

# Tribal ALTCS Newsletter



NATIVE HEALTH



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## Special points of interest:

- Newsletter Introduction
- Note of Appreciation
- Operational Reviews

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## GREETINGS!

I am happy to introduce the first Tribal ALTCS (Arizona Long Term Care Services) Newsletter from AHCCCS (Arizona Health Care Cost Containment System)/DFSM (Division of Fee for Service Management). This newsletter will be distributed quarterly to serve as a tool to communicate updates and news related to Tribal ALTCS.

There are numerous updates from AHCCCS about policies and case management standards. We, at AHCCCS Tribal ALTCS, would like to hear from your programs as well. Feel free to contact, Valerie, AHCCCS Tribal Administrator, if you would like to contribute to the newsletter.

As the Tribal ALTCS Administrator, I am very excited about the newsletter. I've heard from some Tribal Contractors that meeting four times a year is not enough. Since I started with AHCCCS in February 2016, my team (Rachel Conley and Cheryl Begay) have traveled a total of 4,000 miles to meet with each of you at your sites. For our 4th Quarterly Tribal Case Management Meeting, we have opened the invitation to case managers; it seemed fitting as October 9th-15th is National Case Management Week.



## IMPORTANT DATES FOR TRIBAL ALTCS

National Case Management Week: October 09-15, 2016

AHCCCS will be closed on 10/10/16

Tribal ALTCS Technical Assistance Meeting: 10/12/16

Tribal ALTCS Quarterly Case Management Meeting: 10/13/16

Quarterly Reports due to AHCCCS: 10/15/16

Tribal Consultation Meeting: 10/20/16



## A NOTE OF APPRECIATION FROM THE TRIBAL ALTCS ADMINISTRATOR

As I had mentioned, October 9-15, 2016 is National Case Management Week. As Tribal ALTCS case managers, supervisors, and program managers, you all work hard. It takes dedication and compassion to work in the field of long term care. It is not an easy job because you have a sense of responsibility to your members and community. It is my belief that collectively (8 Tribal Contractors throughout the State of Arizona); you affect thousands of individuals and families each and every day. I want to thank each of you for your selflessness and your willingness to face challenges to help those in need.



Your insights, ideas, even criticisms are welcomed, please know that at times, change is incremental and some issues cannot be solved overnight. Elizabeth Carpio, DFSM Assistant Director, supports collaboration efforts that are solution-based and thoughtful. It is time to look forward and continue working diligently towards making positive impacts for our members, their families, and even with each other. I am honored to work with such wonderful, compassionate, smart individuals within Tribal ALTCS and AHCCCS/DFSM!

### Tribal ALTCS Team

*Pictured from left to right: Cheryl Begay, Rachel Conley and Valerie Jones*



## OPERATIONAL REVIEWS

The current program goal at Tribal ALTCS within AHCCCS/DFSM is for every Tribal Contractor to receive a 90%-100% compliance rate for their 2017 Operational Reviews (Audits). Operational Reviews will be scheduled for March 2017 through September 2017.

According to the data from 2015 Operational Reviews, there were no Tribal Contractors that received a 90%-100% compliance rate. Two contractors received a compliance rate of 0-49%; three contractors received a 50-74% compliance rate; and three contractors received the compliance rate of 75-89%.



## MEMBER CENTERED PLANNING

Member-Centered or Person-Centered Planning, you may have read these words in the AMPM Policy Manual, Chapter 1600. Member-centered means focusing on the strengths of the member by including the member in decisions in his/her services. All services are developed with the member, member's family. Services are developed and monitored based on the member's level of care and needs.

## IMPORTANT LINKS FOR TRIBAL ALTCS ON AHCCCS WEBSITE

Below are some links related to Fee For Service Tribal ALTCS updates. If you have any questions, please contact either Cheryl Begay or Rachel Conley, the Tribal ALTCS Coordinators at AHCCCS.

[AHCCCS Claims Clues](#)

[FFS Public Notice](#)

[FFS Ground Transportation Rates](#)

[FFS Home and Community Based Services Rates](#)

## FOR QUESTIONS

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