



## 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.



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



# How to access the crisis line in your area

## North GSA

**Counties:** Coconino, Gila, Mohave, Navajo, Yavapai:  
Health Choice Arizona: **1-877-756-4090**

## Central GSA

- **Maricopa County:** Mercy Care **1-800-631-1314**

## South GSA

- **Counties:** Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Pinal, Santa Cruz, Yuma:  
Arizona Complete Health - Complete Care Plan  
**1-866-495-6735**

## Tribal

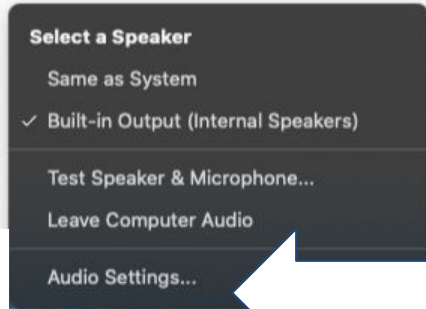
- **Ak-Chin Indian Indian Community:**  
**1-800-259-3449**
- **Gila River Indian Community:**  
**1-800-259-3449**
- **Salt River Pima Maricopa Indian Community:**  
**1-855-331-6432**
- **Tohono O'odham Nation:**  
**1-844-423-8759**

# Zoom Webinar Controls

Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.

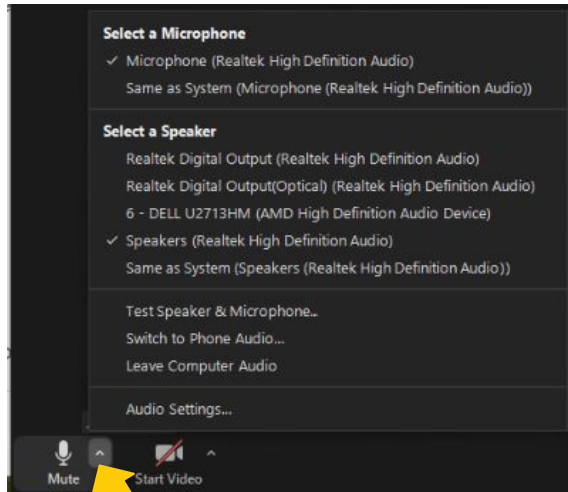


Audio Settings ^

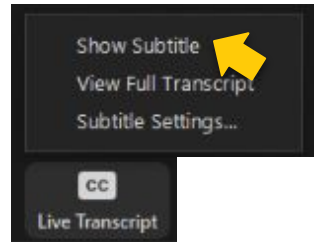
# Zoom Webinar Controls

## Navigating your bar on the bottom...

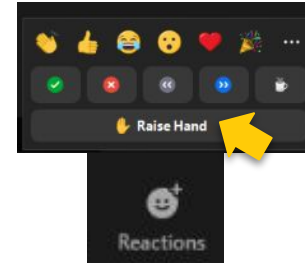
Audio Settings



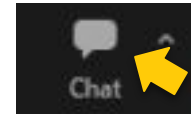
Turn on Closed Captioning



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

# Tips for successful ZOOM PARTICIPATION



MUTE your mic  
when you're not  
speaking



BACKGROUND  
NOISE watch when  
turning on mic



Limit the  
DISTRACTIONS  
around you



Look at the  
CAMERA  
not your screen



PREPARE & queue  
docs or links that  
you plan to share



Stay FOCUSED by  
not texting or side  
conversations



Use GALLERY  
VIEW to see all  
participants



Use CHAT to ask  
questions or share  
resources



# Returning to Normal: The End of the Public Health Emergency

Julie Swenson, Senior Policy Advisor, Division of Member  
and Provider Services

# What Is A Public Health Emergency

## **What is the public health emergency and how does it affect members?**

At the beginning of the COVID-19 pandemic, the federal government declared a **public health emergency (PHE)**. During the PHE, Medicaid agencies are required to continue health care coverage for members, even if someone's eligibility changes.

## **How long will the PHE last?**

The end date of the PHE is uncertain at this time. The federal government can extend the PHE 90 days at a time, and has done so multiple times since March, 2020.



# PHE Renewed - Effective April 16, 2022

7/31/22-8/1/22  
Expiration of the  
Maintenance of Effort  
Requirement/  
Initiation of Processing  
Redeterminations

Continuous Enrollment

6.2% FMAP

PHE

**1/21/21**  
**HHS PHE Renewed**  
Flexibilities, enhanced  
match and MOE  
continue

**4/21/21**  
**HHS PHE Renewed**  
Flexibilities, enhanced  
match and MOE  
continue

**6/20/21**  
**HHS PHE Renewed**  
Flexibilities, enhanced  
match and MOE continue

**10/18/21**  
**HHS PHE Renewed**  
Flexibilities, enhanced  
match and MOE  
continue

**1/16/22**  
**HHS PHE**  
**Renewed**  
Flexibilities,  
enhanced match and  
MOE continue

**4/16/22**  
**HHS PHE**  
**Renewed**  
Flexibilities,  
enhanced match  
and MOE  
continue

**7/16/22**  
**PHE Ends**

**9/30/22**  
**Expiration of the**  
**Enhanced Federal Match**

\*\*CMS has indicated that they will provide states with 60 days advance notice prior to ending the federally declared PHE.

# What Happens When the PHE Ends?

Standard business operations will be reinstated, including:

- Normal Medicaid disenrollment process for ineligible members.
- Provider enrollment requirements are reinstated.
- Premiums for KidsCare and Freedom to Work members will be reinstated (date to be determined)
- Other temporary changes will be ended and normal processes reinstated

# What Can Members Do Today to Prepare?

## Update contact info in HEAPlus

[See this flier](#) for more information on how to update contact info in HEAPlus

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', and 'View Messages'. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and email. Below this is a table for 'My Medical Assistance' with one entry: AHCCCS Medical Assistance, beginning 09/01/2021. At the bottom, there is a section for 'My Applications' with a table showing one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and a link to 'Provide/View Documents View Application Summary'.

The graphic features a blue background with the text 'UPDATE YOUR INFORMATION TODAY!' in large white letters. Below this, it says 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' To the right, a laptop displays the Health-e-Arizona PLUS website. The website header shows the URL 'www.healtharizonaplus.gov'. The main content area of the website has a red banner with the text 'UPDATE YOUR INFORMATION TODAY!' and a sub-header 'INDIVIDUAL AND FAMILY'. Below the banner, there is a section for 'Individual and Family' with a photo of a family and the text 'Connecting individuals and families to coverage. Supporting life-changing moments.' The AHCCCS logo is at the bottom left of the graphic.

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

# Public Outreach

- Public information on website & in stakeholder presentations
- Media coverage
- Member and community information, fliers, and MCO support

[www.azahcccs.gov/ReturnToNormal](http://www.azahcccs.gov/ReturnToNormal)

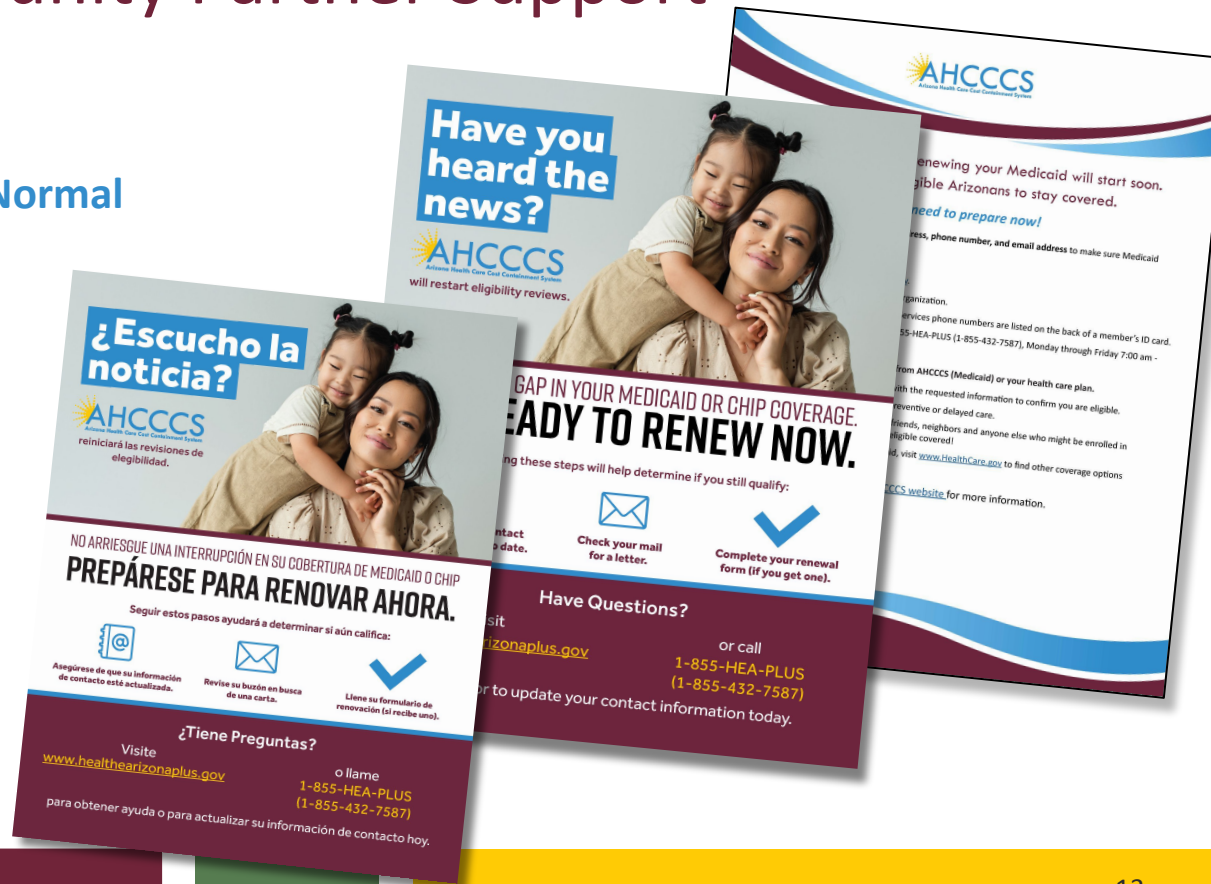


# Community Partner Support

## Resources for you

[www.azahcccs.gov/ReturntoNormal](http://www.azahcccs.gov/ReturntoNormal)

- **Fliers** (English and Spanish) to promote member awareness
- **Messaging toolkits**



# Direct Member Outreach

AHCCCS and the MCOs are attempting to reach members who've failed to respond to requests for additional information

- 233,000 members to receive robocalls from AHCCCS beginning April 8
- Text messages to AHCCCS opt-ins, plus new text outreach to all mobile numbers on file with AHCCCS
- 376,000 households to receive generic reminder letter in April
- Renewal requests from AHCCCS via US mail for information to confirm eligibility
- MCOs assisting with member outreach to maintain coverage or connect individuals to alternate coverage options.

# Preparing to Return to Normal Operations

- General reminders to update contact information or household circumstances and to respond to letters.
- EVERYONE can help ensure contact information is accurate and encourage members to respond.
- MCOs assisting with member outreach to maintain coverage or connect individuals to alternate coverage options.
- AHCCCS and DES preparation and planning.
- Working with Federal partners and other States on best practices.



# Returning to Normal Operations

- Full redetermination when eligibility was extended
- Customers will receive advance notice and appeal rights
- Align redetermination and renewal actions at household level
- Spread “COVID override” redeterminations over 9 months
- Distribute all member renewals evenly over 12-month unwinding period





# Getting Connected to AHCCCS Events

Steven Leibensperger, Foster Care Community Liaison, Division of  
Community Advocacy and Intergovernmental Relations (DCAIR)  
Office of Individual and Family Affairs (OIFA)

# Navigating the AHCCCS Website

Visit OpenBooks | Ombudsman-Citizens Aide | Get the facts on COVID-19 | AZ.Gov | az.gov

Learn more about coronavirus (COVID-19)

Advanced search

HOME | AHCCCS INFO | MEMBERS/APPLICANTS | PLANS/PROVIDERS | AMERICAN INDIANS | RESOURCES | FRAUD PREVENTION | CRISIS?

**THE AMERICAN RESCUE  
PLAN ACT OF 2021**

Learn more about Medicaid funding opportunities.

● ○ ○ ○ ○ ○ ○ ○ ○ ○

## About Us

Acronyms  
AHCCCS Programs  
Arizona Olmstead Plan  
Awards & Studies  
COVID-19 Information  
Director's Biography  
News & Press Releases  
Strategic Plan

## Public Notices

## Program Planning

## Healthcare Advocacy

Mental Health First Aid  
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)  
Care Coordination & Integration  
Electronic Visit Verification  
Emergency Triage, Treat and Transport (ET3)  
AHCCCS Housing Programs  
Health Equity Committee  
Health Information Technology (HIT)  
Payment Modernization  
Private Sector Partners  
Targeted Investments  
Telehealth Services

## Committees and Workgroups

## Transparency

Arizona Health  
income and

a residents. Individuals mus



### News & Updates

A listing of current AHCCCS News & Updates.



### Calendar

A list of upcoming events at AHCCCS



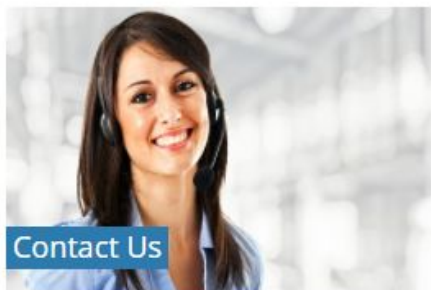
### Having a Crisis?

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

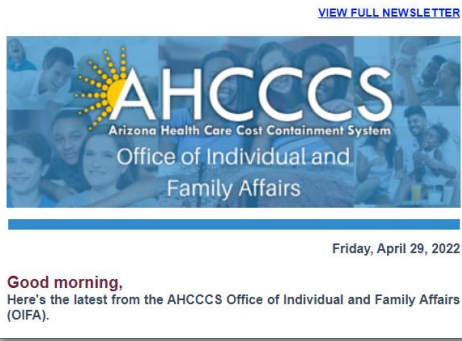
A list of contacts at AHCCCS



### Public Notices

View demonstration projects, notices, meeting/hearing dates and provide comments

# Getting Connected - You Have Options!



OIFA  
Friday  
Newsletter



AHCCCS  
Events  
Calendar



Community  
Presentations



Social  
Media



# OIFA Friday Newsletter

***Easy to subscribe!***

***New information every week!***

## What to Expect?

Great way to learn about community events, career opportunities, policy updates, resources, Peer Support and Family Support services, behavioral health resources, etc.

## Can I Submit Items for Consideration in the Newsletter?

Yes! Send your content to [oifa@azahcccs.gov](mailto:oifa@azahcccs.gov).\*

[VIEW FULL NEWSLETTER](#)



Friday, April 29, 2022

**Good morning,**  
Here's the latest from the AHCCCS Office of Individual and Family Affairs (OIFA).

\*Content must follow specific guidelines. Please request the submission guidelines in advance to insure your content is included in a timely manner.

# OIFA Friday Newsletter

## How Do I Subscribe?

- Navigate to the OIFA web page at [www.azahcccs.gov/oifa](http://www.azahcccs.gov/oifa)
- Scroll down and click on the Subscribe icon



- Fill out the form with your information, and click the

Sign Up

button



Sign up to get the latest news and announcements from AHCCCS OIFA

Sign up to get behavioral health news and updates delivered to your inbox.


\* Email Address

First Name

Last Name

Security Check

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) [Terms](#)

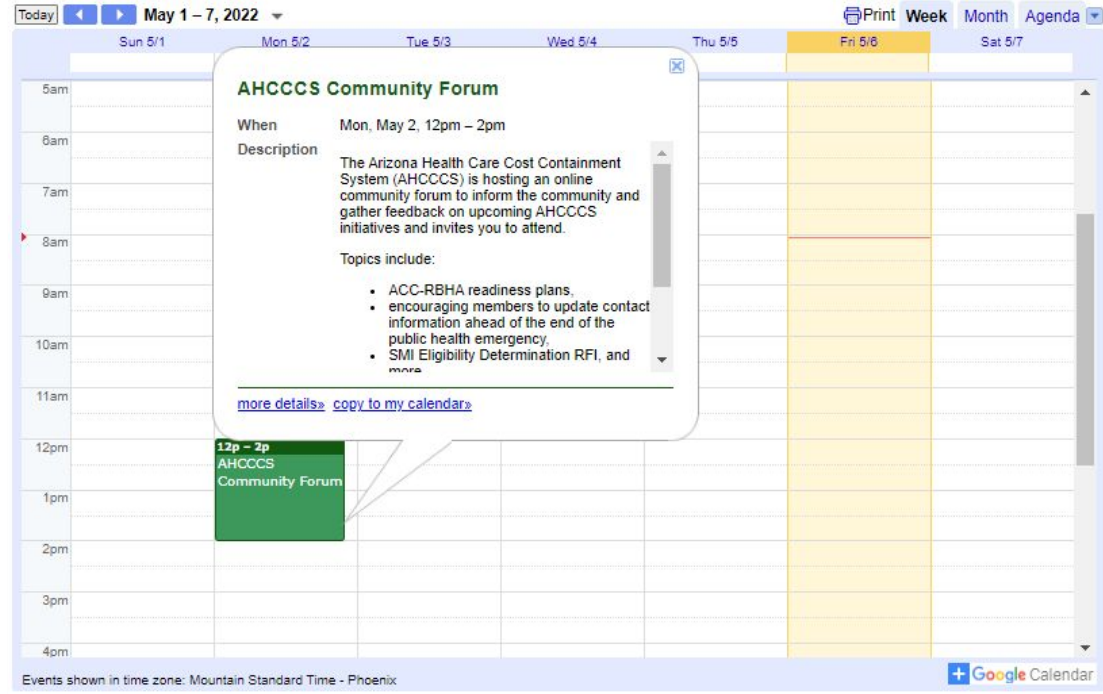
By submitting this form, you are consenting to receive marketing emails from: . You can revoke your consent to receive emails at any time by using the [SafeUnsubscribe®](#) link, found at the bottom of every email. [Emails are serviced by Constant Contact.](#)

Sign Up

# AHCCCS Events Calendar

## What to Expect?

- Complete list of events for all of AHCCCS.
- Easy to view options (week/month/agenda).
- Add the calendar to your Google Calendar.
- Can view event details, description and topics, registration links, etc.





## How to Get to the Calendar

- 
- The screenshot shows the AHCCCS website with a navigation bar containing links like HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, and FRAUD PREVENTION. A large red arrow points down to the main content area, which has a background image of a hand holding a vial labeled 'COVID 19 CORONAVIRUS VACCINE'. The text 'Where Can I Find The COVID-19 Vaccine?' is prominently displayed in the center. Below this text is a progress indicator with eight circles, the first of which is filled. At the bottom, there is a disclaimer in English and Spanish: '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.' and 'Notice of Non-Discrimination (Aviso De No Discriminación)'.



# Community Presentations

## What to Expect?

- Detailed information about upcoming events,
- Links to register, and
- Additional resources such as event fliers and presentation slide decks.




## Community Presentations

The Arizona Health Care Cost Containment System (AHCCCS) is hosting community forums across the state to inform the community and gather feedback on the upcoming AHCCCS initiative on RBHA services. We look forward to hearing from members, family members, advocates, community members, providers and stakeholders at one of the planned community forums listed below.

The Arizona Health Care Cost Containment System (AHCCCS) is hosting online forums to inform the community and gather feedback on the upcoming AHCCCS initiatives.

*ASL interpretation and CART captioning services are available upon request. If you require these or other types of accommodations pursuant to the Americans with Disabilities Act (ADA), please contact the AHCCCS Public Information officer at [heidi.capriotti@azahcccs.gov](mailto:heidi.capriotti@azahcccs.gov) or 602-417-4729 at least seven business days prior to any meeting you wish to attend.*

### OIFA Community Events

Date/Time	Meeting Name	Location	Details
Mon., May 2, 2022, 12:00 p.m. - 2:00 p.m.	AHCCCS Community Forum	Webinar	<p>The Arizona Health Care Cost Containment System (AHCCCS) is hosting an online community forum to inform the community and gather feedback on upcoming AHCCCS initiatives and invites you to attend.</p> <p>Topics include:</p> <ul style="list-style-type: none"><li>• ACC-RBHA readiness plans,</li><li>• encouraging members to update contact information ahead of the end of the public health emergency,</li><li>• SMI Eligibility Determination RFI, and more.</li></ul> <p>We look forward to hearing from members, family members, advocates, community members, providers, and stakeholders at the planned community forum.</p> <p><a href="#">Flier for May 2 AHCCCS Community Forum</a> </p> <p><a href="#">Register for the event</a> </p> <p><a href="#">Community Presentation</a> </p>

# Community Presentations

## How to Get to the Community Presentations Webpage

- Navigate to the AHCCCS public website via <https://www.azahcccs.gov/>.
- Click on the AHCCCS INFO menu option.
- Click on the **Public Notices** option.



# Community Presentations

## How to Get to the Community Presentations Webpage, cont.

- On the next page you'll click on the Community Presentations option.

### Public Notices and Opportunities for Public Comment

This page lists public notices, announcements and meetings relating to the AHCCCS program. Topics seeking public input, including instructions for submitting public comments, are indicated under each area.

Access Monitoring Review



ALTCS



Behavioral Health



Benefit Changes

Community Presentations



- [2022 Community Presentations](#)

# Follow & Support AHCCCS on Social Media

facebook

twitter

 Instagram

LinkedIn

 YouTube

Handle:

[@AHCCCSgov](#)

Handle:

[@AHCCCSgov](#)

Handle:

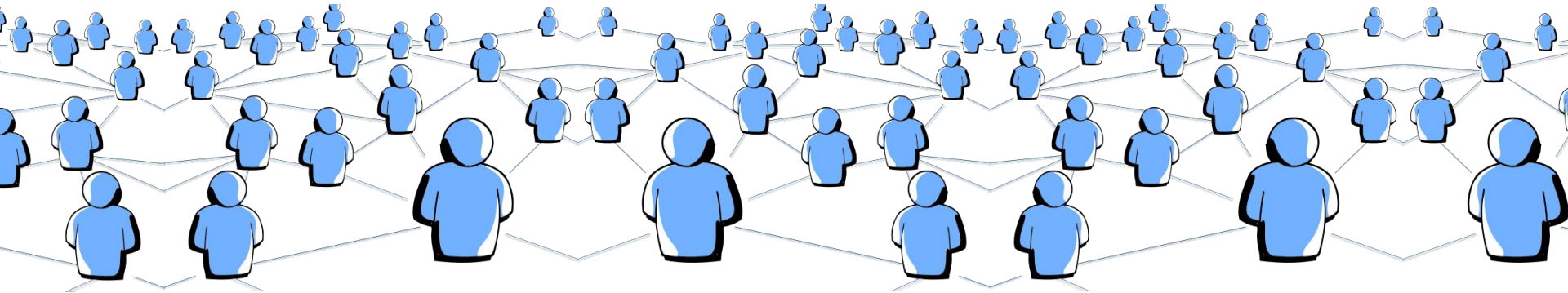
[@AHCCCSGov](#)

Handle:

[@AHCCCS](#)

Channel:

[AHCCCSgov](#)



## 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](#)
- [Future RBHA Competitive Contract Expansion](#)



## ***Please complete the survey***

Your input helps us  
better tailor meetings  
to your needs.