



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, September 26, 2023

OIFA AHCCCS Team

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

Introductions

Type in chat:

- First Name
- What is your favorite fall comfort food?



Justice System Reach-In (Care Coordination) for Arizonans Leaving Jails or Prisons

Jamie Green & Alex Ruth

Do You Have a Family Member or Loved one Currently Incarcerated?

- What happens if an AHCCCS member becomes incarcerated?
- What happens when an AHCCCS member gets released from incarceration?



Justice Partnerships

AHCCCS partners:

- Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR)
- County government partners (i.e., jails, probation departments, public defenders)

Justice System Liaisons

- Access Healthcare Services Upon Release
- Single Point of Contact
- Coordinate Care
 - Physical Health
 - Behavioral Health
 - Substance Use Treatment
 - Medication Assisted Treatment (MAT)

Who to Contact

Managed Care Organization (lines of business)	Dedicated Justice Email Address
American Indian Health Plan (AIHP)(fee for service)	COT_AIHP@azahcccs.gov CaseManagers@azahcccs.gov
Arizona Complete Health (ACC & RBHA)	AzCHJusticeSystems@azcompletehealth.com
Banner University Family Plan (ACC & ALTCS)	BUHPJusticeSystem@bannerhealth.com
Care1st Health Plan Arizona (ACC)	SM_Justice@wellcare.com
DCS-Comprehensive Health Plan (CHP)-Mercy Care	CHPSystemofCare@azdcs.gov
DES-Division of Developmental Disabilities (DDD)	dddjusticesystemliaison@azdes.gov
Health Choice Az (ACC & RBHA)	hchhcicjustice@azblue.com
Molina Complete Care (ACC)	MCCAZ-COE-Justice@molinahealthcare.com
Mercy Care (ACC & RBHA & ALTCS)	adultcourtliaisons@mercycares.org JuvenileCourtLiaisons@mercycares.org
UnitedHealthcare Community Plan (ACC & ALTCS)	AZAdultJustice@uhc.com AZJuvenileJustice@uhc.com

OIFA Contact Information

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
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	OIFABHAdvocate@azdes.gov
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

Upcoming AHCCCS Community Events



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

- Building Partnership Community Policy
 - 10/9/23 12:00 p.m. -1:00 p.m.
 - [Join](#) Meeting
- AHCCCS Community Forum
 - 10/16/2023 10:00 a.m. - 12:00 p.m.
 - [Register](#)
- Office of Human Right: Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness
 - 10/26/23 1:00 p.m. - 2:20 p.m.
 - [Register](#)

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Message and data rates may apply.

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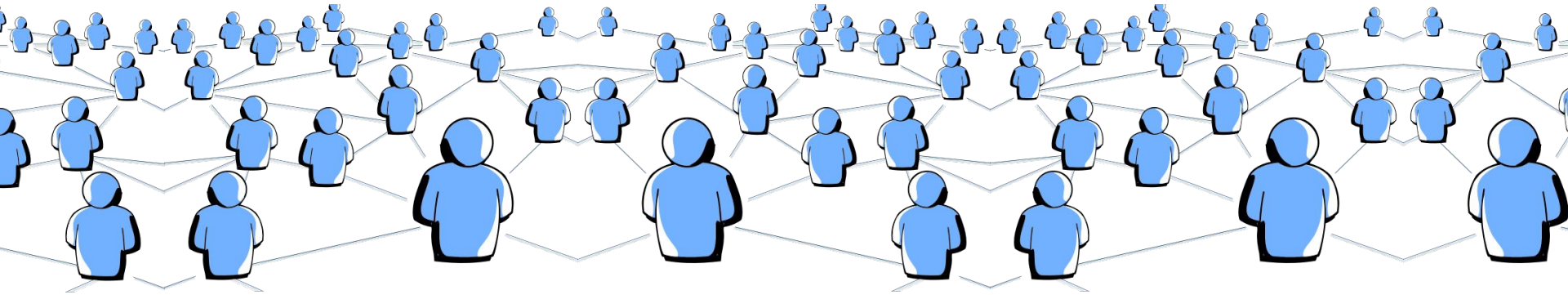
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Next System Navigation Meeting
Tuesday 10/24/23 @ noon

Thank You