

# 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.



# National 24-Hour Crisis Hotlines

## Phone

- 988 Suicide & Crisis Lifeline: **988**
- National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357)**

## Text

- Send a Text to **988**
- Text the word "HOME" to **741741**

## Chat

- **988 Lifeline Chat**

## Videophone

- Select **Deaf/HoH** on the 988 Lifeline web page to connect with a 988 Lifeline counselor



# Statewide Arizona Crisis Hotline



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

**Text: 4HOPE (44673)**

**Chat: [Solaris 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**

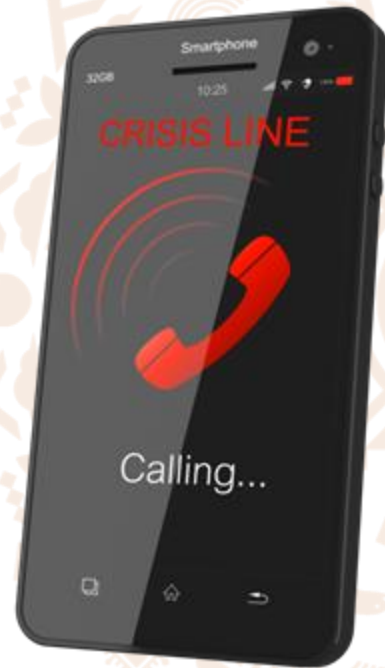
Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties served by Arizona Complete Health: **1-866-495-6735**

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:  
480-850-9230
- Tohono O'odham Nation:  
1-844-423-8759

# OARLine

A screenshot of the OARLine website banner. The top navigation bar is blue with white text for 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. The main banner features a woman on the right talking on a mobile phone. On the left, the text reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'. The OARLine logo is in the top left corner.

**Need Help With Opioids?  
We Are Always Here.**

Free, confidential hotline:  
1-888-688-4222

[www.azdhs.gov/oarline](http://www.azdhs.gov/oarline)

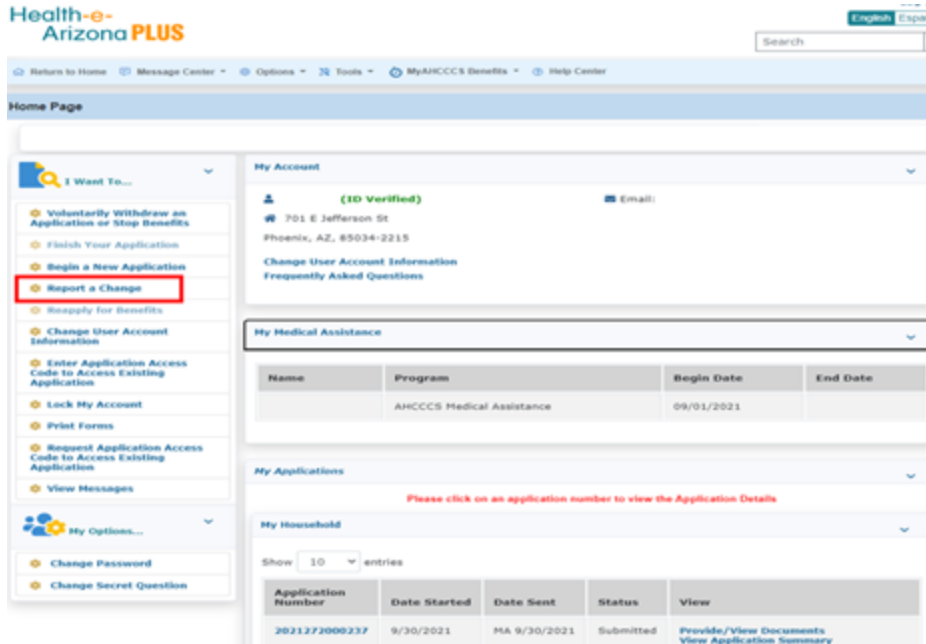
**Email:**

[AzOarline@gmail.com](mailto:AzOarline@gmail.com)



# 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 left sidebar contains a list of options under 'I Want To...'. The option 'Report a Change' is highlighted with a red box. Other options include 'Voluntarily Withdraw an Application or Stop Benefits', 'Finish Your Application', 'Begin a New Application', 'Reapply for Benefits', 'Change User Account Information', 'Enter Application Access Code to Access Existing Application', 'Lock My Account', 'Print Forms', 'Request Application Access Code to Access Existing Application', 'View Messages', 'My Options...', 'Change Password', and 'Change Secret Question'. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and links to 'Change User Account Information' and 'Frequently Asked Questions'. Below this is a table for 'My Medical Assistance' with columns for Name, Program, Begin Date, and End Date. The table shows one entry for 'AHCCCS Medical Assistance' starting on 09/01/2021. There is also a section for 'My Applications' with a table showing application details.

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

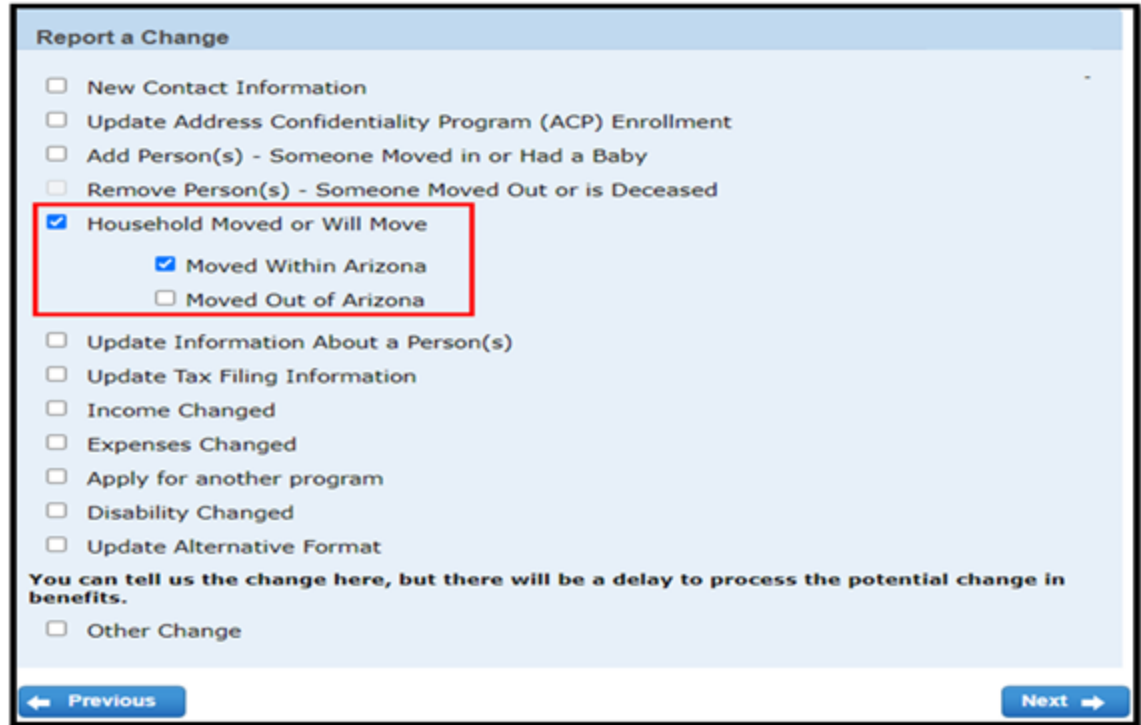
Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary



Log in or create an account today at  
[www.healtharizonaplus.gov](http://www.healtharizonaplus.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

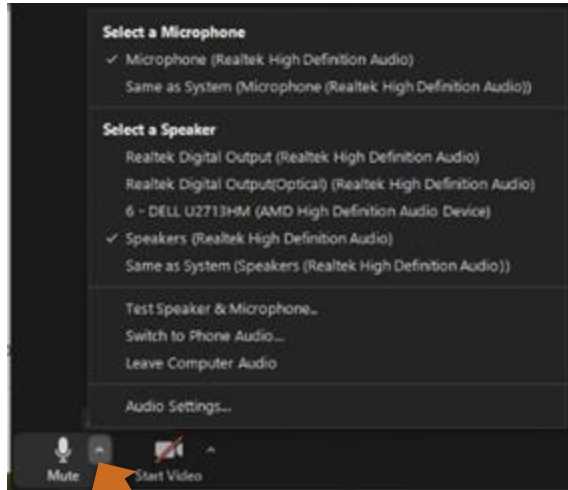
[< Previous](#) [Next >](#)



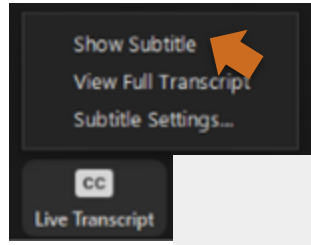
# Zoom Webinar Controls

Navigating your bar on the bottom...

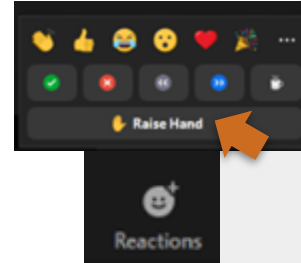
Audio Settings



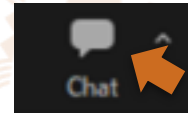
Turn on Closed Captioning



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

# Webinar Tips



**Mute your mic when you aren't speaking.**



**Limit background noise and distractions.**



**Use chat feature (or Q&A when available) to ask questions or share resources.**

# 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.





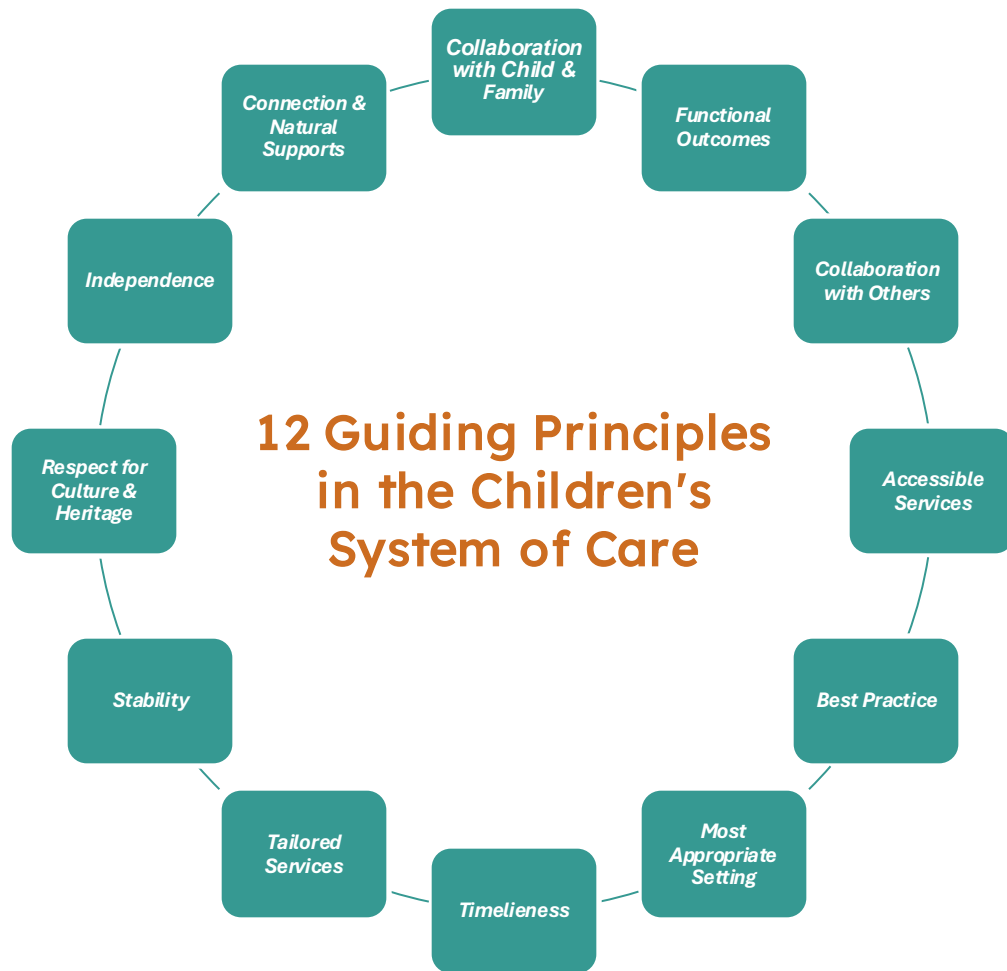
# AHCCCS Children's System of Care: Services, Impact, and Partnership

State Fiscal Year 2023

Chy Porter, Children's System of Care  
Program Administrator

# Introduction

The AHCCCS Children's System of Care (CSOC) is a coordinated network of services and supports designed to meet the needs of Arizona youth. CSOC functions under 12 Guiding Principles.



# Children's System of Care (CSOC) Vision & Mission

## Vision

CSOC is committed to the enhancement of the children's system through programmatic monitoring and advocacy.

## Mission

Leading CSOC with organization of a network of care that builds meaningful partnerships with children and families that is culturally responsive to support thriving in homes, schools, and communities.



**Monitor adherence to CSOC model through MCO deliverables across policies and contracts.**



Annual needs and resources assessment



Annual planning in partnership with system stakeholders



Community education efforts



Centralized and coordinated screening and intake



Coordinated case management



A continuum of treatment services

# AHCCCS's Role in Children's Behavioral Health

AHCCCS maintains a comprehensive and integrated behavioral health service system for children.<sup>1</sup>

<sup>1</sup> Full report for the Arizona's Children's System Annual Report for SFY 2022 and SFY 2023 can be found on AHCCCS website at <https://www.azahcccs.gov/Resources/Reports/state.html>.

# AHCCCS' Role in Children's Behavioral Health

- Integrated system serving 215,000+ children (SFY 2023)
- Partners include Managed Care Orgs (MCOs), schools, tribal authorities
- 8.8 million services provided to youth under 18 - funded by Medicaid, Mental Health Block Grant (MHBG), state funds
- \$1.2 billion invested in children's behavioral health

**Number of Enrolled Children Aged 0-17 listed by GSA and Funding Source SFY 2023<sup>8</sup>**

<b>Central</b>	TXIX	132,846	TXXI	9,523	Non-TXIX/XXI	7,293	Total	146,334
<b>North</b>	TXIX	19,455	TXXI	1,167	Non-TXIX/XXI	818	Total	20,955
<b>South</b>	TXIX	45,414	TXXI	3,330	Non-TXIX/XXI	2,334	Total	49,700
<b>Total</b>	<b>TXIX</b>	<b>196,160</b>	<b>TXXI</b>	<b>14,000</b>	<b>Non-TXIX/XXI</b>	<b>10,380</b>	<b>Total</b>	<b>215,326</b>

<sup>8</sup> Children are counted in TXIX, TXXI, and NTXIX/XXI columns if they used services under either eligibility categories during SFY 2023. Distinct member count enrollment summaries for GSA and member populations are distinct in total. The statewide total will not equal the summation of the three GSAs due to members moving between GSAs during the year. As a result, individual child counts reported do not sum to the totals in the table.



# Comprehensive Services

Services	Partnerships and Highlighted Outcomes
Wraparound & MRSS	8,538 homebased services provided (FOCUS model integration and UCONN collaboration)
Crisis Response	37,000+ children served by crisis lines
School-Based Support	9,808 students referred through Project AWARE (ADE Partnership)
Outpatient Counseling	Most utilized service; 2.5M+ services statewide in 2023
Psychiatric Care	Launched the Arizona Pediatric Psychiatry Access Line (University of Arizona College of Medicine partnership)
Residential Treatment	Treatment Options include BHRF, TFC, RTC, and inpatient psychiatric hospitals

# Prevention & Early Intervention

Half of all mental health disorders begin by age 14. AHCCCS integrates evidence-based initiatives across the system of care to support youth early.

Number of Prevention and Early Intervention Services to Enrolled Children Aged 0-17 SFY 2023												
GSA	Funding Source	# of Services	Cost	Funding Source	# of Services	Cost	Funding Source	# of Services	Cost	Total	# of Services	Cost
Central	NTXIX/XXI	583	\$378	TXIX	5,810	\$548,296	TXXI	425	\$48,947	Total	6,818	\$597,621
North	NTXIX/XXI	39	\$1,690	TXIX	1,333	\$488,422	TXXI	50	\$1,438	Total	1,422	\$491,550
South	NTXIX/XXI	11	\$176	TXIX	1,049	\$19,218	TXXI	131	\$40,660	Total	1,191	\$60,054
Total	NTXIX/XXI	633	\$2,244	TXIX	8,192	\$1,055,936	TXXI	606	\$91,045	Total	9,431	\$1,149,225

# Prevention & Early Intervention Initiatives

## **Project AWARE II (2021 – 2026)**

1,370 individuals trained.  
346 mental health referrals  
with 71% of students  
accessing services.

Over 7,959 individuals  
reached through campaigns  
focused on mental health  
education.

## **Children's Behavioral Health Services Fund (CBHSF)**

840 students accessed CBHSF funding  
through school referrals, up from 711  
students in 2022.

## **First Episode Psychosis (FEP) services**

Enhancement of FEP services through  
outreach, provider training, and use of the  
Coordinated Specialty Care (CSC) model.

# Health Treatment Placements

AHCCCS offers a range of behavioral health treatment settings, focused on the least restrictive, most appropriate level of care.

## Therapeutic Foster Care (TFC)

In-home behavioral health support in a family setting

## Behavioral Health Residential Facility (BHRF)

24/7 structured treatment for youth who don't require on-site medical services

## Residential Treatment Center (RTC)

Secure facilities for youth under 21 offering intensive therapeutic programming

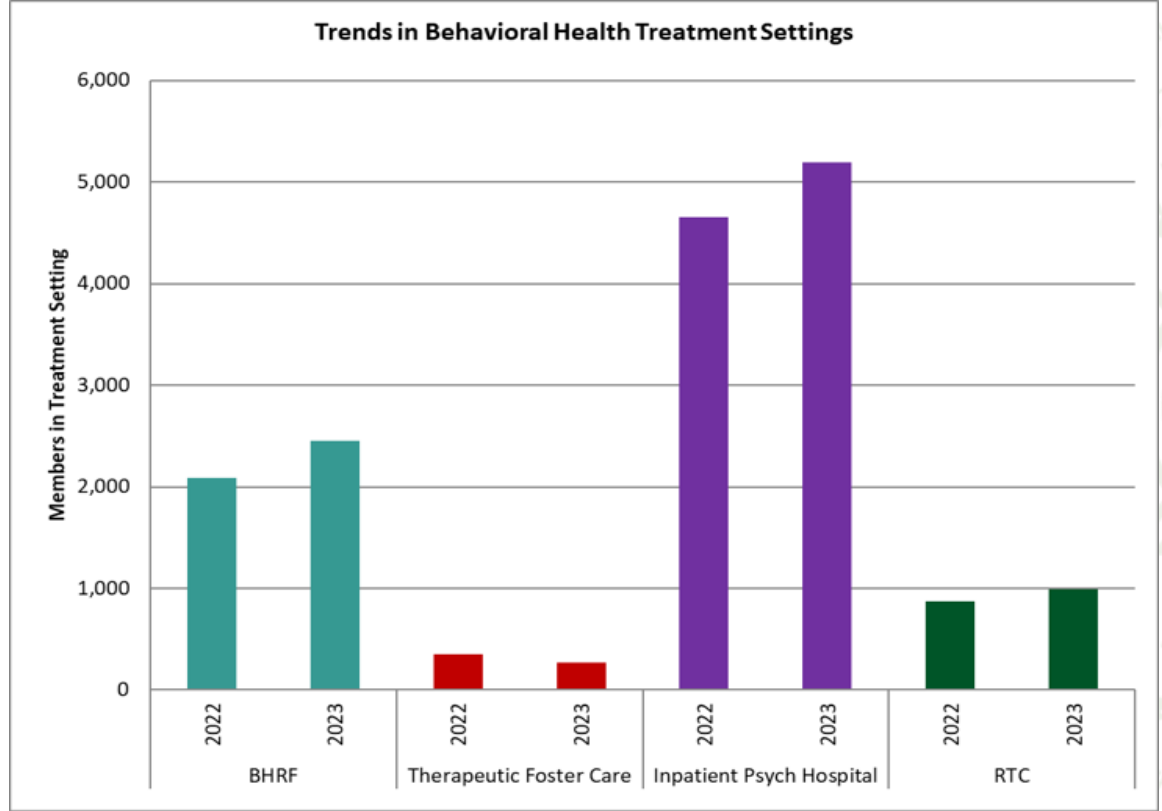
## Inpatient Psychiatric Hospital

24-hour supervised care with medical and psychiatric support for youth in crisis

# Health Treatment Placements

## Trends in Behavioral Health Out of Home Setting Utilization for Children's System

SFY 2022 and SFY 2023



# Children's System of Care Oversight

AHCCCS promotes a strength-based, culturally sensitive model for behavioral health care through assessment, planning, and service delivery.

## The Behavioral Health Clinical Chart Audit (BHCCA)

- Ensures MCOs implement an audit process that evaluates compliance with these aspects of assessment, service planning and service delivery
- Digital audit tool launched in May 2023

## Therapeutic Foster Care (TFC)

- 10% rate increase for new TFC providers and additional pay for placement stability and specialized training.
- TFC homes must have one adult dedicated to care and support services full time.
- Policy changes have improved TFC access by updating criteria and training case managers

# Behavioral Health Practice Tools

- Behavioral Health Practice Tools originally developed in 2007
  - Published as AMPM Chapter 200 BHPT
- Historically viewed as aspirational; gradual movement toward using them for monitoring fidelity to Arizona CSOC processes
- Underwent a process of stakeholder feedback starting in 2022
- Template and format update to typical policy
- Educational information removed to align with policy (moved to attachments)
- CSOC policies found in AMPM Chapter 500 for Coordination of Care



# Current Gaps & Funding Priorities

**\$4M**

## **In-State Residential Treatment Expansion**

Build capacity to serve children with high-acuity needs, autism, co-occurring disabilities, and those under age 12—reducing out-of-state placements.

**\$2.5M**

## **Behavioral Health Funding - CBHSF**

Restore funding to support school-referred, uninsured/underinsured youth and increase access to early intervention services.

**\$1.5M**

## **Pediatric Psychiatry Service - APAL**

Sustain psychiatric consults and education for pediatric providers across Arizona, especially in rural areas, after federal grant funding ends in 2025.

**\$2.04M**

## **Center of Excellence (COE)**

Support statewide implementation and fidelity monitoring of Wraparound, MRSS, and FOCUS evidence-based models for children with complex needs.



# Current Gaps & Funding Priorities

## Ongoing Infrastructure & Workforce Investment

- Arizona lacks enough **child behavioral health professionals**, especially in rural and tribal areas - funding is needed to expand and retain this workforce.
- Children with autism, co-occurring conditions, or high medical needs often lack in - **state options**; investment is critical to build appropriate treatment settings.
- Collaboration between **AHCCCS, DCS, ADE, and providers** is key to reducing gaps in care and ensuring effective referrals and service delivery.
- Youth mental health needs are increasing - Arizona must **scale up evidence-based services** like Wraparound and MRSS to prevent crises and improve outcomes.



# Thank You

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**AHCCCS Highlights Accomplishments, Changes in 2023**  
CONTACT: [info@azhcccs.gov](mailto:info@azhcccs.gov)  
FOR MEDIA/INQUIRY RELEASES  
January 15, 2024  
PHOENIX – One year ago, Cabinet Executive Officer Carmen Herrera 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," Herrera 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: [info@azhcccs.gov](mailto:info@azhcccs.gov)  
FOR MEDIA/INQUIRY RELEASES  
January 15, 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 657,753 have been disenrolled.

## [AHCCCS News and Updates](#)

[azahcccs.gov/shared/news.html](https://azahcccs.gov/shared/news.html)

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

**AHCCCS Tribal Relations**  
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, which is pending technical changes and Tribal Consultations 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@azhcccs.gov](mailto:christine.holden@azhcccs.gov) or at [triballiaison@azhcccs.gov](mailto:triballiaison@azhcccs.gov).

**Sidebar:**  
American Indian Health Program  
American Indian Medical Home  
American Indian Health Facilities  
Applicants  
Members  
Providers  
Tribal Arizona Long-Term Care System  
**Tribal Relations**  
Home  
Tribal Consultation  
Tribal Liaison  
Pharmacy

## [Tribal Relations Updates](#)

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



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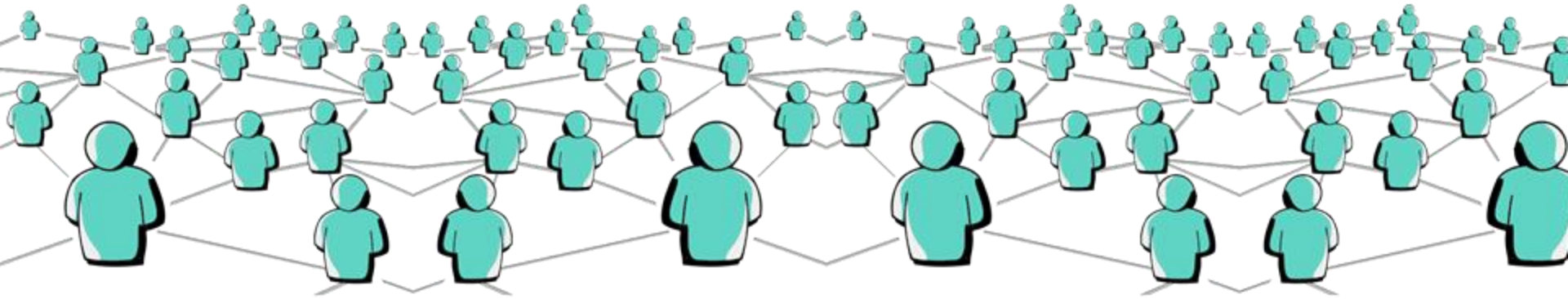
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# Learn about AHCCCS' Medicaid Program on YouTube!



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](#)



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