



Welcome to AHCCCS OIFA System Navigation

You were automatically muted upon entry.

Please only join by either your phone or your computer.

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

Thank you.





AHCCCS OIFA System Navigation

Tuesday, August 22, 2023

OIFA AHCCCS Team

- Susan Kennard, Administrator
- Chaz Longwell, Recovery and Resiliency Coordinator
- Cynthia Burr, Children's Behavioral Health Liaison
- Jamie Green, Healthcare Advocacy Coordinator
- Austin Hernandez, Administrative Assistant

Introductions

Type in chat:

- First Name
- What's something you've always wanted to do but haven't done yet?



How to Get Interpretation and Translation Services for AHCCCS Members

Susan Kennard

How to Get Interpretation and Translation Services

- Who qualifies for these services?
- Who can arrange these services for me?
- Can family members interpret and/or translate for me?



How to Get Interpretation and Translation Services

- What about members who are deaf or hard of hearing?
- What does the provider need to know to arrange these services?



Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	oifa@azahcccs.gov
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	melisbrown@azcompletehealth.com
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	OIFAteam@bannerhealth.com
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	OIFA@care1staz.com
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	CHPCompliance@azdcs.gov
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Molina Complete Care	Veronica De La O	Administrator, Individual and Family Affairs	602.489.4165	MCCAZ-OIFA@molinahealthcare.com
Mercy Care	Vera Kramarchuk	Office of Individual and Family Affairs Contact	480.404.3417	KramarchukV@mercycaresaz.org
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	OIFA@azblue.com
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	advocate.oifa@uhc.com

Updated 8.7.23

Upcoming AHCCCS Community Events



- OIFA 3.0 Virtual Summit
 - 8/25/23 10:00 a.m. -2:00 p.m.
 - [Register](#)
- Office of Human Rights Training: Court-Ordered Evaluation & Treatment for Individuals Living with a Serious Mental Illness
 - 8/24/23 1:00 p.m. - 2:30 p.m.
 - [Register](#)
- Building Partnership Community Policy
 - 9/11/23 12:00 p.m. -1:00 p.m.
 - [Join Meeting](#)
- Jacob's Law Training
 - 9/21/2023 10:00 a.m. - 12:00 p.m.
 - [Register](#)

Questions?
Want to attend?
Reach out to OIFA at
oifa@azahcccs.gov

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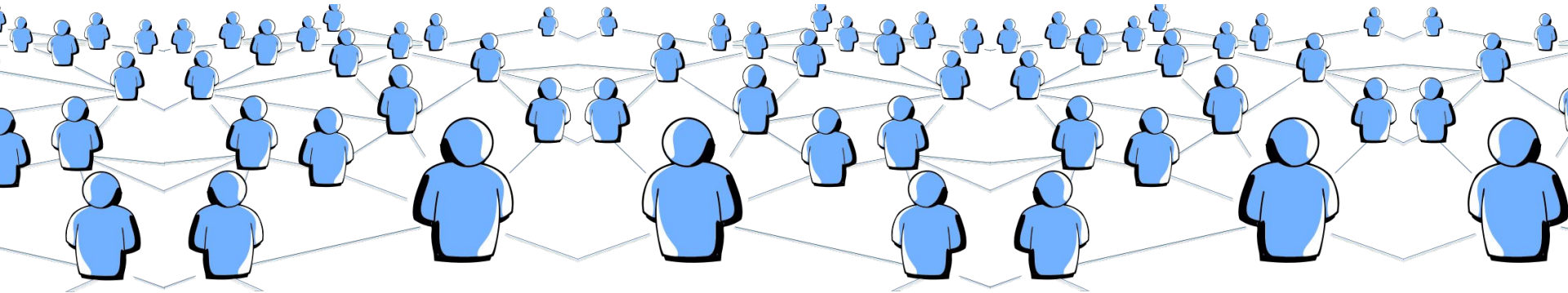
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Next System Navigation Meeting
Tuesday 09/26/23 @ noon

Thank You