

AHCCCS achieved major advancements in technology, policy, community engagement, and service delivery, streamlining operations and improving care quality for members statewide.

## Member and Provider Services

- **Expanded culturally grounded care** through federally approved Traditional Healing Services, enabling Medicaid reimbursement for qualified Tribal healers serving American Indian/Alaska Native members.
- **Added adult benefits for speech therapy and cochlear implants**, improving access to rehabilitative and auditory services for members 21+.
- **Improved continuity of care for justice-involved youth** by allowing eligible individuals to receive services up to 30 days prior to release.
- **Strengthened transparency** by managing high-volume media and stakeholder inquiries with timely, accurate responses.
- **Deepened collaboration with Arizona's 22 Tribal Nations** through multiple Tribal Consultation sessions on policy, program design, and rural health priorities. Established quarterly leadership meetings with Urban Indian Organizations to improve communication.
- The **AHCCCS Beneficiary Advisory Council (BAC)** consists of select members and **spans across a range of Medicaid populations**, including long term care and Serious Mental Illness (SMI). The BAC identified ways to **streamline and enhance eligibility, scheduling, and provider integration/engagement**. The BAC included:
  - 30% of members from rural centers,
  - 70% current or former Medicaid members,
  - 50% family members to a Medicaid member.
- The Arizona State Medicaid Advisory Committee (SMAC) **expanded the knowledge of preventive care, moved the needle on expanding access to care and rural engagement, and improved education** on covered services and navigation.
- Through the Office of Individual and Family Affairs (OIFA), delivered legislatively required **training on psychosis and anosognosia for Peer and Recovery Support Specialists, established credential reciprocity with Tribal Nations, and presented Jacob's Law sessions** to nearly 500 community members.

## Technology Enhancements

- **Progressed the Medicaid Enterprise System (MES) Modernization**, including:
  - **Electronic Data Interchange (EDI)** translator testing (March 2026 launch)
  - **Program Integrity upgrades:** Fraud, Waste, and Abuse (FWA) Finder® and Case Manager (March 31, 2026); Division of Fee for Service Management (DFSM) Claim Manager (June 28, 2026)
  - **Customer Service System portal launch** (April 2026)
- **Launched a statewide AI-powered Opioid Treatment Locator** with Google Cloud and Syntasa, providing real-time multilingual search and mapping.

## Organizational Development & Employee Support

- **Launched a new in-house careers site** to improve recruitment, candidate experience, and internal mobility.
- **Expanded outreach** through 16+ community events statewide.
- **Completed relocation** to new headquarters at 150 N. 18th Avenue in Phoenix, improving accessibility for members and strengthening coordination to better serve Arizona communities.

## Fraud, Waste and Abuse

- Office of Inspector General (OIG) **identified over \$1 Billion in Saving and Recoveries** across audit and investigative work.
- **Nearly 4,500 cases were closed**, and over **7,000 incoming referrals were processed**.
- **19 criminal convictions** resulted from OIG case work.
- **Nearly 200 audits** were completed.

## Waiver, Policy, and Covered Service Enhancements

- **Opened Pathways of Hope** with Copa Health, a 50-bed transitional facility providing housing and whole-person care for adults experiencing homelessness with SMI.
- **Advanced Rural Health Transformation efforts** supporting federal funding for workforce development, telehealth, mobile clinics, maternal and behavioral health, and facility modernization beginning in 2026.
- **Prepared for H.R. 1-related Medicaid changes** through coordinated policy, technology, and operational readiness across agencies, supported by FY27 budget resources.