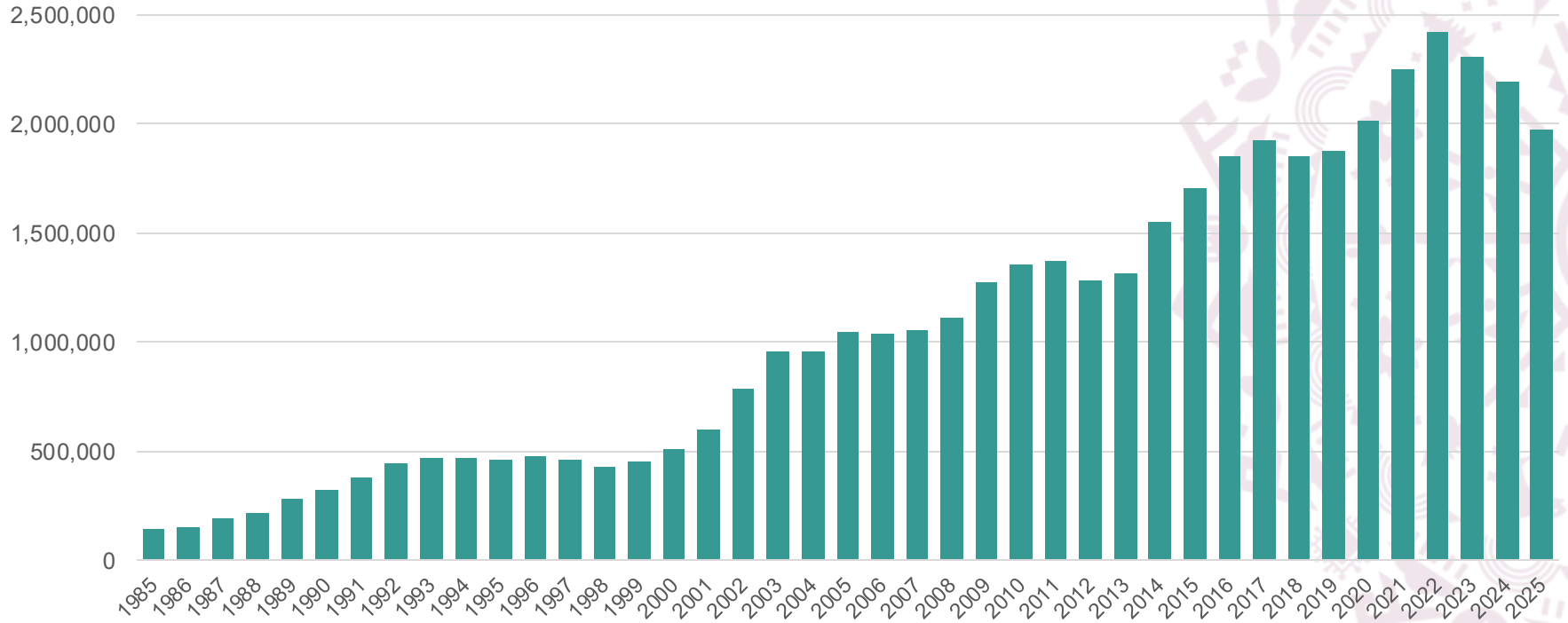
Welcoming Roberta Harrison, AHCCCS' New Interim Director!





(DBF) Division of Business & Finance
 (DBHH) Division of Behavioral Health & Housing
 (DFSM) Division of Fee for Service Management
 (DMC) Division of Managed Care
 (DMPS) Division of Member & Provider Services
 (DPPSP) Division of Public Policy & Strategic Planning
 (HRD) Human Resources & Development
 (ISD) Information Services Division
 (OGC) Office of the General Counsel
 (OOD) Office of the Director
 (OIFA) Office of Individual & Family Affairs
 (OIG) Office of the Inspector General

AHCCCS Population as of July 1, 1985 – 2025



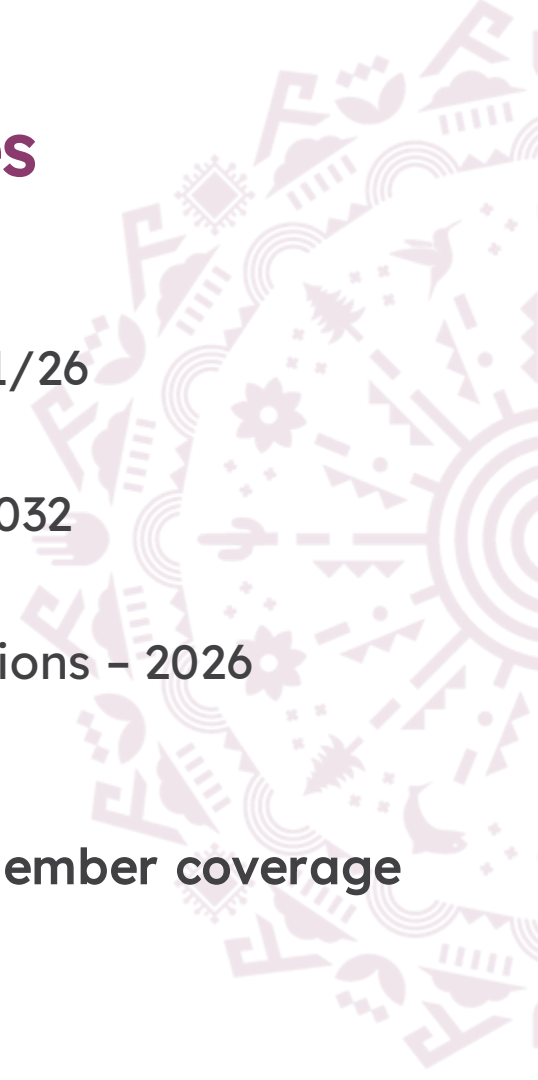
AHCCCS Moving Forward

- 1115 Waiver Renewal
- Medicaid Enterprise System (MES) Modernization continues
 - Our mainframe MMIS is over 30 years old
 - Pre-pay and Post-payment claims review system going live in 2026
 - EVV Contractor changes effective 10/1
- Improvements in Tribal Engagement/DFSM Strategic Plan
- Reentry Waiver Implementation: 90 days Pre-Release Coverage
- 2026 Legislative Session



H.R. 1 – Key Implementation Dates

- Rural Health Transformation Program – 12/31/25
- Community Engagement/Work Requirements – 12/31/26
- 6-month Eligibility Redeterminations – 12/31/26
- Hospital Assessment Implications – Phase down by 2032
- Cost Sharing Changes – 10/1/28
- Administrative Costs for Implementation and Operations – 2026 Legislative Session
- **IMPORTANT: No immediate changes to AHCCCS member coverage**



Open Discussion



Community Engagement (Work Requirements) Feedback Conversations



Rachel Weiss
Service Design Manager,
Accenture

Reminder About Community Engagement Requirements

New work requirements for Medicaid expansion adults:

- A new federal law called H.R. 1 was passed last year. This law adds new **Community Engagement Requirements** (also called **Work Requirements**) for some adults who get Medicaid.
- Starting **January 2027**, some adults will need to do certain activities **80 hours in a month** to keep their AHCCCS coverage. These activities can include working, going to school, volunteering, or other approved activities. You can also meet the requirement if you earn at least **\$580 in a month**.

Many people will **not** have to meet these requirements. This includes:

- Children
- Pregnant people
- People with disabilities
- Parents of dependent children under 14
- American Indian/Alaska Native members
- And others

We Want Your Feedback!

AHCCCS is adding new questions to the application and renewal forms to learn who must meet these work requirements and who is exempt.

We are looking to have **60-minute conversations with interested BAC members** to talk about new work requirements. We want to get feedback on proposed new questions from a member's perspective and help make new questions clear and easy to understand.

These conversations will take place virtually and dates are still being finalized.

If you are willing to share your feedback, please email Desiree at communityengagement@azahcccs.gov.

Thank you!

Open Discussion



AHCCCS Communication Strategy for H.R.1 Rollout



David Goodspeed

Chief Communications Officer,
Office of the Director

H.R. 1 Communications Strategy Overview

- **AHCCCS Communications will lead all core content development**
This includes creating and maintaining website information, drafting FAQs, and ensuring all materials are accurate, consistent, and easy for members to understand.
- **External communications assets will be developed and shared**
We will work with a communications partner to support the design, production, and distribution of communication materials used to reach and inform members.
- **Member and stakeholder voices will guide the content**
The strategy will include structured focus groups and listening sessions to validate messaging, identify concerns, and ensure materials reflect real member needs.
- **Communications will not be finalized until informed by community input**
Feedback will shape the content and assets before anything is published or distributed, ensuring clarity, cultural relevance, and trust.

H.R. 1 FAQs: Why We're Sharing

- **To validate that we're asking the right questions**
We want to ensure the topics we've identified reflect what members truly need and care about.
- **To confirm our draft answers are clear, helpful, and accurate**
Your lived experience and perspective help us shape information that is understandable and member-friendly.
- **To identify gaps or missing questions**
If there are areas we overlooked, this is the chance to highlight them before we finalize the FAQs.
- **To ensure the final materials support members effectively**
Your feedback will help us produce materials that build trust, reduce confusion, and improve the overall member experience.
- **To invite open discussion and input**
These are *working drafts*, and your insights will directly influence the final version.

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H.R. 1 FAQs

- **Q1: What are Medicaid community engagement requirements?**

A: Medicaid community engagement or work requirements are new federal rules that will require certain adults to work or participate in approved activities in order to keep their Medicaid health coverage.

- **Q2: When will these requirements start?**

A: H.R. 1 requires states to begin implementing work requirements by December 31, 2026. The federal government will release detailed guidance to states by June 1, 2026, that will further inform various details of this new program.

- **Q3: Who has to meet the community engagement requirements?**

A: Not everyone on Medicaid will be affected. Community engagement requirements apply to Expansion Adults. This group typically includes adults who:

- Are ages 19–64
- Receive Medicaid through the Affordable Care Act (ACA) Medicaid expansion (i.e., who earn up to 133% of the Federal Poverty Level)
- Do not qualify for an exemption (see list of exemptions in the question below)

H.R. 1 FAQs

- **Q4: How many hours will I need to complete each month?**

A: Members who are required to participate will need to complete at least 80 hours per month of approved activities or show they earn an income of at least \$580/month (which is equal to 80 hours of the federal minimum wage).

- **Q5: What activities count toward the 80 hours?**

A: Approved activities may include:

- Work
- Job training or workforce programs
- Education (at least half-time enrollment)
- Community service
- A combination of these activities
- AHCCCS will be developing additional details on how to report these activities.

- **Q6: Do the community engagement requirements apply to everyone on Medicaid?**

A: No. Many people are exempt and do not have to meet the community engagement requirements.

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H.R. 1 FAQs

- **Q7: Who is exempt from the community engagement rules?**

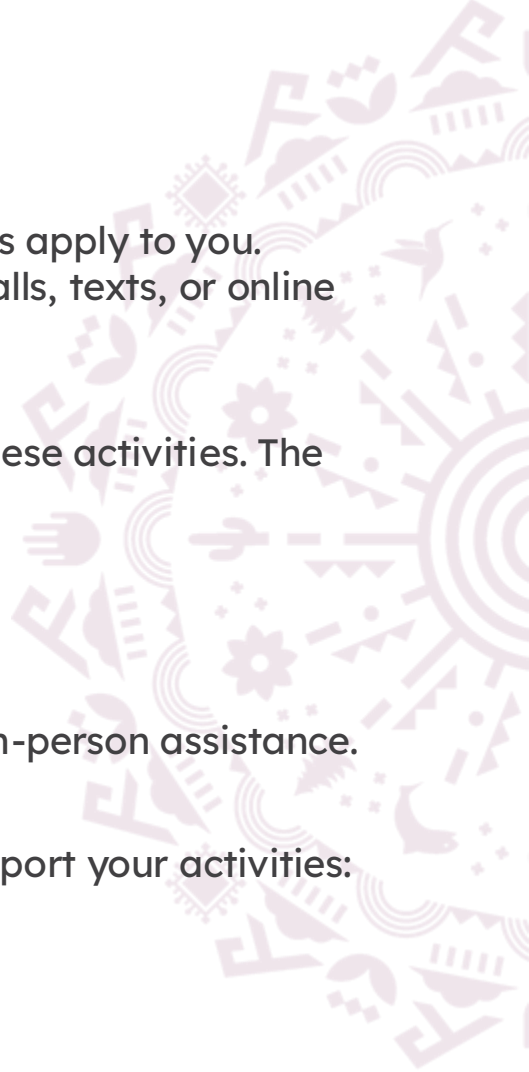
A: You may be exempt if you are:

- An American Indian or Alaska Native eligible for Indian Health Service care
- A disabled veteran with a total disability rating
- A caregiver for a child age 13 or younger or for a person with a disability
- A former foster youth under age 26
- Medically frail, including people with serious physical, mental health, or substance use conditions
- Participating in a qualifying substance use disorder treatment program
- Pregnant or within 12 months after pregnancy
- Already meeting community engagement rules through programs like SNAP or TANF
- Currently incarcerated or recently released
- Experiencing a short-term hardship, such as hospitalization, living in an area where a federal emergency or disaster is declared, or living in an area with very high unemployment
- AHCCCS will be developing additional details about how to claim an exemption.

H.R. 1 FAQs

- **Q8: How will I know if I'm required to participate?**
- **A:** AHCCCS will contact you if community engagement requirements apply to you. Outreach will begin in summer 2026 and may include mail, phone calls, texts, or online notices.
- **Q9: How will I report my work or activities?**
- **A:** AHCCCS will be developing additional details on how to report these activities. The agency will provide step-by-step instructions on how to:
 - Report work or qualifying activities
 - Claim an exemption
 - Submit documentation if needed
 - Reporting options may include online portals, phone, mail, or in-person assistance.
- **Q10: What happens if I don't meet the work requirements?**
- **A:** If you do not meet the work requirements at renewal or fail to report your activities:
 - You will receive a notice explaining what is missing
 - You will have additional time to take action
 - Your Medicaid coverage may end if no action is taken

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H.R. 1 FAQs

- **Q11: Will I lose coverage right away if I fail to meet the work requirements?**

A: No. Coverage will not end immediately. Members will receive advance notice and have an opportunity to respond before any changes are made.

- **Q12: Can I get my coverage back if I lose it?**

A: AHCCCS will provide information on how to reapply or restore coverage for members who become eligible again.

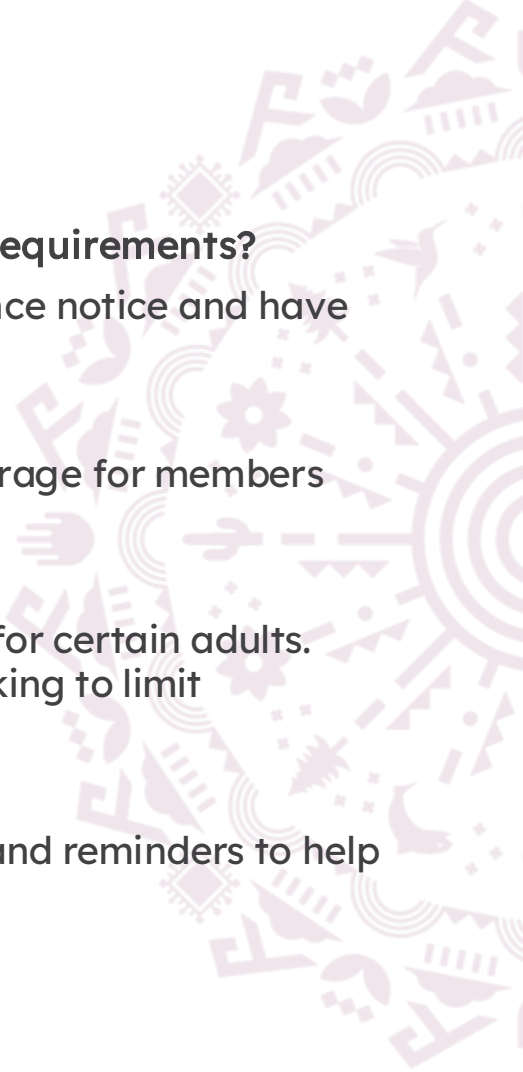
- **Q13: Why is Medicaid changing?**

A: Federal law now requires these rules as part of Medicaid eligibility for certain adults. States are required to follow community engagement rules while working to limit unnecessary coverage loss.

- **Q14: Will the state help me understand these changes?**

A: Yes. States are required to provide clear communication, support, and reminders to help members understand the rules, exemptions, and reporting process.

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Open Discussion



BAC Updates and Announcements



Desiree Greene
BAC and SMAC Liaison
Division of Public Policy
and Strategic Planning

BAC Representatives for the SMAC

Name	Group	Quarterly SMAC Meeting Months
Bonnie	1st	Jan and July 2026
Aimee	2nd	April and Oct 2026
Dominique	1st	Jan and July 2026
Ed	2nd	April and Oct 2026

Mathematica Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries Opportunity

- Mathematica is seeking to engage with Medicaid and CHIP beneficiaries and/or their caregivers who may be interested in participating in a one-hour virtual session and receive a \$125 appreciation payment.
- These virtual sessions support the Center's for Medicaid and Medicare (CMS's) work with states in implementing the Medicaid and CHIP Quality Rating System (MAC QRS). Mathematica is conducting usability testing with Medicaid and CHIP beneficiaries and their families/caregivers to provide feedback on the sample web pages.





If you are interested, please reach out to Mathematica directly at MACQRS@mathematica-mpr.com or 1-833-566-7361 by Friday, April 3rd.



Open Discussion and Parking Lot





Topics Follow-Up



<p>Non-Emergency Medical Transportation (NEMT)</p>	<p>NEMT One-Pager and presentation by Christina Quast, Assist Director of the Division of Managed Care on 12/10/25. For NEMT concerns, please contact CQM@azahcccs.gov</p>		
<p>Serious Mental Illness Designation</p>	<p>Serious Mental Illness Determination Process One-Pager SMI Benefits</p>		
<p>New Medicaid work requirements, 1115 Waiver, Rural Health Transformation, and other items/changes from H.R.1</p>	<p>Arizona 1115 Demonstration Waiver Webpage 1115 One-Pager and presentation from Max Seifer, Federal Relations Chief on 12/10/25</p>		
<p>Arizona Olmstead Act</p>	<p>Olmstead Orientation Video and AHCCCS Webpage</p>		

Parking Lot: Future Topics



<p>Caregivers, parents as paid caregivers' issues/ concerns/ resources. Also, looking into creating a pool of hours (respite/rehab) that can be used by others when not needed by the primary family</p>	 FUTURE TOPIC	
<p>Respite Care</p>	 FUTURE TOPIC	
<p>AHCCCS contracts for interpreter agencies for the deaf, deaf blind, hard of hearing, and blind populations</p>	 FUTURE TOPIC	
<p>Intake/Assessments (they would like for those conducting these things at each meeting, to already know this information instead of asking every time, which can be traumatizing to the patient and redundant)</p>	 FUTURE TOPIC	

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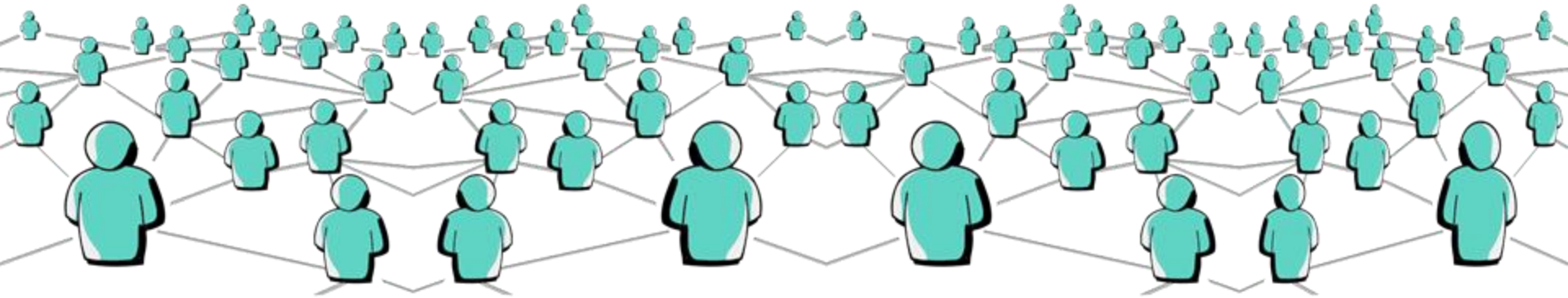
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

LinkedIn

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

YouTube

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



Learn about AHCCCS' Medicaid Program on YouTube!



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

Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- [About AHCCCS](#)
- [AHCCCS Acronyms](#)
- [State Medicaid Advisory Coommittee \(SMAC\)](#)
- [Beneficiary Advisory Council \(BAC\)](#)
- [AHCCCS Tribal Consultation](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [Understanding Public Comment](#)





Thank You!