



Welcome to AHCCCS OIFA System Navigation

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Please only join by either your phone or your computer.

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

Thank you.





AHCCCS OIFA System Navigation

Tuesday, February 27, 2024

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

Introductions

Type in chat:

- First Name
- As the weather is getting nicer, would you rather attend a BBQ or go on a picnic?



Quality Care Concerns

Jamie Green & Rudy Preston

What is a Quality of Care Concern Referral

When you believe that the health care you received (or lack thereof) caused harm or could have caused you harm, you can file a Quality of Care Concern (QOC) referral.

You may also file a QOC referral if you have concerns that a larger or widespread problem in getting health care may cause harm to others.



When to File a QOC Referral

A QOC referral can include (but is not limited to) instances when a member:

- Is unable to receive health care services,
- Is concerned about the quality of care received,
- Has issues with the health care providers or health plans,
- Has issues with timely access to covered services, or
- Suspects a rights violation, abuse, neglect, or exploitation.

Who and How to File a QOC Referral

ANYONE can file a QOC referral.

How to file a QOC Referral: three options

- Use the online form at www.azahcccs.gov/acms/
- Call the Clinical Quality Management (CQM) Unit at 602-417-4885
- Email CQM@azahcccs.gov

What Happens Once You File a QOC Referral

QOC Time Frames:

- High Profile (severe or potential for severe, adverse member outcomes) - immediately but no later than 24 hours
- Urgent (where there are concerns for member safety or placement) - 30 calendar days
- Non-urgent (member safety or placement is not a current concern) - 60 calendar days

What Happens Once You File a QOC Referral, Cont.

After review the QOC allegations will be determined

1) to be supported or verified, 2) to not be supported, or 3) unable to be verified.

For QOC concerns that have been supported as accurate, action is taken, which can include, but is not limited to:

- Developing an action plan to reduce/eliminate recurrence,
- Implementing education or training interventions, and/or
- Implementing new policies and/or procedures.

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	Tyson Gillespie	Administrator, Office of Individual and Family Affairs	520.539.1277	Tyson.Gillespie@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
 - 3/11/24 12:00 p.m. -1:00 p.m.
 - [Join Meeting](#)
- System Navigation
 - 3/26/24 12:00 p.m. - 12:30 p.m.
 - [Register](#)
- Jacob's Law
 - 3/28/24 1:00 p.m. - 3:00 p.m.
 - [Register](#)



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

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Two Easy Ways to Join

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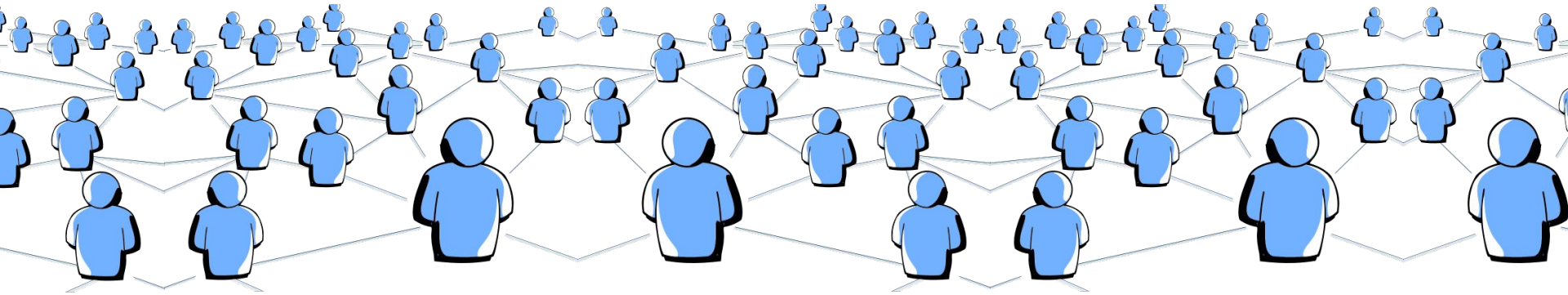
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Next System Navigation Meeting
Tuesday 3/26/24 @ noon

Thank You