



Welcome to AHCCCS OIFA System Navigation

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

Thank you.





AHCCCS OIFA System Navigation

Tuesday, November 28, 2023

OIFA AHCCCS Team

- Susan Kennard, Administrator
- Chaz Longwell, Recovery and Resiliency Programs Coordinator
- Cynthia Burr, Children's Behavioral Health Liaison
- Jamie Green, Healthcare Advocacy Coordinator
- Austin Hernandez, Administrative Assistant

Introductions

Type in chat:

- First Name
- Favorite Thanksgiving food



Child and Family Team

Cynthia Burr

What is a Child and Family Team (CFT)?

When a child is receiving behavioral health services, a Child and Family Team collaboratively plans for services and supports that meet the child's unique needs to help them achieve positive outcomes.



Who is involved in a CFT?

The child and family determine who they want to be included in the team. At a minimum:

- Child, Parent (Guardian,) Behavioral Health Provider

CFT's can also include:

- Teachers, Coaches, Friends, Church, Division of Developmental Disabilities, Department of Child Safety, Department of Juvenile Justice, etc

What to Expect in a CFT

The CFT meeting allows the caregiver and professionals to formally discuss and consent to services, and have those services added to the child's service plan.

Covered services added to the service plan should be provided **as quickly as required by the child's needs** but initiated in no more than **45 days**.

For Children in the Care of the DCS:

A CFT meeting can occur even if the DCS Specialist is not available to attend in person or by phone.

Covered services added to the service plan are required to be provided within 21 days for children in the care of DCS. If you experience delays, please contact the Children's Services Liaison 602-453-8095.

If there is a safety concern or the child is at risk of experiencing a crisis, the team will create a crisis plan.

OIFA Contact Information

Organization	Administrator	Title	Phone Number	Email Address
AHCCCS	Susan Kennard	Administrator, Office of Individual and Family Affairs	623.213.6591	oifa@azahcccs.gov
Arizona Complete Health	Melissa Brown	Administrator, Individual and Family Affairs	520.373.1489	melisbrown@azcompletehealth.com
Banner University	Colleen McGregor	Administrator, Office of Individual and Family Affairs	480.827.5988	OIFAteam@bannerhealth.com
Care1st	Debra Jorgensen	Administrator, Office of Individual and Family Affairs	480.205.2305	OIFA@care1staz.com
DCS-CHP	Edi Green	Administrator, Office of Individual and Family Affairs	520.429.5976	CHPCompliance@azdcs.gov
DES/DDD	Leah Gibbs	Administrator, Office of Individual and Family Affairs	602.316.1485	OIFABHAdvocate@azdes.gov
Molina Complete Care	Veronica De La O	Administrator, Individual and Family Affairs	602.489.4165	MCCAZ-OIFA@molinahealthcare.com
Mercy Care	Vera Kramarchuk	Office of Individual and Family Affairs Contact	480.404.3417	KramarchukV@mercycaresaz.org
BCBSAZ Health Choice	Veronica Welch	Administrator, Office of Individual and Family Affairs	480.435.1772	OIFA@azblue.com
United Health Care	Dawn McReynolds	Administrator, Office of Individual and Family Affairs	602.255.8605	advocate.oifa@uhc.com

Upcoming AHCCCS Community Events

- Building Partnership Community Policy
 - 12/11/23 12:00 p.m. -1:00 p.m.
 - [Join](#) Meeting
- Jacob's Law Training
 - 12/14/23 10:00 a.m. - 12:00 p.m.
 - [Register](#) for meeting



Questions?
Want to attend?
Reach out to OIFA at
oifa@azahcccs.gov

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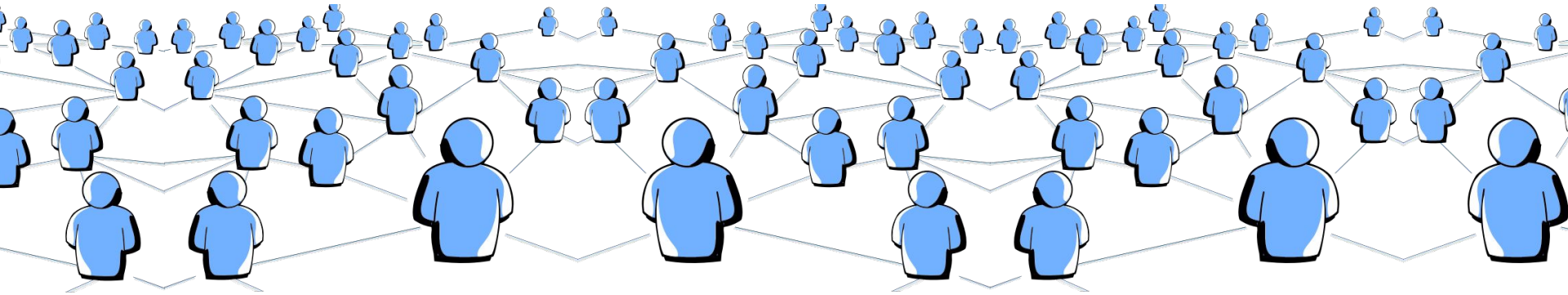
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Next System Navigation Meeting
Tuesday 12/26/23 @ noon

Thank You