



Welcome to Training: The Individualized Service Plan and Why it Matters for Individuals living with a Serious Mental Illness

You were automatically muted upon entry.

Please only join by phone or computer.

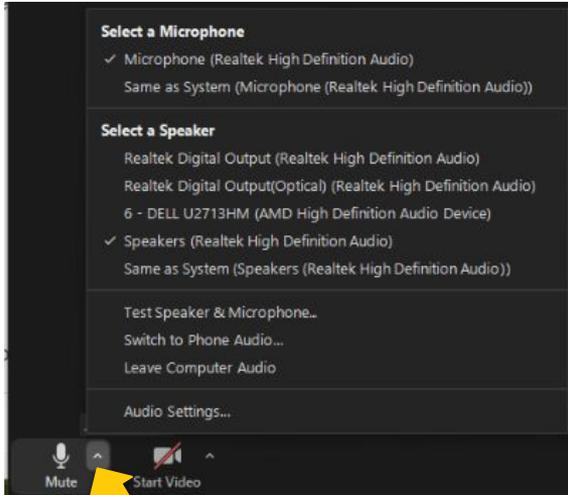
Please use the chat feature for questions or raise your hand.

Thank you.

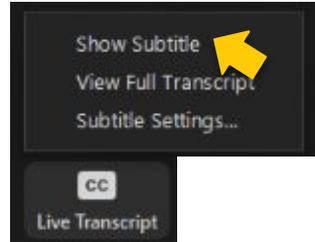
Zoom Webinar Controls

Navigating your bar on the bottom...

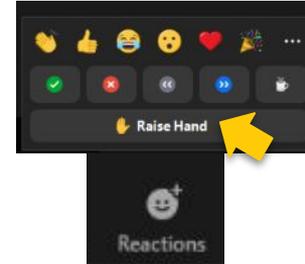
Audio Settings



Turn on Closed Captioning



Raise Hand



Chat

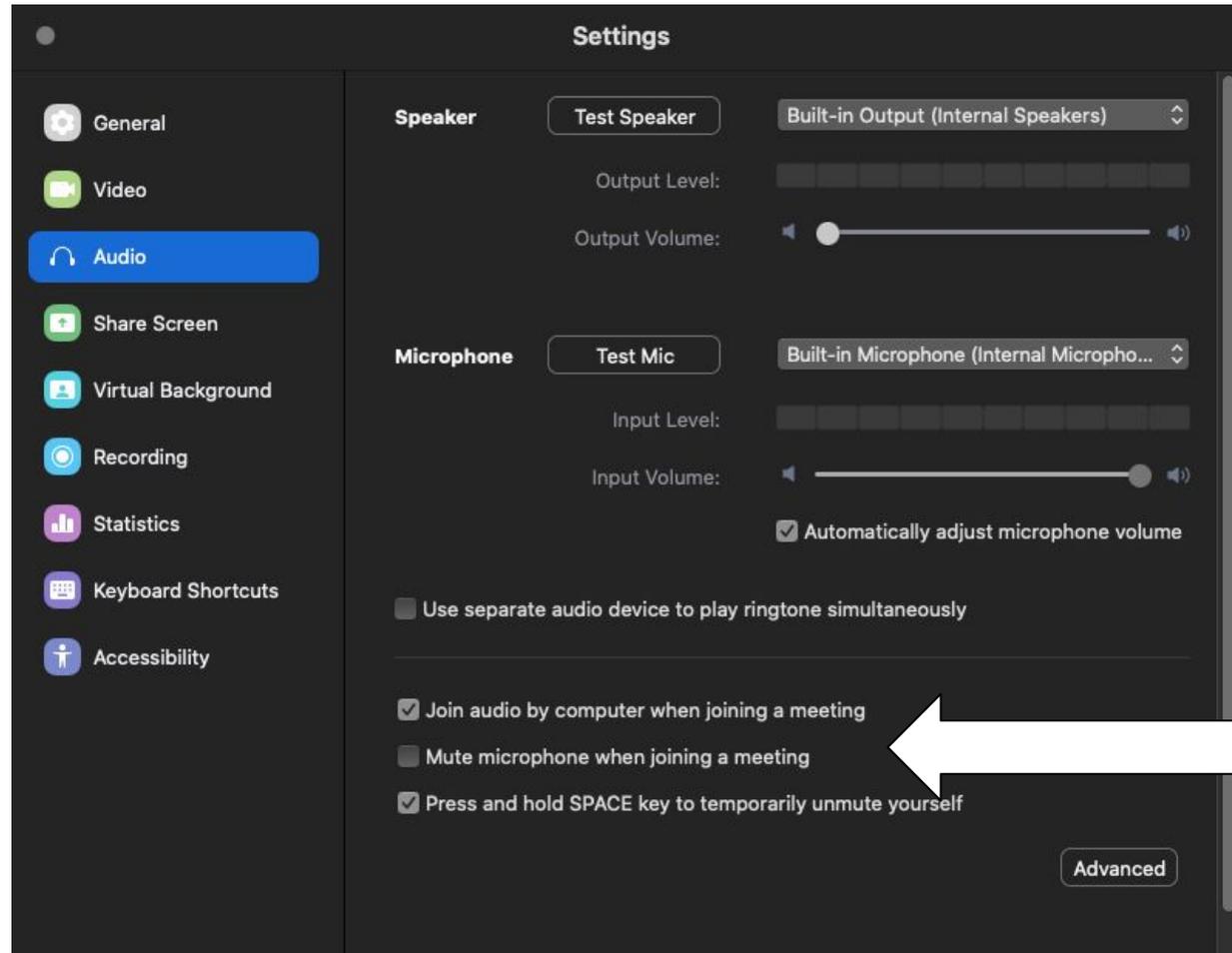


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio section. The left sidebar contains various settings categories: General, Video, Audio (highlighted in blue), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main content area is titled 'Settings' and is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu 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 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 to the 'Join audio by computer when joining a meeting' checkbox. An 'Advanced' button is located at the bottom right of the settings panel.

Settings

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 ISP and Why it Matters for Individuals Living with a Serious Mental Illness (SMI),
- Real-time answers to related 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,
- Contact information for the OHR for questions on other topics, and
- Survey link.



Frequently Asked Questions

Who is in the audience?

Who can see my chats?

What if I don't want to talk during this meeting but would prefer to talk offline?

Why is this training based on AHCCCS policy and the Arizona Administrative Code?

Agenda

- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Individualized Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness (SMI)
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)





The Individualized Service Plan (ISP) and Why it Matters for Individuals with a Serious Mental Illness (SMI)

Presented by: AHCCCS: The Office of Human Rights (OHR) & The Office of Individual and Family Affairs (OIFA)
April 25, 2024



Overview

The Office of Human Rights (OHR)

John Pizzo, OHR Advocate II

The Office of Human Rights

Mission Statement

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.

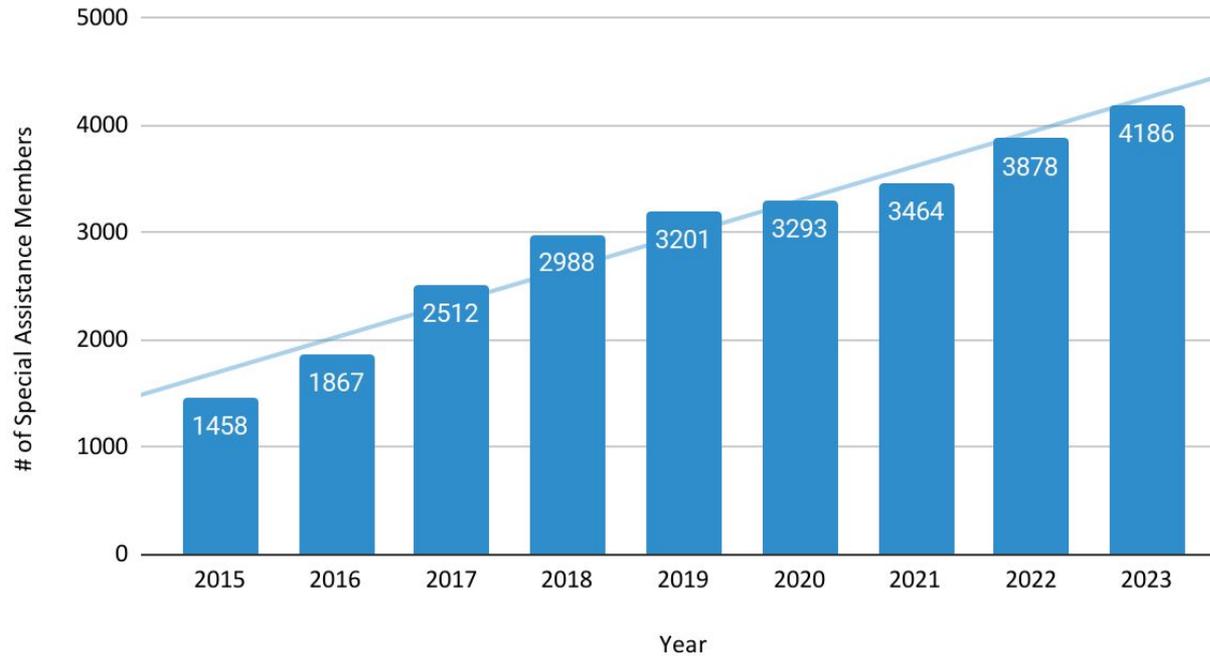


OHR Advocacy at-a-Glance



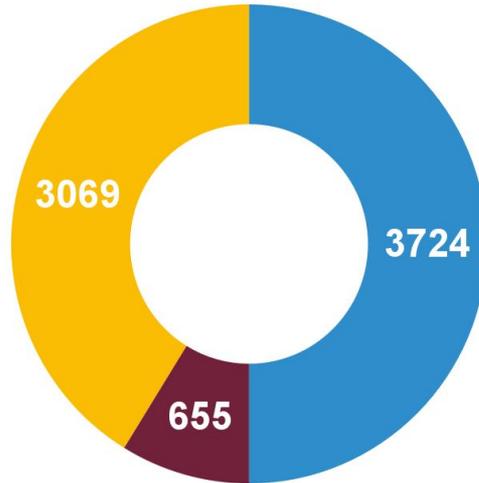
Education Results in Growth

of Special Assistance Growth Trend



Special Assistance Data as of January 1, 2024

- Total Special Assistance Members
- Served Directly by OHR
- Served by natural support, guardian, other





Individualized Service Plan (ISP)

Denard Stewart, OHR Advocate

What is the Individualized Service Plan (ISP)?

A comprehensive written description of all covered health services and other informal supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life.



[AHCCCS Contract and Policy Dictionary](#)

It Is a Right To Have an Individualized Service Plan

The Arizona Administrative Code lists the Rights for Individuals Living with a Serious Mental Illness regarding support and treatment.



PREFACE

Arizona Administrative CODE www.azsos.gov

ARO Office of the Secretary of State
ADMINISTRATIVE RULES DIVISION

A.A.C. 21 Supp. 23-1

TITLE 9. HEALTH SERVICES

CHAPTER 21. ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS) - BEHAVIORAL HEALTH SERVICES FOR PERSONS WITH SERIOUS MENTAL ILLNESS

The table of contents on page one contains links to the referenced page numbers in this Chapter.
Refer to the notes at the end of a Section to learn about the history of a rule as it was published in the *Arizona Administrative Register*.
This Chapter contains rules that were filed to be codified in the *Arizona Administrative Code* between the dates of January 1, 2023, through March 31, 2023.

<p>89-21-101. Definitions and Location of Definitions 3</p> <p>89-21-104. Office of Human Rights, Human Rights Advocates 4</p> <p>89-21-105. Independent Oversight Committee 4</p> <p>89-21-201. Civil and Other Legal Rights 4</p> <p>89-21-202. Right to Support and Treatment 7</p> <p>89-21-203. Protection from Abuse, Neglect, Exploitation, and Mistreatment 10</p> <p>89-21-206. Competency and Consent 11</p> <p>89-21-211. Notice of Rights 12</p> <p>89-21-401. Appeals 20</p> <p>89-21-402. General 21</p> <p>89-21-403. Initiating a Grievance or Investigation 11</p> <p>89-21-404. Processes Applicable for Resolution, Grievances and Appeals 11</p> <p>89-21-405. Requests for Investigation 11</p> <p>89-21-406. Disiplinary Suspension 14</p>	<p>89-21-805. Conflict of Investigation 14</p> <p>89-21-807. Administrative Appeal 14</p> <p>89-21-808. Further Appeal to Administrative Hearing 16</p> <p>89-21-809. Status and Records 16</p> <p>89-21-810. Arbitration 17</p> <p>89-21-901. Court-ordered Evaluation 18</p> <p>89-21-903. Emergency Admission for Evaluation 43</p> <p>89-21-904. Application for Emergency Admission for Evaluation 44</p> <p>89-21-905. Voluntary Admission for Evaluation 46</p> <p>89-21-906. Court-ordered Treatment 48</p> <p>89-21-907. Continuation of Court-ordered Treatment Plans with 3029 and 1111Ds 50</p> <p>89-21-908. Penalties for Court-ordered Persons 50</p> <p>89-21-909. Requests for Notification 50</p> <p>89-21-910. Voluntary Admission for Treatment 50</p>
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Questions about these rules? Contact:

Department: AHCCCS
Office of the General Counsel
Address: 911 N. Jefferson, Mail Drop 6200
Phoenix, AZ 85014

Website: www.ahcccs.gov

Name: Nicole Pina

Telephone: (602) 417-4232

Email: AHCCCS3030@ahcccs.gov

The release of this Chapter in Supp. 23-1 replaces Supp. 22-4, 1-63 pages.
Please note that the Chapter was published to other rules and to other publications due to this replacement. Therefore, all reproduced material should be retained in a separate binder and archived for future reference.

Administrative Rules Division, accepts state agency rules of State that do not interfere or reduce rules made for the promulgation of the rule.

Scott Crawford, Director
ADMINISTRATIVE RULES DIVISION

CODE
An action or a supplement is released by the State should refer to notes of the Arizona Administrative Code for the most current rules and sections.

STATUTE REFERENCES
Statutes (A.R.S.) are available online at the www.legis.gov. An agency's authority is included at the beginning of a Chapter. Other references in this manual are the A.R.S. section.

REFERENCES
References in a Chapter can be found at the website, www.azsos.gov under Services - 1-Reg.

BOTH APA
If an agency is to be exempt from the steps outlined in this manual, the Arizona Administrative Code, Article 1 through 10. Other agencies must in certain provisions of the Act, as written in law by the Arizona State Legislature or otherwise passed into law by Administrative Rules.

If an exempt relationship package with our law exceptions in what is called the preamble is published in the Register online at ahcccs.azsos.gov, please contact the Administrative Rules Division.

Beginning of a Chapter provides information about the rules that are exempt from the rules included in this manual. Information also included in the administrative notes at the end of the Chapter.

Section to certain exemptions because some not receiving input from stakeholders or the agency may require an agency to prepare exempt.

COMMERCIAL USE
This is a public resource online, and is for private use only. The contents are made available for use without Commercial Use fee. For information see Arizona A.R.S. § 39-121.03 and 1.

rules managing editor, contact with the call:

Mailing Address:
Administrative Rules Division
Office of the Secretary of State
1701 W. Washington Street, Fl. 7
Phoenix, AZ 85007

Before the ISP: The Assessment



An ongoing collection and analysis of the individual's needs, up to and including:

- medical
- psychological
- psychiatric,
- social conditions, and
- behavioral health services

[AHCCCS Contract and Policy Dictionary](#)

What Does the ISP Consist of?

- One or more long term goals.
- Long term goals that are broken down into measurable objectives.
- Strengths
- Cultural considerations
- The goals and objectives come to life with individual Interventions.

GOALS



Who Should Be Involved?

- The client, any designated representative and guardian, including an invitation to submit relevant information in writing if their attendance is impossible;
- Clinicians involved in the assessment or further evaluation;
- All current and potential service providers;
- All members of the client's clinical team;
- Family members, with the client's permission;
- Other persons familiar with the client whose presence at the meeting is requested by the client;
- Any other person whose participation is not objected to by the client and who, in the judgment of the case manager, will contribute to the ISP.

Additional Goals and Desires in the ISP

It's important to consider other aspects in an ISP, including but not limited to:



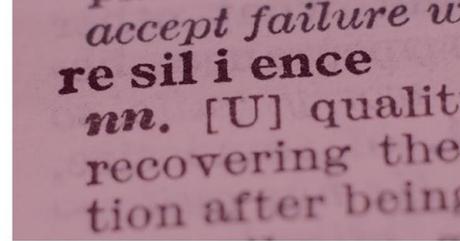
- Attending class at community college or university
- Working with peer support to increase community involvement
- Exercising at the gym three days per week
- Visiting a drop-in center or clubhouse once a week
- Getting more involved in church or other spiritual activities
- Attending groups and/or one-to-one counseling to address substance abuse
- Volunteering at a local senior center

Knowledge is Power

- The member is the most important person on the team.
- The member decides if the ISP addresses their needs.
- If the member does not accept or reject the ISP within 30 days, it will be considered signed and agreed to.
- The ISP needs to be updated as a person's needs change and as often as necessary, at a minimum, every 6 months.
- A new ISP must be completed every year.
- A member can request a meeting to update the ISP at any time.



Some treatment planning decisions are made on behalf of members if they have a Health Care Decision Maker (HCDM), which is defined as: An individual who is authorized to make health care treatment decisions and is sometimes referred to as a guardian. [AHCCCS Contract and Policy Dictionary](#)



A Resiliency-Oriented Behavioral Health Delivery System

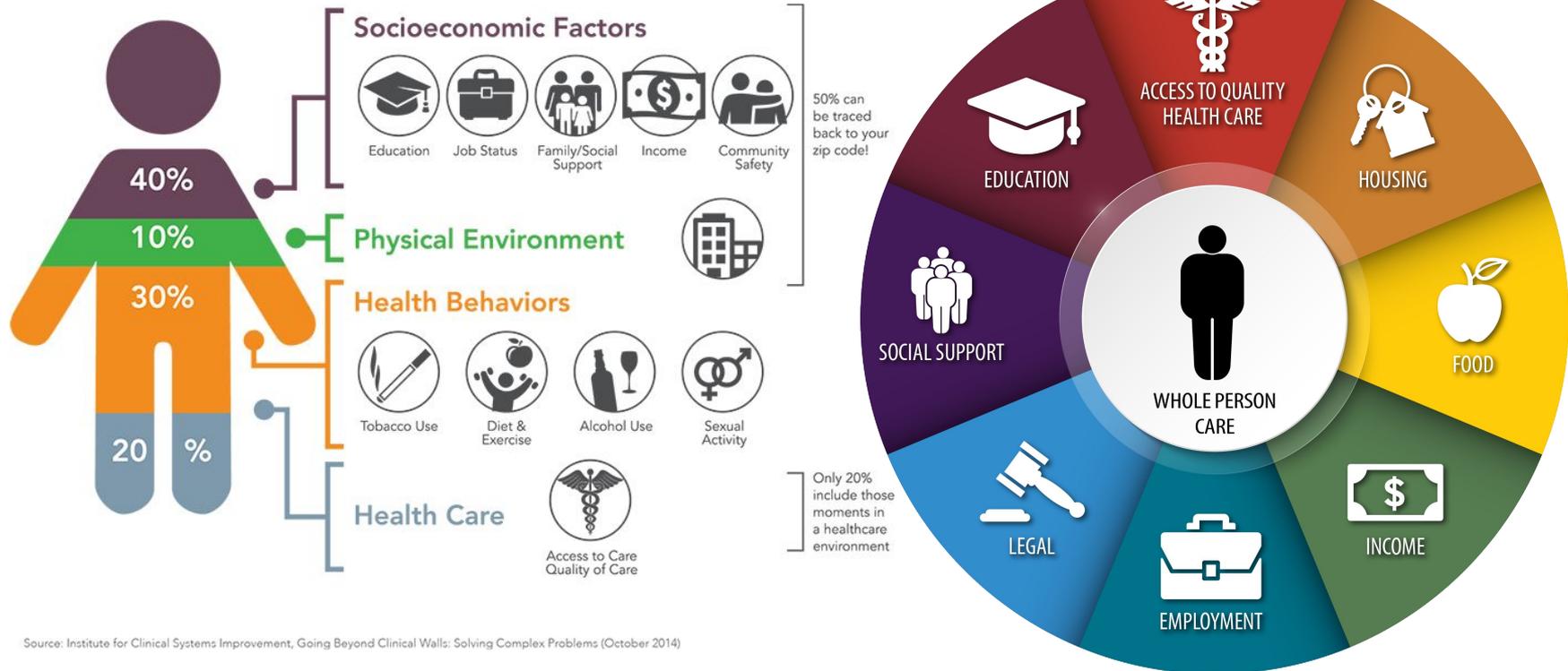
Kisha Kimber, OHR Advocate

Guiding Principles

The [Nine Guiding Principles](#) were developed to provide a shared understanding of the key ingredients needed for an adult behavioral health system to promote recovery.

1. Respect
2. Choice and voice
3. Focus on individual as a whole person,
4. Empower
5. Integration, collaboration, and participation
6. Partnership
7. Self-measured success
8. Strengths-based, flexible, and responsive services
9. Hope

Whole Person Care in the ISP



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

The Road and Timelines to Receiving Services



[Arizona Administrative Code \(R9-21\)](#)

NO WAIT LISTS!

Wait lists for AHCCCS Covered Behavioral Health Services are **PROHIBITED**.



This is in accordance with

[AHCCCS Policy 417: Appointment Availability, Transportation Timeliness, Monitoring, and Reporting](#)

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:

**2023
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



Why the ISP Matters

Autumn Darsey, OHR Advocate

The ISP Matters

The ISP is the map to provide high quality care that affords people the best possible quality of life. The ISP provides:

- Support to develop the knowledge, skills and confidence needed to more effectively manage and make informed decisions,
- Platforms for an improved experience, quality care and improved health outcomes, and
- Higher satisfaction with their care.



The Driver's Seat

The most important person driving the ISP is the one receiving the services. The planning can help develop:

- Healthier coping patterns,
- Goals and achievements,
- A greater understanding of treatments,
- Reduce the mentality of the ISP is a one size fits all industry,
- The delivery of integrated behavioral health,
- Better outcomes,
- Whole person care, and
- Platforms to navigating the rights of individual living with a Serious Mental Illness.





Navigating the Rights of Individuals Living with a Serious Mental Illness

Ywchari Manos, OHR Advocate

Navigating SMI Rights

There are several ways individuals can protect their SMI rights:

- Informal approach (provider),
- Complaint,
- Appeal, and/or
- Grievance.

Staff **cannot** retaliate against a person for self-advocating and/or using the processes in place to address problems.

[R9-21-203.A.8](#)

One-pager on SMI complaints, appeals, and grievances is available [here](#).

Assisting with Grievances

Grievances may be submitted orally or in writing to **any employee of a mental health agency** who shall forward the grievance to the appropriate person as identified in R9-21-404.



Case management shall assist in filing grievances or appeals process upon request. See the OHR training for [the Grievance and Appeal Process for Individuals Living with Serious Mental Illness.](#)

Resources on SMI complaints, appeals, and grievances is available on [the AHCCCS website.](#)

SMI Grievance and Appeal Process

Formal actions that can be taken when a individual needs to resolve an issue in accordance with [the Arizona Administrative Code R9-21-401 and 403](#).

SMI Grievance: filed when there is an allegation that a individual living with an SMI has had their rights violated. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#) for grievances and investigations.

SMI Appeal: filed when a individual disagrees with decisions regarding eligibility for behavioral health services, including TXIX services, fees and waivers; assessments and further evaluations; and services and treatment plans. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 444](#) for the notice and appeal requirements.

The image shows two overlapping forms from AHCCCS. The top form is titled "MEMBER/APPLICANT INFORMATION" and contains fields for NAME (LAST, FIRST, MIDDLE INITIAL), DATE, ADDRESS, CITY, STATE, ZIP CODE, PHONE, and DATE OF BIRTH. The bottom form is titled "DESCRIPTION OF APPEAL OR GRIEVANCE" and contains a large text area for describing the issue and a section for "WHAT SOLUTION DO YOU WANT?". Both forms include the AHCCCS logo and the title "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERVICES MENTAL ILLNESS GRIEVANCE FORM".



Overview

The Office of Individual and Family Affairs (OIFA)

Jamie Green

Healthcare Advocacy Coordinator

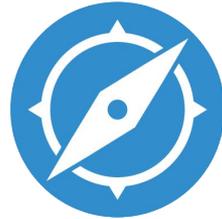
OIFA Mission

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>

Ending Stigma

- Stigma shapes how we perceive mental illness and mental health. Stigma may influence who people interact or socialize with.
- Negative public perceptions hamper access to housing, employment, and health care.
- This discrimination can seriously affect a person's willingness to seek or continue treatment for mental illness.
- Stigma erodes a person's self-esteem and sense of dignity so that shame prevents them from seeking help.





Advocacy Resources

Kisha Kimber, OHR Advocate

Community Education

OHR hosted 10 community education sessions in the past year, engaging with over **1,800 attendees** at these trainings:

- Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness,
- Rights of Individuals living with a Serious Mental Illness,
- Provider Case Management for Individuals living with a Serious Mental Illness,
- The Individual Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness,
- The Role of the Office of Human Rights for Individuals living with a Serious Mental Illness,
- The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness,
- Covered Behavioral Health Services for Individuals Living with a SMI,
- Court-ordered Evaluation and Court-ordered Treatment for Individuals Living with a Serious Mental Illness,
- Inpatient Treatment and Discharge Planning for Individuals with a Serious Mental Illness, and
- The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness.

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



AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website

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 SERVICES

Apply For Medicaid Or KidsCare

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 𑂄𑂔𑂧𑂰𑂫𑂱 Ndée

Navigating the AHCCCS Website



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



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

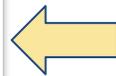
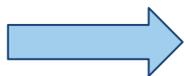
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- Executive Deputy Director's Biography
- News & Press Releases
- Community Presentations
- Strategic Plan

Public Notices

- Private Sector Partners

Program Planning

Healthcare Advocacy

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

Initiatives

- Accessing Behavioral Health Services in Schools
- AHCCCS Complete Care
- AHCCCS Whole Person Care Initiative (WPCI)
- Arizona Olmstead Plan
- Care Coordination & Integration
- Electronic Visit Verification
- AHCCCS Housing Programs
- Health Information Technology (HIT)
- Payment Modernization
- Targeted Investments
- Telehealth Services

Committees and Workgroups

Transparency



Arizona Health Care Cost Containment System

Español

فارسی

日本語

Français

Русский

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, 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 individuals 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](#)

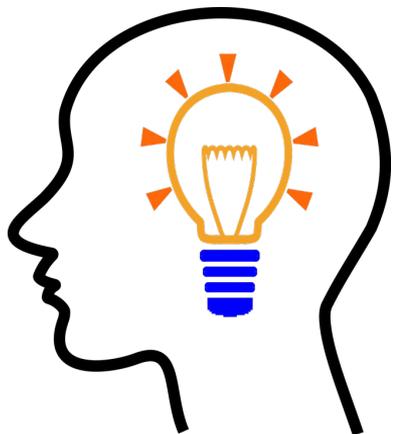
[Case Manager Requirements - AMPM 570](#)

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

Ywchari Manos, OHR Advocate

Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the training!



5/28	<u>The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness</u>
6/27	<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>
7/23	<u>Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness</u>

Upcoming Forums and Events

OHR: The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness

Tues., 5/28, 10:30 a.m. - 12:00 p.m. [Register in Advance](#)

System Navigation

Tues., 5/28, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

AHCCCS Hot Topics

Mon., 5/20, 11:00 a.m. - 11:30 a.m. [Register in Advance](#)

Subscribe to stay informed!



AHCCCS News & Press Releases [Subscribe to News and Press Releases Updates](#)

Filter: Sort:

AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 23, 2024
PHOENIX – One year ago, Cabinet Executive Officer Carmen Heredia took the helm of the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, and guided the agency through an extraordinary year of accomplishments and change.

"In 2023, AHCCCS faced challenges head-on, made significant progress, and achieved remarkable milestones because of our employees' unwavering dedication to the members we serve," Heredia said. "Our accomplishments stand as a testament to our adaptability, innovation, and unyielding resolve in the face of turbulent times."

Some of those successes and operational enhancements are highlighted below; see the full list in the 2023 Year in Review document. [Read more...](#)

1.4 Million Arizonans Have Maintained Medicaid Coverage Since Renewals Began Last April

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 18, 2024
PHOENIX – Since the Arizona Health Care Cost Containment System (AHCCCS) returned to the regular Medicaid renewal process last April, 1.4 million Arizonans have maintained coverage and 18% or 457,753 have been discontinued.

[AHCCCS News and Updates](https://azahcccs.gov/shared/news.html)
azahcccs.gov/shared/news.html

AHCCCS Tribal Relations [Subscribe to AHCCCS Tribal Relations Updates](#)

The mission of the Arizona Health Care Cost Containment System (AHCCCS) is to provide comprehensive, quality care to those in need. AHCCCS and Tribal Nations in the State of Arizona share the common goal of decreasing health disparities and maximizing access to critical health services.

Tribal Consultation

AHCCCS is committed to engaging in open, continuous, and meaningful consultation on a government-to-government basis. The AHCCCS Tribal Consultation Policy (note: pending technical changes and Tribal Consultation) guides the agency's work and interaction with the Tribal Nations of Arizona.

Learn more about Tribal Consultation at AHCCCS.

Tribal Relations at AHCCCS

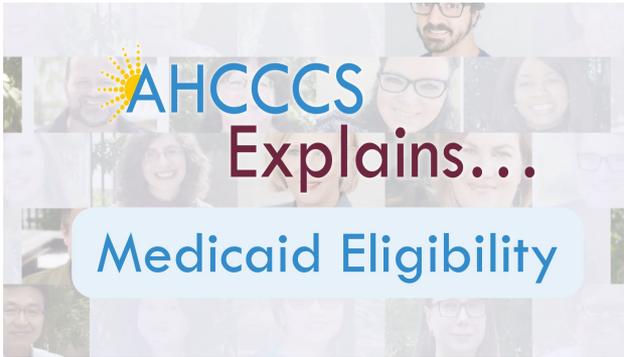
The Tribal Liaison serves as a point of contact for information and issues concerning health care policies that affect American Indian AHCCCS members. The role of the Tribal Liaison is to work across sectors to help improve the quality and accessibility of health care for American Indian AHCCCS members.

At AHCCCS, the Tribal Liaison is housed in the Division of Community Advocacy and Intergovernmental Relations and serves as the link between AHCCCS staff and the 22 tribes in Arizona, three Indian Health Service (IHS) areas, urban Indian health programs, and tribal community members and stakeholders.

Christine Holden currently serves as the AHCCCS Tribal Liaison and she can be contacted at christine.holden@azahcccs.gov or at tribalrelations@azahcccs.gov.

[Tribal Relations Updates](https://azahcccs.gov/AmericanIndians/TribalRelations/)
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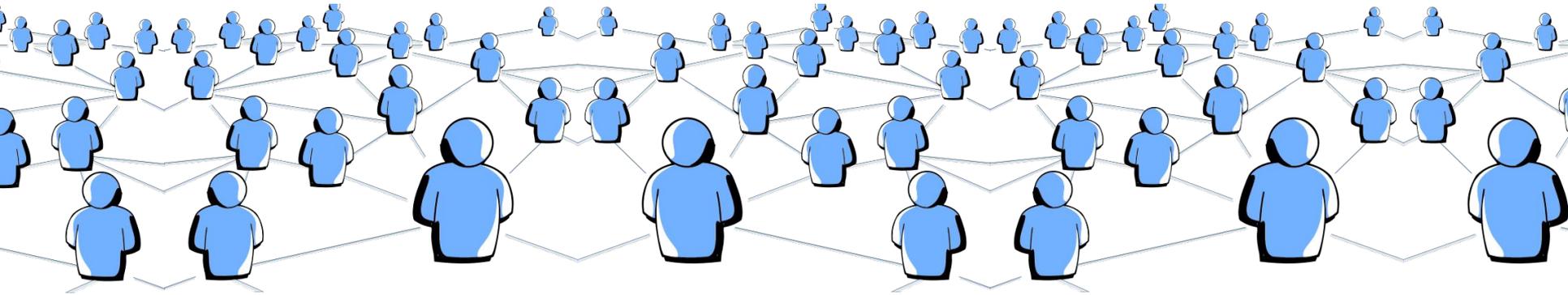
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