



Welcome to Training:

## The Individualized Service Plan and Why it Matters

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

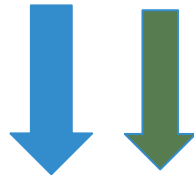
Please use the chat feature for questions or raise your hand.



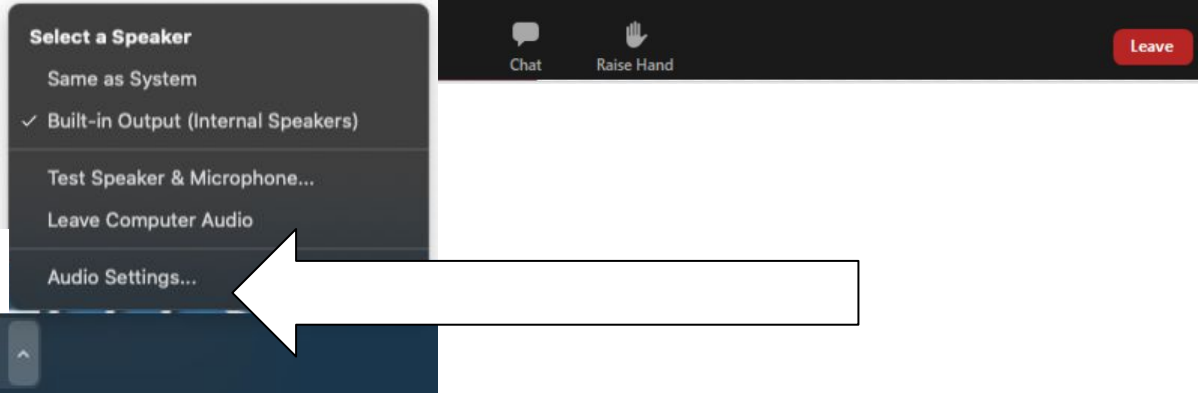
Thank you.

# Zoom Webinar Controls

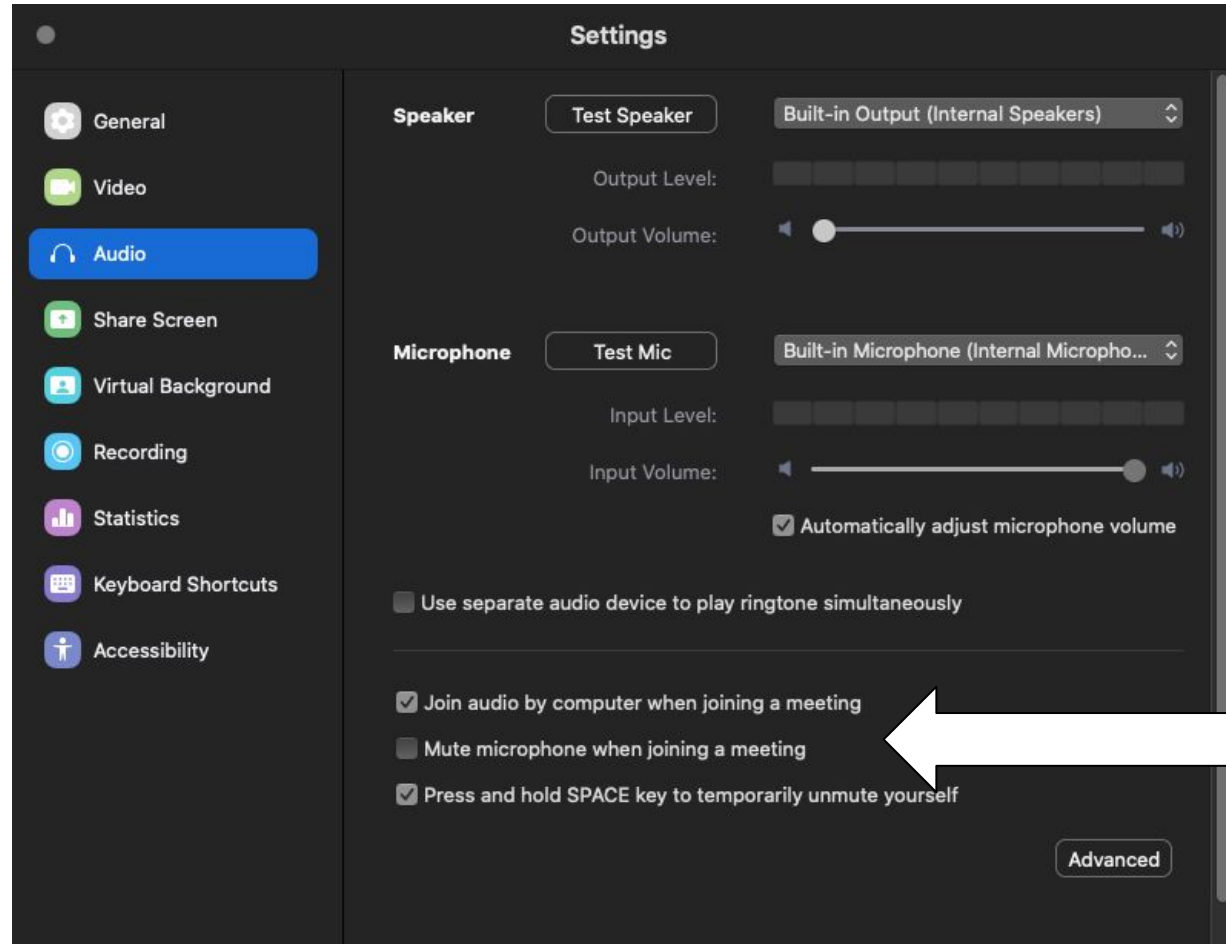
Navigating your bar on the bottom...



- **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



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' selected and highlighted in blue. The main content area is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for the output device (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 for the input device (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). An 'Advanced' button is located at the bottom right of the settings panel. A large white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

**Settings**

- General
- Video
- Audio**
- Share Screen
- Virtual Background
- Recording
- Statistics
- Keyboard Shortcuts
- Accessibility

**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

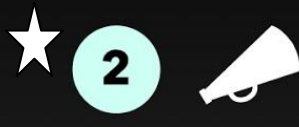
Press and hold SPACE key to temporarily unmute yourself

Advanced

# 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



# The Individualized Service Plan (ISP) and Why it Matters

Presented by:

The Office of Human Rights (OHR)

The Office of Individual and Family Affairs (OIFA)

AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR)

[AHCCCS Acronym Guide](#)

# Agenda

- ❑ Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Individualized Service Plan
- ❑ Why the ISP Matters
- ❑ Navigating the Rights of Individuals with a Serious Mental Illness
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

\* [AHCCCS Acronyms Guide](#)





## Overview

Division of Community Advocacy and  
Intergovernmental Relations (DCAIR)

Dana Flannery

DCAIR Assistant Director and Senior Policy Advisor

# DCAIR Departments

The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our members, family members and other stakeholders. These areas are very important as they ensure the voice of the community is heard.

DCAIR includes:

Office of Individual and  
Family Affairs (OIFA)

Office of Human Rights  
(OHR)

Office of Federal  
Relations and  
Communications (FRAC)

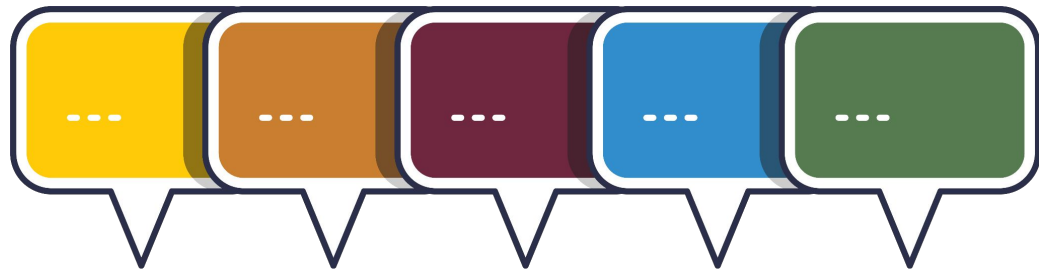


# DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from members, families, providers, and stakeholders. We also facilitate or participate in workgroups & committees to address health care needs including:

- Behavioral Health Planning Council
- Arizona Council of Human Service Providers
- OIFA Advisory Council
- The State Medicaid Advisory Committee

See the [AHCCCS Community Events Calendar](#).





# Overview

## The Office of Human Rights (OHR)

Brenda Morris, OHR Bureau Chief

# The Office of Human Rights

## Mission Statement

Providing advocacy to individuals living with a Serious Mental Illness (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.



# Special Assistance

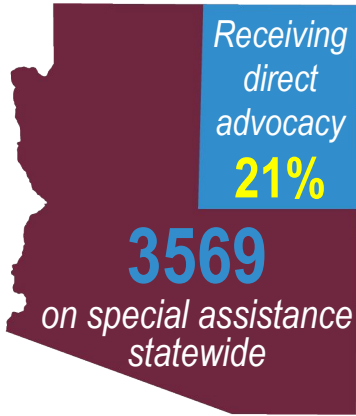
**Special Assistance** is a term used to describe additional supports reserved for those with a Serious Mental Illness (SMI) who are determined by the Clinical or Inpatient Team and meet specific criteria.

Members living with a Serious Mental Illness are to be assessed to see if they meet criteria for special assistance in accordance with R9-21-101(B)(13).

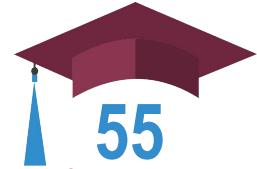
Many individuals have a family member or natural support that will meet the special assistance needs and OHR will assign an advocate if there is not anyone available to meet the individual's needs.



# Office of Human Rights 2022 Y-T-D Highlights



**8,122**  
member engagements



**55**  
successful graduations for members to advocate on their own  
**77**  
transitions to natural supports!

OHR participated in . . .



**150** hospital discharges statewide



**11** jail discharges statewide.

OHR was able to assist . . .



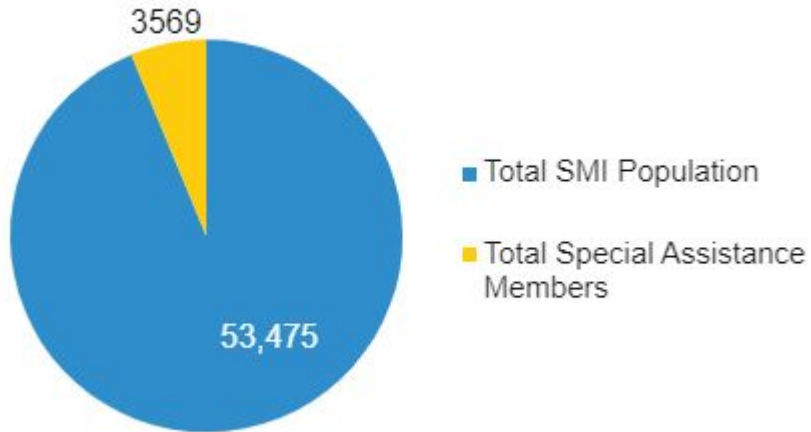
**63** members to avoid homelessness



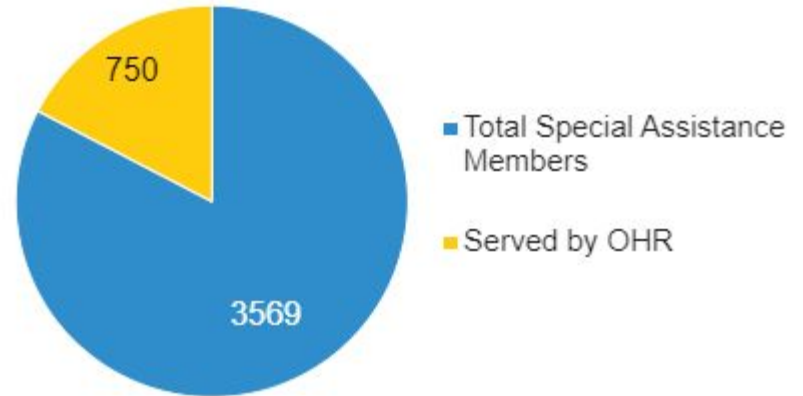
**55** members to a lower level of care, promoting least restrictive environment.

# Special Assistance Data

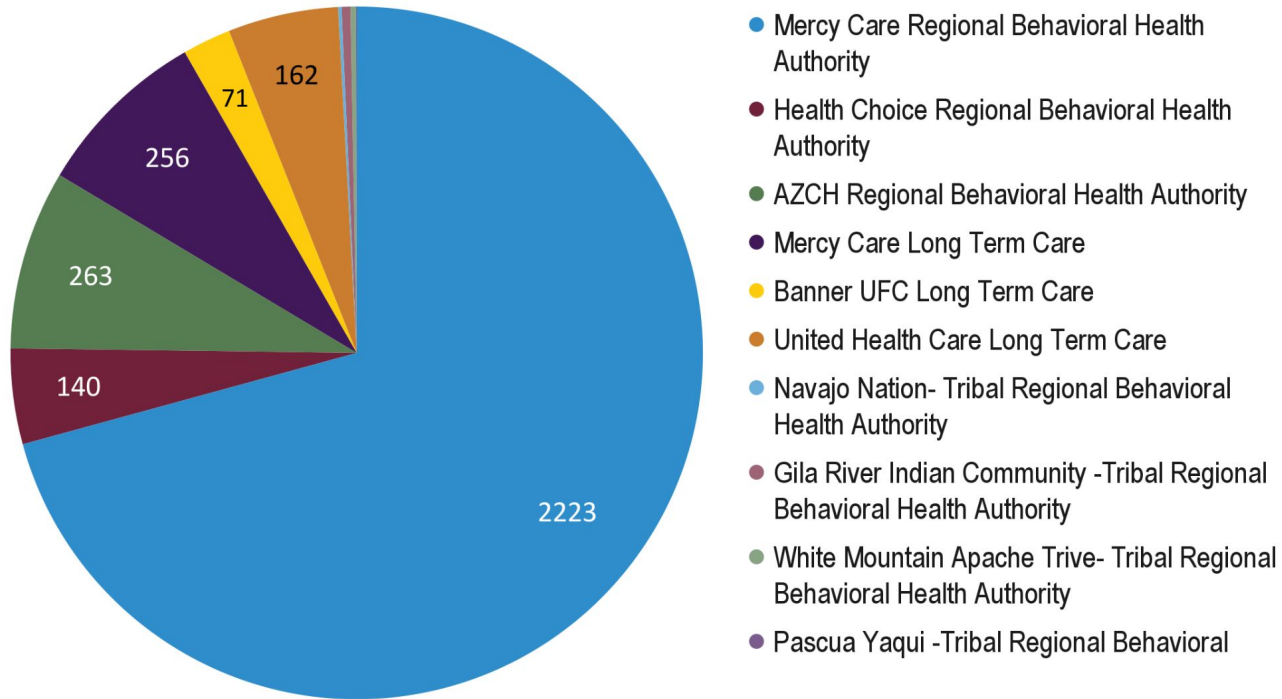
## SMI Population and Special Assistance



## Special Assistance Served by OHR



# Special Assistance Members by Health Plan





# Individualized Service Plan (ISP)

Emily Lopex, 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](#)

# Before the ISP: The Assessment



The ongoing collection and analysis of an individual's medical, psychological, psychiatric, and social conditions in order to initially determine if a health disorder exists, if there is a need for behavioral health services, and on an ongoing basis ensure that the individual's service plan is designed to meet the individual's (and family's) current needs and long term goals. [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



# Additional Goals and Desires in the ISP

An ISP uses a whole-person approach to support a person's recovery goal(s), not just the covered services received from a case manager or doctor. 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](#)

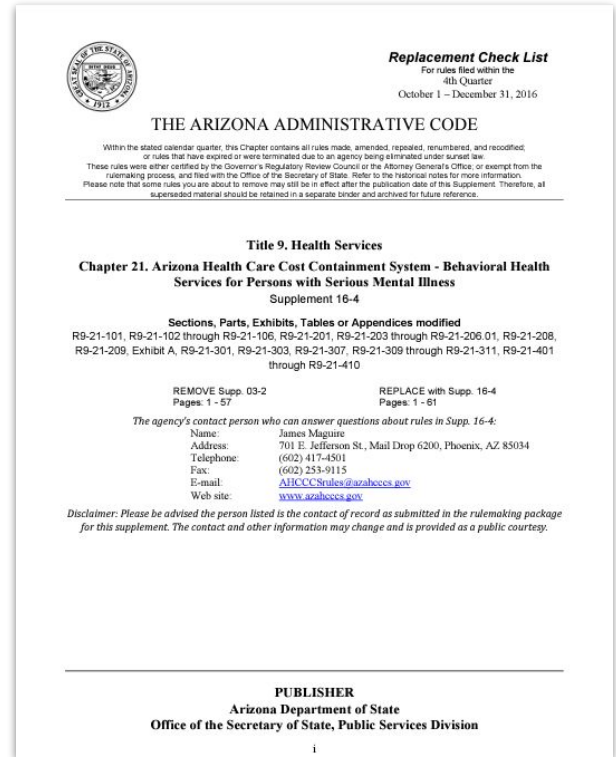


# Why the ISP Matters

Lia Ballesteros, OHR Lead Advocate

# 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.



# The Importance of the ISP



- The ISP is a right for individuals living with a Serious Mental Illness.
- It identifies services that maximize strengths, independence and integration into the community.
- It belongs to the individual receiving the services and should be centered on their needs.
- It is used to enforce the services and as a tool for the SMI appeal process, which is also a right.



# The Road to Receiving Services



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



# Navigating the Rights of Individuals Living with a Serious Mental Illness

# 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

# The SMI Grievance and Appeals Process

**SMI Grievance:** A complaint that is filed by individual with a Serious Mental Illness (SMI) designation or other concerned individual alleging a violation of an SMI member's rights or a condition requiring an investigation.

**SMI Appeal:** A request for review of an adverse decision by a Contractor or AHCCCS.

## [Arizona Administrative Code-Article 4: Appeals, Grievances and Requests for Investigation](#)

<b>Action Initiated by the OHR</b>	<b>Total Y-T-D as of June 30, 2022</b>
<i>SMI Grievances</i>	<b>90</b>
<i>Potential Quality of Care (QOC)/referrals</i>	<b>5</b>
<i>SMI Appeals</i>	<b>56</b>
<i>Letters Noting Concerns (LNC)</i>	<b>46</b>

## [Additional Actions by the Office of Human Rights](#)



# Overview

## The Office of Individual and Family Affairs (OIFA)

Steve Leibensperger

OIFA, Foster Care Community Liaison

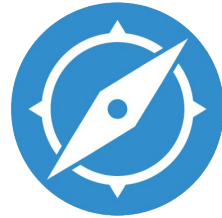
# OIFA Mission

The Office of Individual and Family Affairs promotes **recovery**, **resiliency**, and **wellness** for individuals, families of choice, youth, communities, organizations and we collaborate with key leadership and community members in the decision making process at all levels of the behavioral health system to:

- ❖ End stigma,
- ❖ Advocate for culturally inclusive and welcoming environments, and
- ❖ Ensure peer support and family support services are available.

# 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.

# Lived Experience



The OIFA office requires staff to have “lived experience.”

OIFA staff have either personally experienced the behavioral health system, or have helped a family member navigate the behavioral health system.

This lived experience provides us deeper understanding and empathy for members’ concerns and challenges.



# Online Information and Resources

- ❖ OIFA Public Web Page ([www.azahcccs.gov/oifa](http://www.azahcccs.gov/oifa))
  - Events Calendar
  - Subscribe to the OIFA Weekly Newsletter
  - Feedback form
  - Resource page Links for Family Support, Peer Support, Foster Care, Stigma, and more.
  - Empowerment Tools web page
  - More coming!

# 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.




# Empowerment Tools

**AHCCCS**  
OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

## Be Your Own Advocate

### You Have Voice and Choice In Your Health Care Decisions



- Voice:** You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need. You are a vital part of a service delivery team and an equal partner in the planning and delivery of services.
- Choice:** You have the right to request covered services and choose where to receive these services within your network.
- Be Involved:** You have a right to be actively involved in the service planning process. The plan focuses on you and your needs. You can ask your team about your covered service options.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4538, or 1-800-867-5308.

Visit your health plan's website to find the full list of available providers. If you need assistance finding the provider that is right for you, call your health plan.

Reference: AHFM 100

Office of Individual and Family Affairs 2023-7-1  
[www.ahcccs.gov/ohfa](http://www.ahcccs.gov/ohfa)

**AHCCCS**  
OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

## How To Access Behavioral Health Services

All AHCCCS members are eligible to receive medically necessary behavioral health services. These services include, but are not limited to:

- Behavioral health screenings and assessments,
- Case management,
- Psychotropic medications,
- Crisis services\*,
- Counseling and therapy,
- Substance use treatment,
- Peer support services, and
- Family support services.

**Do I Need a Referral?**  
No. Referrals are not required to start behavioral health services. Tell your primary care provider, or assigned behavioral health clinic (if applicable), of all providers that you receive services from so that they may coordinate your care.

**Where Do I Begin?**  
If you need help learning about services that are available or identifying a health care provider, contact your health plan's member services department. The phone number is on your AHCCCS ID card, or assigned behavioral health clinic (if applicable).

**Can I Self-Refer for Behavioral Health Services?**  
Of course. You can contact a provider directly to request services. You will need to ensure the provider is contracted with your health plan and that the services are added to your treatment plan.

**How Long Should It Take to See a Behavioral Health Provider?**  
When you call your provider to set up an appointment or get a referral for an appointment, AHCCCS policy requires that you see the provider within specific timeframes. See the Standards Appointment Availability For All AHCCCS Members document.

If you are having difficulty finding a provider, getting services scheduled, or getting an appointment within the timeframes listed, please contact your health plan's member services department.

\*Crisis Services are available to all adults and children in Arizona regardless of insurance or behavioral health prior experience.

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Office of Individual and Family Affairs 2023-3-31  
[www.ahcccs.gov/ohfa](http://www.ahcccs.gov/ohfa)

**AHCCCS**  
OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

## Family-Run Organizations Providing Children's Services

As the caregiver of a biological, foster, kinship or adopted child, you have covered services available at no cost to you from many different agencies. Some of these agencies are family-run organizations.

**What is a Family-Run Organization?**  
Family-run organizations employ parents who have real life experience in the behavioral, medical and/or Department of Child Safety (DCS) systems. They specialize in providing family support services, and can provide one-on-one support to you.

**Family Support Services Can Help You:**

- Know that you are not alone
- Navigate the child serving systems
- Locate services/resources that are the "right fit" for the needs of the child and family
- Learn to be an advocate
- Gain new skills to care for your child
- Identify formal and informal support systems
- Develop a service plan
- Manage hospital discharge planning
- Feel supported during Child and Family team meetings (CFT), Foster Care Review Boards (FCRB) and court hearings
- Keep things consistent in your child's care when case managers or therapists change
- Understand decision letters, and how to submit appeals
- Help you deal with agencies that are not supportive of the needs of your child
- Find classes, trainings, support groups and more

**How to Access Services from a Family-Run Organization**

- Choose one of the family-run providers.
- Ask your child's Case Manager to add "Family Support Services" provided by the family-run organization of your choice to your child's service plan. You have the right to receive services from the provider of YOUR choice.

<b>Caring Connections for Special Needs</b> (Benson, Sierra Vista, Payson, Douglas, Safford, and Tucson) <a href="http://www.ccsnmsa.com">www.ccsnmsa.com</a> 602-686-5438	<b>Mentally Ill Kids In Distress (MIKID)</b> (Phoenix, Tucson, Yuma, Casa Grande, Kingman, Nogales) <a href="http://www.mikid.org">www.mikid.org</a> 602-253-1240
<b>Family Involvement Center (FIC)</b> (Phoenix, Prescott, Flagstaff, and Tucson) <a href="http://www.familyinvolvementcenter.org">www.familyinvolvementcenter.org</a> 602-288-1155	<b>Raising Special Kids</b> (Statewide) <a href="http://raisingpecialkids.org">raisingpecialkids.org</a> 850-927-3007
<b>Reach Family Services/Alicanza Servicios de Familia</b> (Phoenix) <a href="http://www.ahcccs.org">www.ahcccs.org</a> 602-512-9000	

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Reference: AHFM 310-B

Office of Individual and Family Affairs 2023-7-1  
[www.ahcccs.gov/ohfa](http://www.ahcccs.gov/ohfa)

Over 40+ 1-pager [Empowerment Tools](#) to assist members with system navigation!

# Member Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare Navigation Events

View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCScalendar.html>

Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Bureau Chief, Office of Individual and Family Affairs	623.213.6591	<a href="mailto:oifa@azahcccs.gov">oifa@azahcccs.gov</a>
Arizona Complete Health	Tony Smith	Director, Individual and Family Affairs	520.809.6526	<a href="mailto:advocates@azcompletehealth.com">advocates@azcompletehealth.com</a>
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	<a href="mailto:OIFAteam@bannerhealth.com">OIFAteam@bannerhealth.com</a>
Care1st	Debra Jorgensen	Manager, Office of Individual and Family Affairs	480.205.2305	<a href="mailto:OIFA@care1staz.com">OIFA@care1staz.com</a>
DCS/CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	<a href="mailto:CHPCompliance@azdcs.gov">CHPCompliance@azdcs.gov</a>
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	<a href="mailto:OIFABHAdvocate@azdes.gov">OIFABHAdvocate@azdes.gov</a>
Molina Complete Care	Joshua Sprunger	Administrator, Individual and Family Affairs	480.263.1001	<a href="mailto:MCCAZ-OIFA@molinahealthcare.com">MCCAZ-OIFA@molinahealthcare.com</a>
Mercy Care	Laura Piontkowski	Administrator, Office of Individual and Family Affairs	602.621.0110	<a href="mailto:OIFAteam@mercycaresaz.org">OIFAteam@mercycaresaz.org</a>
BCBS Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	<a href="mailto:OIFA@azblue.com">OIFA@azblue.com</a>
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	<a href="mailto:advocate.oifa@uhc.com">advocate.oifa@uhc.com</a>





# Advocacy Resources

Shannan Ortiz, OHR Advocate

A silhouette of a person standing in a field of tall grass, with their arms raised in a gesture of triumph or advocacy. The background is a clear blue sky with a few birds flying. The overall image has a blue tint.

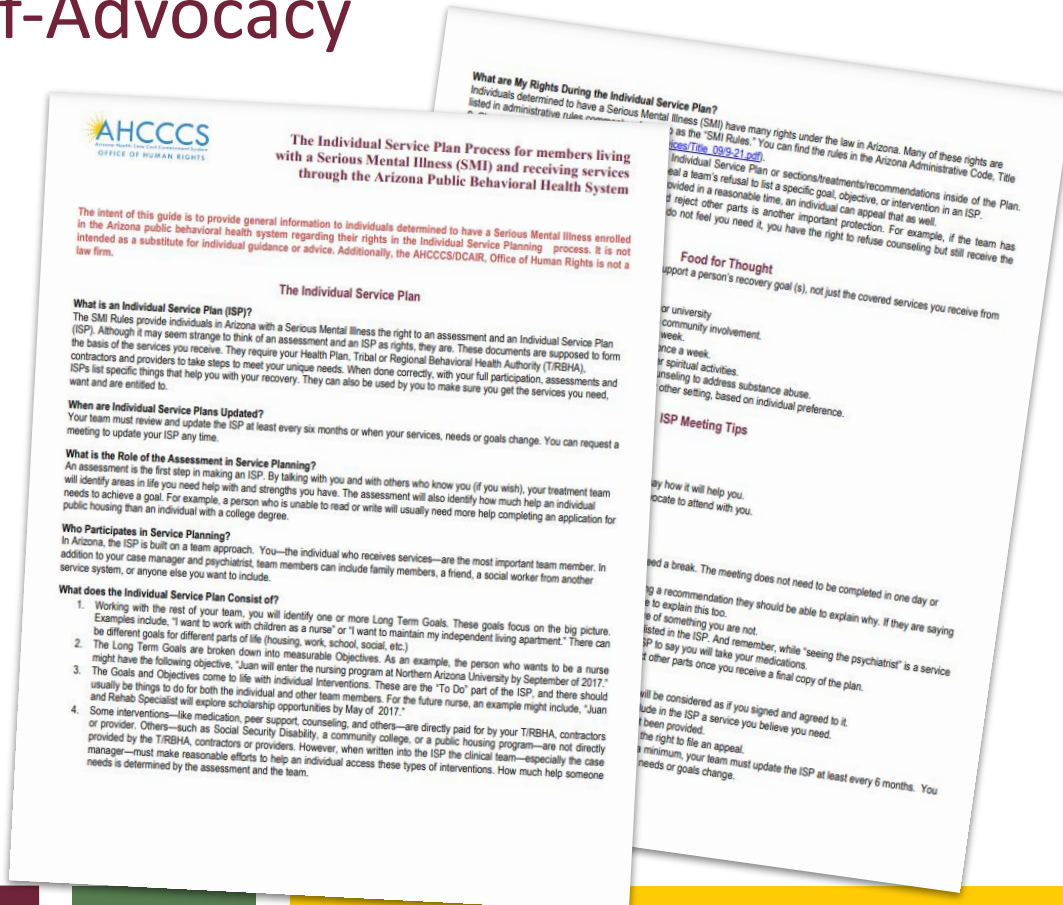
Be your own advocate  
with resources...



# Self-Advocacy

- Voice and choice
- Know Your Rights
- You are your best advocate

## Educational Guide to the Individualized Service Plan





AHCCCS Website  
*[www.azahcccs.gov](http://www.azahcccs.gov)*

# Navigating the AHCCCS Website

Learn more about coronavirus (COVID-19)

**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?

Behavioral Health Contractor Changes Coming Oct. 1

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 מודרנית Ndée

Hello there! I am AVA, your AHCCCS Virtual Assistant. How can I help you



### 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

**Health-e-  
Arizona PLUS**

**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



## Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals
- County Acute Care Contributions



## Health Plan Report Card



## Reports

- 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

## Guides - Manuals - Policies

### Training

- Fee-for-Service Provider Training
- MCO Provider Training



### Grants

- Federal Funding Accountability and Transparency Act

### Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

### Community Partners (HEAplus)

### Pharmacy



## About Us

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



## Initiatives

AHCCCS Whole Person Care Initiative (WPCI)  
 AHCCCS Complete Care  
 Care Coordination & Integration  
 Payment Modernization  
 Health Information Technology (HIT)  
 Private Sector Partners  
 Targeted Investments  
 Electronic Visit Verification  
 Accessing Behavioral Health Services in Schools  
 AHCCCS Works Community Engagement  
 Program  
 Emergency Triage, Treat and Transport (ET3)



## Public Notices

## Program Planning

## Healthcare Advocacy

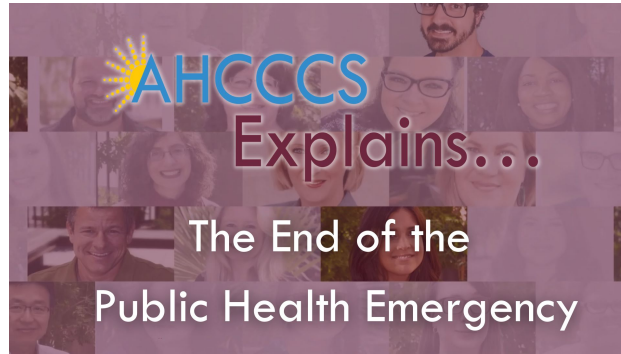
Mental Health First Aid  
 Office of Human Rights  
 Office of Individual and Family Affairs  
 Resources for Foster/Kinship/Adoptive Families



## Committees and Workgroups

## Transparency

# Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

# Health Plans, RBHA and TRBHA Contacts

Health Plans, RBHA or TRBHA	Customer Service	Webpage
Health Choice Arizona	1-800-322-8670	<a href="#">Health Choice of Arizona</a>
Banner – University Family Care LTC	1-833-318-4146	<a href="#">Banner UFC</a>
Mercy Care LTC	1-800-624-3879	<a href="#">Mercy Care LTC</a>
Mercy Care RBHA	1-800-564-5465	<a href="#">Mercy Care RBHA</a>
United Healthcare LTC	1-800-293-3740	<a href="#">UHC LTC</a>
Arizona Complete Health	1-888-788-4408	<a href="#">AZ Complete Health</a>
Gila River TRBA	1-520-562-3321	<a href="#">Gila River TRBHA</a>
Pascua Yaqui TRBHA	1-520-879-6060	<a href="#">Pascua Yaqui TRBHA</a>
Navajo Nation TRBHA	1-928 871-6000	<a href="#">Navajo Nation TRBHA</a>
White Mountain Apache TRBHA	1-928-338-4811	<a href="#">White Mountain Apache TRBHA</a>
Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)	1-844-770-9500	<a href="http://www.azdes.gov/ddd">www.azdes.gov/ddd</a>



# Resources

[OHR Web page](#)

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

[A.R.S. \(COT/COE\), Articles 4 & 5, 520-544](#)

[A.R.S. 36-509 Confidential Records](#)

[AHCCCS OIFA](#)

[Behavioral Health Covered Services](#)

[AHCCCS Health Plans Contact Info](#)

[AHCCCS Related Acronyms](#) and [AHCCCS Contract and Policy Dictionary](#)

[SMI Appeals/ACOM 444](#)

[SMI Grievance and Investigations/ACOM 446](#)

[AHCCCS Contract and Policy Dictionary](#)

[Arizona Revised Statutes: Guardianship of Incapacitated Adults](#)

[ACOM 417: Appointment Availability and Transportation Timeliness.](#)



# Upcoming Forums and Trainings

Steve Leibensperger

OIFA, Foster Care Community Liaison

# Upcoming Forums and Events

## Olmstead Plan Community Forums:

Mon., 8/29, 9:00 a.m. - 10:30 a.m. [Register in Advance](#);

Tues., 8/30, 5:00 - 6:30 [Register in Advance](#)

## Jacob's Law Training for Foster/Kinship/Adoptive Community:

Every 1st Tuesday @ 10:00 a.m., and 3rd Friday @ 1:00 p.m. [Register in Advance](#)

## AHCCCS Hot Topics:

Occurs at noon - 30 min event; Upcoming dates [Sept 20](#), [Nov 21](#), [Dec 19](#)

## AHCCCS Community Forum:

Mon., 10/17, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

# Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the course.

<a href="#"><u>Inpatient Treatment and Discharge Planning for Individuals with a Serious Mental Illness</u></a>	9/22/2022
<a href="#"><u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u></a>	10/27/2022
<a href="#"><u>The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness</u></a>	12/8/2022
<a href="#"><u>Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness</u></a>	1/26/2023

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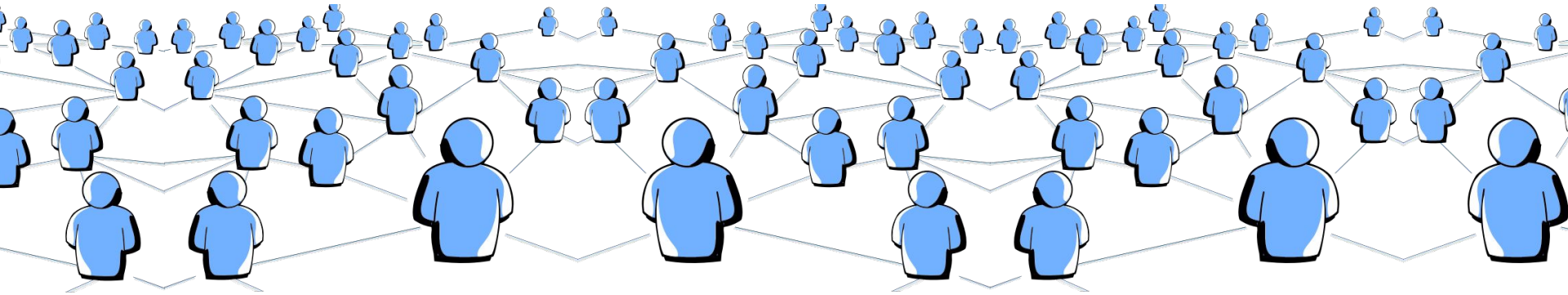
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[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



Questions?



Thank you