



Welcome to training: The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness

You were automatically muted upon entry.

Please only join by phone or computer.

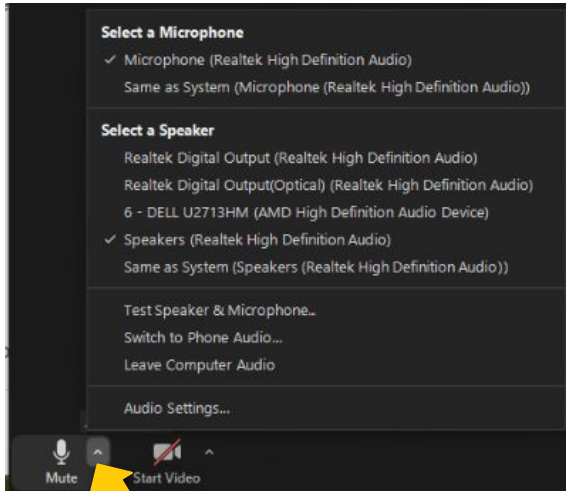
Please use the chat feature for questions or raise your hand.

Thank you.

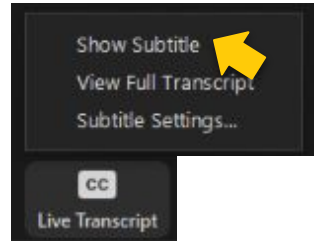
Zoom Webinar Controls

Navigating your bar on the bottom...

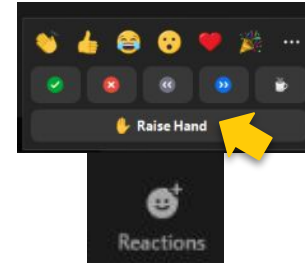
Audio Settings



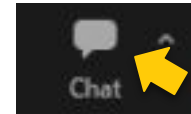
Turn on Closed Captioning



Raise Hand



Chat

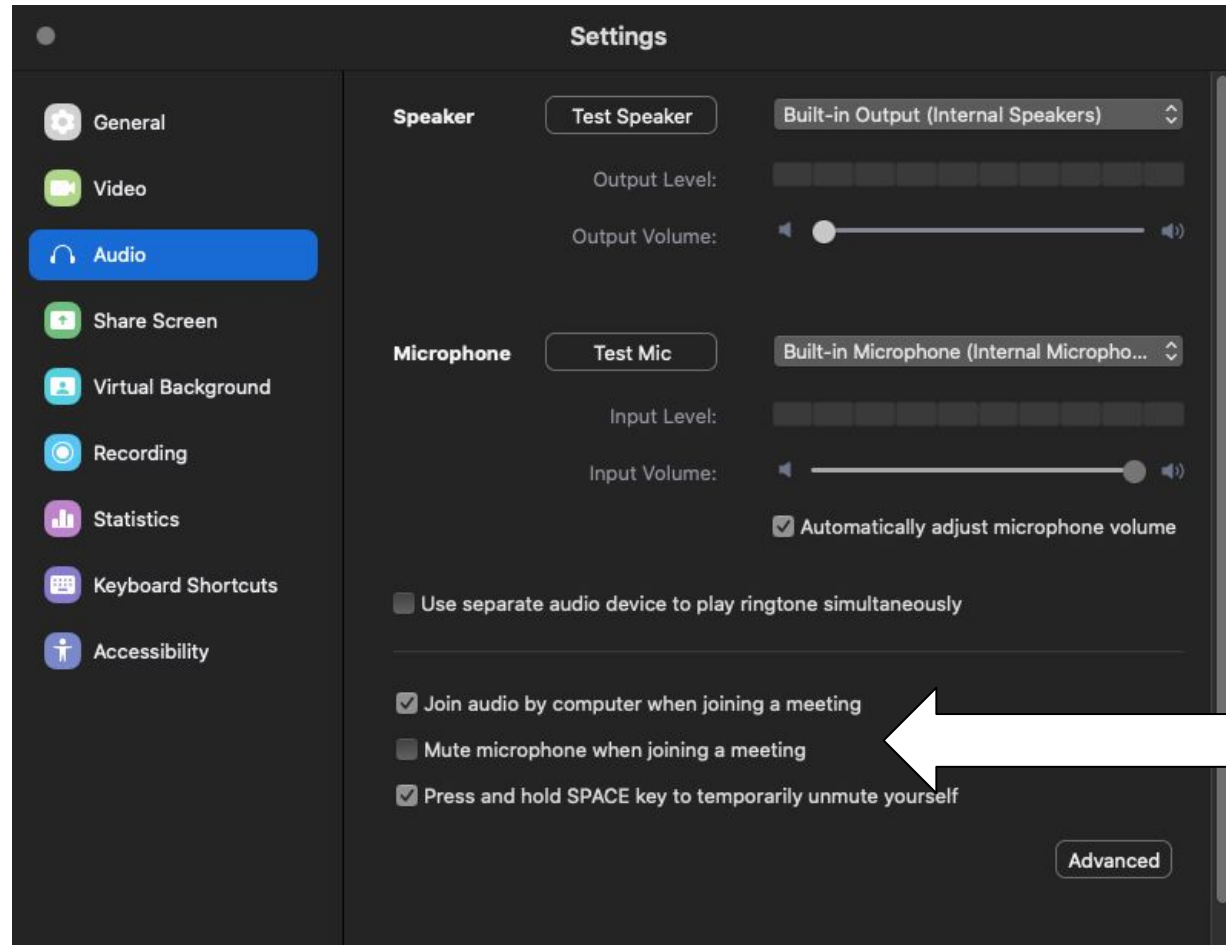


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio section. The left sidebar contains various settings categories: General, Video, Audio (highlighted in blue), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main content area is titled 'Settings' and is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu set to 'Built-in Output (Internal Speakers)', an 'Output Level' bar, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu set to 'Built-in Microphone (Internal Micropho...', an 'Input Level' bar, 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). A white arrow points to the 'Join audio by computer when joining a meeting' checkbox. An 'Advanced' button is located at the bottom right of the settings panel.

Settings

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

Welcome!

What to expect during the training:

- Information regarding The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness (SMI),
- Real-time answers to related questions in the chat, and
- Links to relative sources.

What to expect after the training:

- Concluding with Q&A session,
- Each participant will receive this presentation,
- Contact information for the OHR for questions on other topics, and
- Survey link.



Frequently Asked Questions

Who is in the audience?

Who can see my chats?

What if I don't want to talk during this meeting but would prefer to talk offline?

Why is this training based on AHCCCS policy and the Arizona Administrative Code?

Agenda

- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness (SMI)
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)





The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness

Presented by: AHCCCS: The Office of Human Rights (OHR) & The Office of Individual and Family Affairs (OIFA)

June 27, 2024



Overview

The Office of Human Rights (OHR)

Ywchari Manos, OHR Advocate

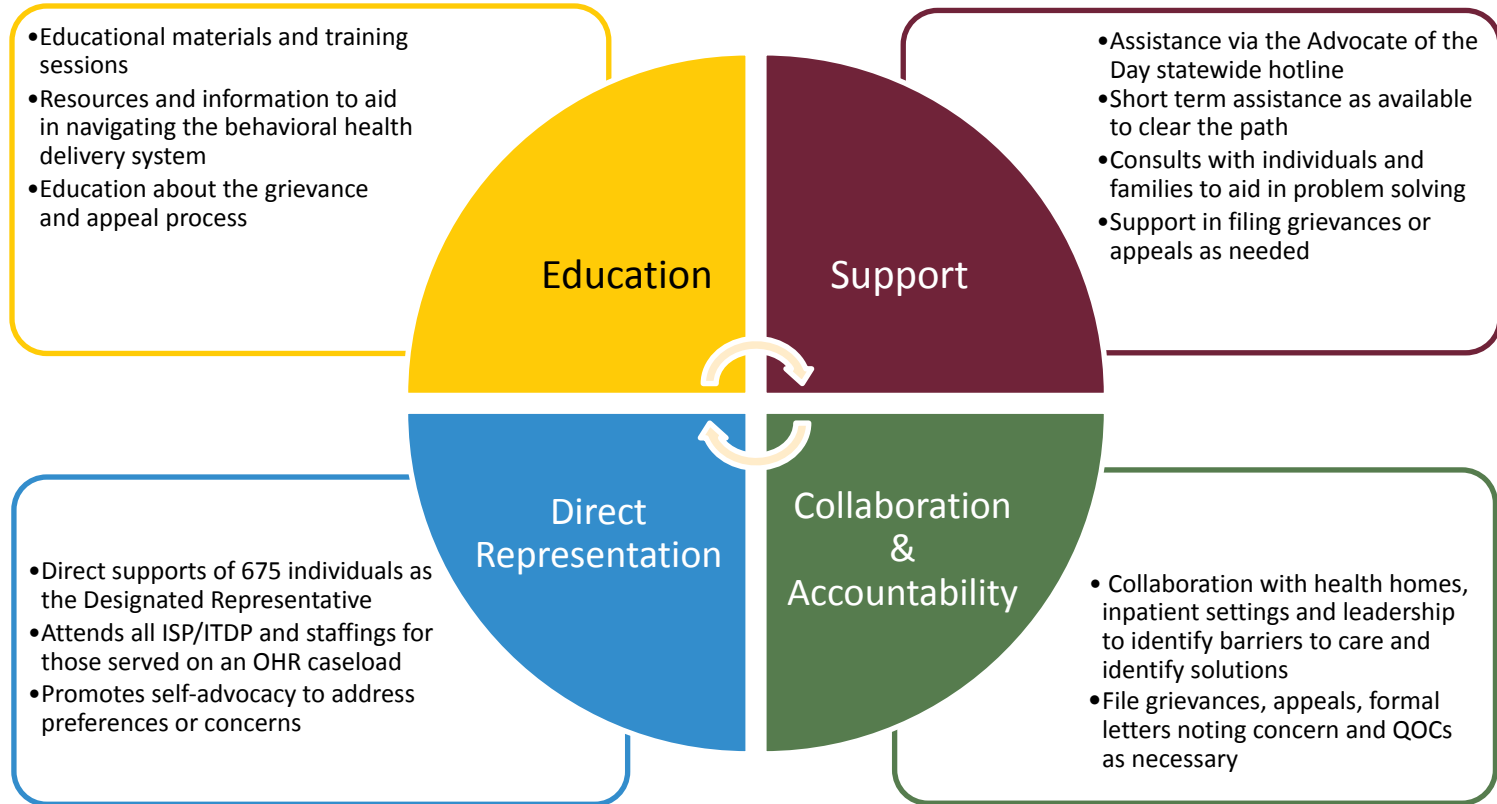
The Office of Human Rights

Mission Statement

OHR Provides advocacy to individuals living with a 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.



OHR Advocacy at-a-Glance



Special Assistance



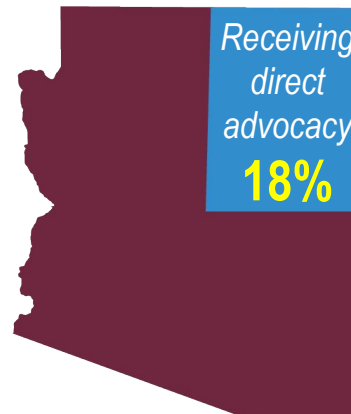
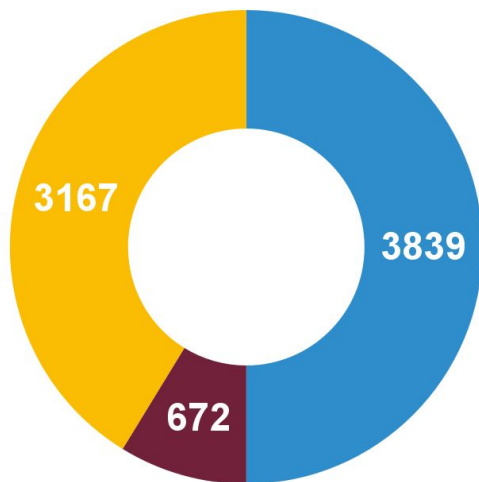
The support provided to an individual designated with a SMI who is unable to articulate treatment preferences and/or participate effectively in:

- The development of the Individual Service Plan (ISP),
- Inpatient Treatment, and Discharge Plan (ITDP),
- Grievance and/or appeal processes.

This is due to a cognitive or intellectual impairment and/or medical condition.

Special Assistance Data as of June 1, 2024

- Total Special Assistance Members
- Served Directly by OHR
- Served by natural support, guardian, other





The Grievance and Appeals Process

Darlene Barnwell, OHR Advocate

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](#)

One-pager on SMI complaints, appeals, and grievances is available [here](#).

SMI Grievance and Appeal Process

Formal actions that can be taken when a individual needs to resolve an issue in accordance with [the Arizona Administrative Code R9-21-401 and 403](#).

SMI Grievance: filed when there is an allegation that a individual living with an SMI has had their rights violated. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#) for grievances and investigations.

SMI Appeal: filed when a individual disagrees with decisions regarding eligibility for behavioral health services, including TXIX services, fees and waivers; assessments and further evaluations; and services and treatment plans. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 444](#) for the notice and appeal requirements.

The image shows two overlapping forms from AHCCCS. The top form is titled "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERVICES MENTAL ILLNESS GRIEVANCE FORM". The bottom form is titled "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERVICES MENTAL ILLNESS GRIEVANCE FORM". Both forms contain sections for "MEMBER/APPLICANT INFORMATION", "NAME (LAST, FIRST, MIDDLE INITIAL):", "DATE:", "ADDRESS:", "CITY:", "STATE:", "ZIP CODE:", "PHONE:", "DATE OF BIRTH:", "NAME OF INDIVIDUAL FILING FORM (IF DIFFERENT FROM ABOVE)", "DESCRIPTION OF APPEAL OR GRIEVANCE: (Please include dates, names, locations, also any other attempts to resolve the problem, attaching additional pages as necessary.)", and "WHAT SOLUTION DO YOU WANT?". The bottom form also includes a footer with the text "446, Attachment A - Page 1 of 2", "Effective Dates: 07/01/16, 10/01/17, 10/01/19, 03/01/21", and "Approval Dates: 03/20/18, 06/30/19, 02/02/21".



The SMI Grievance Process

Kisha Kimber, OHR Advocate

SMI Grievance

- A grievance may be filed by any individual when a violation of rights has occurred.
 - SMI rights may have been violated,
 - A member was mistreated or felt abused*, and/or
 - A concern about the quality of care or services a member received.
- Grievances must be filed within one (1) year from the alleged rights violation.**



*Abuse means, the infliction of, or allowing another person to inflict or cause, physical pain or injury, impairment of bodily function, disfigurement or serious emotional damage which may be evidenced by severe anxiety, depression, withdrawal or untoward aggressive behavior. Abuse shall also include sexual misconduct, assault, molestation, incest, or prostitution of, or with, a client under the care of personnel of a mental health agency.

**This timeframe may be extended for good cause as determined by AHCCCS or the Contractor in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#)

Filing a SMI Grievance

- An individual, and their guardian, shall communicate the grievance orally or submit the grievance in writing to any employee of a mental health agency who shall forward the grievance to the appropriate person as identified in R9-21-404.*
- If asked to do so by a member, an employee shall assist them or shall direct them to available staff who shall assist them in making an oral or written grievance.



* It is best to file grievances in writing using the [SMI Grievance/Appeal Form](#) and keep a copy for your records.

Filing a SMI Grievance

05

Within five days of receipt of a grievance, the person filing the grievance shall be informed by the agency director, in writing, that the grievance request has been received.

07

Within seven days of receipt of the grievance, the person filing the grievance shall be informed by the agency director, in writing, of the dated appointment and name of the investigator, and procedure by which the investigation will be conducted.

This process is in accordance with [the AHCCCS Contractor Operations Manual 446](#)

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)

Disposition without Investigation

Within seven days of receipt of the grievance, the agency director may resolve a grievance without a full investigation, where the matter:

- Involves no dispute,
- Is clearly frivolous, or
- Is resolved fairly and efficiently within seven days without a formal investigation.

If the grievance is dispositioned, the agency director shall prepare a written, dated decision, explaining the essential facts, the reason the matter is believed to be appropriately resolved without investigation, and the resolution.

SMI Grievance Investigation

- Within 10 days of appointment, the investigator shall hold an interview with the person who filed the grievance and the person receiving services who is identified as the subject of the violation.
- Within 15 days of appointment, the investigator shall interview the person alleged to be the perpetrator of the rights violation.



This process is in accordance with [the AHCCCS Contractor Operations Manual 446](#)

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)

SMI Grievance Resolution After Investigation

10

Within 10 days of completing all interviews with the parties, but not later than 30 days from the date of the appointment, the investigator shall prepare a written, dated report briefly describing the investigation and containing findings of fact, conclusions, and recommendations.

05

Within five days of receiving the investigator's report, the agency director shall review the report and prepare a written, dated decision accepting or rejecting the report. The decision shall include a notice of the right to request an appeal of the decision within 30 days from the date of receipt of the decision.

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)

SMI Grievance Resolution After Investigation

- The report will contain:
 - Information provided during the interview or found in documents reviewed,
 - Any other activities conducted as a part of the investigation,
 - A description of any issues identified during the investigation that, while not related to the allegation, constitutes a rights violation,
 - Describing factors that led to the conclusion that the alleged violation is either substantiated or not substantiated based on evidence, and
 - Recommended actions or a recommendation for required corrective action, if indicated.



SMI Grievance Resolution After Investigation

- The agency director will either:



Accept the investigator's report and send a copy of the decision to the investigator, the individual who filed the grievance, and the individual who is the subject of the grievance, or



Reject the report for insufficient facts and return the matter for further investigation. A revised report is due to the agency director within 10 days.

One-pager on the SMI grievance process is available [here](#).

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)



Appeal Rights of Grievances

John Pizzo, OHR Advocate II

Dissatisfied with Outcome?



- If dissatisfied with the grievance decision, a request for an Administrative Appeal with AHCCCS may be filed within 30 days from the date of the grievance decision.
- The request for Administrative Appeal shall specify the basis for the disagreement. Failure to specify the basis for the disagreement may result in a summary determination in favor of the grievance decision.

Appeal Rights of Grievances

- Within 15 days* of the filing of the appeal, AHCCCS shall review the Appeal and the investigation case record and may discuss the matter with any of the persons involved or convene an informal conference, and shall prepare a written, dated decision that will either:
 - Accept the investigator's report, in whole or in part, at least with respect to the facts as found, and affirm, modify,
 - Reject the decision of the agency director with a statement of reasons, or
 - Reject the investigator's report for insufficiency of facts and return the matter with instructions to the agency director for further investigation and decision. In such event, the further investigation shall be completed and a revised report and decision shall be completed within 10 days.

*All timelines are subject to an extension in accordance with [the Arizona Administrative Code](#).

Further Appeal to Administrative Hearing

- A final decision will be determined upon receipt of the report.
- If dissatisfied with the agency director's decision, the appealing party may file a notice requesting a fair hearing before an Administrative Law Judge within 30 days of the date of the director's decision.



See [the Arizona Administrative Code R9-21-401 \(G.\)](#) and [AZ Office of Administrative Hearing](#) for more on the hearing process

The Importance of the SMI Grievance Process

- It provides a vessel that allows a chance to speak to the rights violations and creates a path for self advocacy.
- It allows for a fair, timely, impartial procedure, and the right not to be retaliated against.
- It ensures that violations are being investigated.
- It creates a way to have the member's voice heard.
- It provides a path to disagree with the grievance decision by requiring appeal rights.



SMI Appeal

- An individual, and their guardian, can communicate the appeal in writing or verbally with a health plan customer service department or the AHCCCS Office of Behavioral Health Grievances and Appeals (BHGA).
- If asked to do so by a member, an employee shall assist them or shall direct them to available staff who shall assist them in making an oral or written grievance.
- Must appeal within 60 days of action or decision.



The SMI Appeals Process

Ywchari Manos, OHR Advocate

The SMI Appeal Process

An **appeal** is a formal way of disagreeing with a decision about services. Issues that can be appealed include:

- The reduction, suspension, or termination of a service,
- The Individual Service Plan (ISP) or discharge plan,
- Failure to provide services,
- Denial of a service,
- Result of a grievance decision,
- Non-compliance with the SMI grievance process, and/or
- Denial of a request for services outside of the provider network if the network is insufficient.



Appeal Process and Outcomes

- After an appeal is filed:
 - An informal conference takes place between the member, the provider and the RBHA or TRBHA to try to find a solution to the appeal.
 - If the issue is not resolved, a second informal conference can be scheduled with the AHCCCS/Behavioral Health Grievance and Appeals (BHGA) office, unless the conference is waived or the appeal involves SMI eligibility.

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)

The SMI Appeal Process*

05

Must be acknowledged in writing by the health plan within five (5) days.

07

The first informal conference must be held within seven (7) days.

03

Within three days, the appeal will forward to next level of informal conference with notes being made available if not resolved.

15

Second informal conference will be held within 15 days.

Review a one-pager on the SMI appeal process [here](#). This information is in accordance with [the Arizona Administrative Code](#) and with the [AHCCCS Contractor Operations Manual \(ACOM\) 444](#) for the notice and appeal requirements.

*All timelines are subject to an extension in accordance with [the Arizona Administrative Code](#).



SMI Appeal Rights

Kisha Kimber, OHR Advocate

Dissatisfied with Outcome?

If the issue is not resolved through the informal conference(s), a member has the right to request an administrative hearing.

- Within three days, the appeal must be forwarded to the Office of Administrative Appeals (OAH) with the notes being available.
- At the administrative hearing, the member will present evidence through testimony of witnesses and records to support the appeal.
- The administrative law judge then issues a proposed decision, which the AHCCCS Director or designee reviews before issuing a final decision (in writing).

Expedited Appeal



An appeal can be expedited upon request if it involves:

- The denial or termination of crisis or emergency services,
- The denial of admission to or the termination of inpatient services, or
- The individual can show good cause to support the need for an expedited appeal.

Expedited Appeal

01

Within one day of receipt, the health plan shall acknowledge receipt of the appeal in writing with the time, date and location of informal conference, or issue a written decision stating that the Appeal does not meet criteria as an expedited Appeal and state the right to request an Administrative Review from AHCCCS.

02

Within two days of receipt of a written request, the health plan shall hold an informal conference to mediate and resolve the issues in dispute.

02

Within two days of notification from the health plan, AHCCCS shall hold an informal conference to mediate and resolve the issue in dispute, if the matter is not resolved, the Appeal shall be forwarded within one day to AHCCCS to schedule an administrative hearing.

Continuation of Services During an Appeal

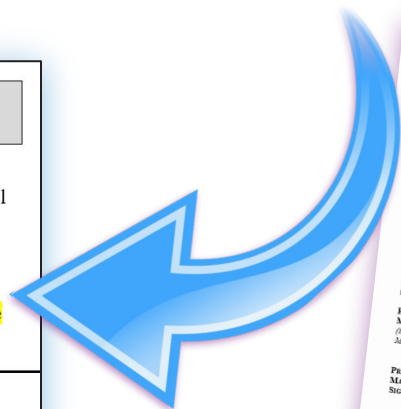
Services may continue during the appeal process if requested and if an appeal is filed timely, unless a clinician determines that the modification or termination is necessary to avoid a serious or immediate threat to health or safety, or if there is a disagreement on the modification or termination of services.

CONTINUATION OF SERVICES

For members with a Serious Mental Illness, your services under appeal will be continued during the appeal process, unless doing so poses a serious threat of harm to you or others.
For appeals relating to Title XIX or XXI services, please check *one* of the following:

- I am requesting that the services I am appealing be continued during the appeal process. I understand that if I lose my appeal, I may be required to pay for the cost of the services that were continued during the appeal process.

- I do not want the services I am appealing to be continued during the appeal process.



AHCCCS ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM
CONTINUATION OF SERVICES

For members with a Serious Mental Illness, your services under appeal will be continued during the appeal process, unless doing so poses a serious threat of harm to you or others.
For appeals relating to Title XIX or XXI services, please check one of the following:

- I am requesting that the services I am appealing be continued during the appeal process. I understand that if I lose my appeal, I may be required to pay for the cost of the services that were continued during the appeal process.
- I do not want the services I am appealing to be continued during the appeal process.

MEMBER/APPLICANT SIGNATURE: _____ **DATE:** _____
If form is filled out by an individual other than the member, fill out the below information.

RELATIONSHIP TO THE MEMBER/APPLICANT: _____
(i.e. Provider, Health Care Decision Maker, Designated Representative)

PROVIDER/HEALTH CARE DECISION MAKER, DESIGNATED REPRESENTATIVE SIGNATURE: _____ **DATE:** _____

Effective Dates: 07/01/16, 10/01/17, 10/01/19, 01/01/21
Approval Dates: 02/01/16, 02/20/16, 02/02/21

There is an option to request continued service during the appeal process. with the statement of understanding that the requestor may be required to pay for the cost of services provided if the appeal is not successful.

Roadmap to the Appeal Steps

1 File Appeal

This must be done within 60 days of an action, notice or decision.

2 Informal Conference

At the conclusion of the informal conference, the member can agree with the resolution, withdraw or opt to escalate the matter if necessary.

3 2nd Informal Conference

At the conclusion of the second informal conference, the member can agree with the resolution, withdraw or opt to escalate the matter if necessary.

4 Administrative Hearing

[Uniform Administrative Hearing Procedures - Chapter 6, Article 10](#)

The Importance of the SMI Appeal Process

- It provides a path to disagree with a decision that was made about services.
- Allows guardians, designated representatives, or service providers to file an appeal per A.A.C. R9-21-401(D).
- Services may continue during the appeal process when an appeal is filed timely (A.A.C. R9-21-401[J]).
- It could overturn a decision.
- It empowers voice and choice.
- It strengthens self-advocacy.

This is in accordance with [the Arizona Administrative Code R9-21-401](#)





Overview

The Office of Individual and Family Affairs (OIFA)

Cynthia Burr

Children's Behavioral Health Community Liaison

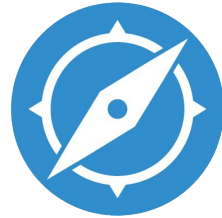
OIFA Mission

The Office of Individual and Family Affairs promotes **recovery, resiliency, and wellness** for individuals whose lives have been impacted by mental health and/or substance use challenges.



Office of Individual and Family Affairs (OIFA)

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping individuals and family individuals in the public health care system. OIFA is dedicated to three core areas:



Our actions, initiatives, and successes drive us toward our core goals.

individual Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Health care System Navigation

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

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.





Advocacy Resources

Denard Stewart, OHR Advocate

Self-Advocacy



- During the grievance and appeal processes:
 - Attend the scheduled meetings
 - Give input
 - Keep records and prepare relevant exhibits
 - Talk with the investigator at the health plan and explain the issue in detail
- Questions or concerns during the process?
 - Call the OHR at 1-800-421-2124 for assistance in understanding, exercising & protecting SMI rights.

Self-Advocacy

- Prepare for your grievance/appeal discussions
 - Member's Name
 - Your role to the member
 - Clinic
 - Case manager and clinical supervisor name and contact
 - Grievance/appeal subject
 - Desired outcome (what do you want – aka proposed solution)
 - Date grievance/appeal filed
 - Keep record of correspondence and timeframes
- It is best to file in writing using the [SMI Grievance/Appeal Form](#) and keeping a copy for your records.



Advocate of the Day



OHR operates a single statewide phone line during business hours to provide technical assistance to anyone living with a Serious Mental Illness. Technical assistance could include:

**2023
Calls**



- Providing education and resources for behavioral health services in Arizona,
- Helping a person understand their rights as an individual living with a Serious Mental Illness,
- Helping an individual to understand their treatment options, and
- Educating about the grievance and/or appeal process.

1-800-421-2124

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, RBHA or TRBHA	Customer Service	Webpage
Banner – University Family Care LTC	1-833-318-4146	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Care1st Arizona	1-866-560-4042	Care1st Arizona
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
AHCCCS American Indian HP	1-800-654-8713	American Indians-AIHP
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBHA	1-520-562-3321	Gila River TRBHA
Pascua Yaqui TRBHA	1-520-879-6060	Pascua Yaqui TRBHA
Navajo Nation TRBHA	1-928 871-6000	Navajo Nation TRBHA
White Mountain Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA

Resources: Rule and Statutes

Arizona Administrative Code:

[Rights for individuals Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#)

Arizona Revised Statutes:

[Court Ordered Evaluation and Treatment- A.R.S. Articles 4 & 5, 520-544](#)

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

[Guardianship of Incapacitated Adults- Title 14, Chapter 5, Article 3](#)



Resources: Policies and Manuals

AHCCCS Medical Policy Manual (AMPM)

[Discharge Planning - AMPM 1020/Utilization Management](#)

[Special Assistance for Members with a SMI - AMPM 320-R](#)

[Behavioral Health Covered Services- AMPM 310-B](#)

[Medical Records and Communication - AMPM 940](#)

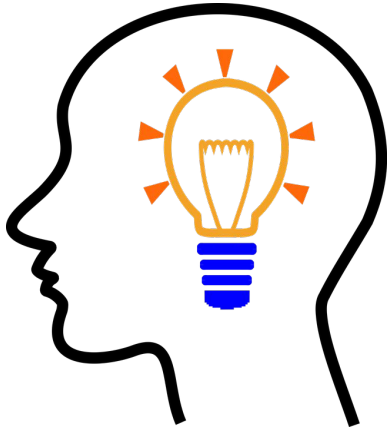
[Case Manager Requirements - AMPM 570](#)

AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

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

[SMI Grievance/Appeal Form](#)



Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)





AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website

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 SERVICES

Apply For Medicaid Or KidsCare

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

مۆزۆزۆزۆزۆ Ndée

Data

Navigating the AHCCCS Website



News & Updates

A listing of current AHCCCS News & Updates.



Calendar

A list of upcoming events at AHCCCS



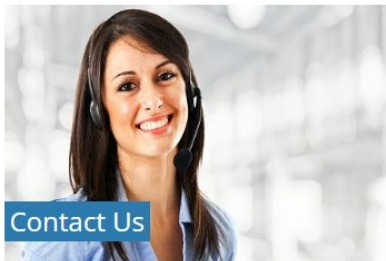
Having a Crisis?

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

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
- System Of Care

Governmental Oversight

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

Health Plan Report Card

Reports

- Dashboards
- 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

Public Health

- COVID-19 Information
- Monkeypox Virus and Vaccination Information

Guides - Manuals - Policies

Training

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

Grants

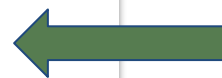
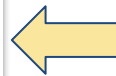
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- Executive Deputy Director's Biography
- News & Press Releases
- Community Presentations
- Strategic Plan

Public Notices

- Private Sector Partners

Program Planning

Healthcare Advocacy

- 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)
- Arizona Olmstead Plan
- Care Coordination & Integration
- Differential Adjusted Payments (DAP)
- Electronic Visit Verification
- AHCCCS Housing Programs
- Health Information Technology (HIT)
- MES Modernization Program
- Payment Modernization
- Targeted Investments
- Telehealth Services

Committees and Workgroups

Transparency



... residents. Individuals must meet c

日本語 Français Русский

Arizona Health Care Cost Containment System

Español

فارسی

தமிழ் மலയാളം



Upcoming Forums and Trainings

Darlene Branwell, OHR Advocate

Upcoming AHCCCS Advocacy Training

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



7/23

[Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness](#)

Upcoming Forums and Events

OHR: Covered Behavioral Health Services for Individuals Living with a SMI

Tues., 7/23, 10:30 a.m. - 12:00 p.m. [Register in Advance](#)

System Navigation

Tues., 7/23, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

Jacob's Law

Tues., 7/30 11:00 a.m. - 1:00 p.m. [Register in Advance](#)

Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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

Follow & Support AHCCCS on Social Media

facebook



LinkedIn

YouTube

Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

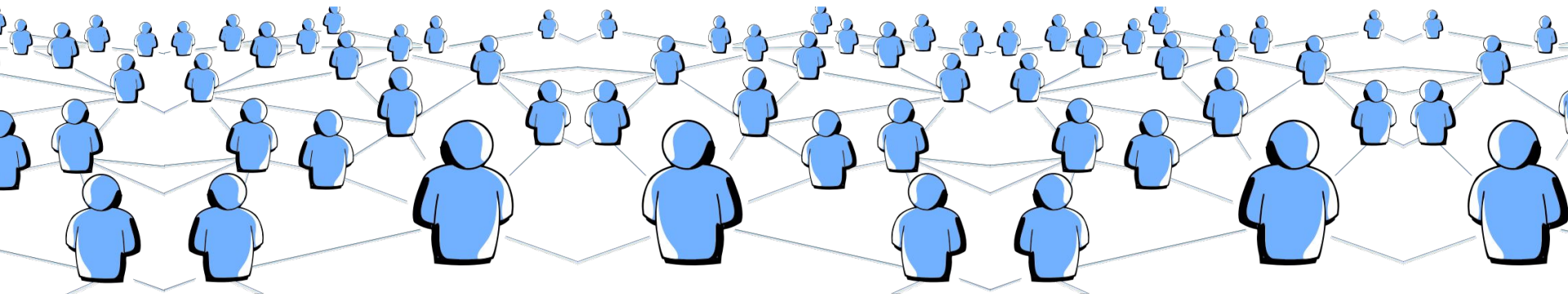
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

Channel:

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





Please take the survey

to help us better
tailor meetings to
meet your needs.

Questions?

Thank You.