



Welcome to Hot Topics

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.

National 24-Hour Crisis Hotlines

Phone

- 988 Suicide & Crisis Lifeline: [988](tel:988)
- National Substance Use and Disorder Issues Referral and Treatment Hotline: [1-800-662-HELP \(4357\)](tel:1-800-662-HELP)

Text

- Send a Text to [988](sms:988)
- Text the word "HOME" to [741741](sms:741741)

Chat

- [988 Lifeline Chat](#)

Videophone

- Select [ASL NOW](#) at the bottom of the page to connect with a 988 Lifeline counselor.



Statewide Arizona Crisis Hotline



Call: 1-844-534-HOPE (4673) or

Text: 4HOPE (44673)

Chat: [Solari Crisis Response Network](#)

Arizona Crisis Hotlines by County

Local Suicide and Crisis Hotlines by County

Phone

Maricopa, Pinal, Gila Counties served by Mercy
Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties served
by Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties served by Care1st:
1-877-756-4090

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

Teen Lifeline phone or text: **602-248-TEEN (8336)**



How to access the crisis line in your area

Statewide:

Call: **1-844-534-HOPE (4673)**, Text: **4HOPE (44673)** or

Chat: [Solari Crisis Response Network](#)

North GSA

- Counties: Coconino, Mohave, Navajo, Yavapai:
Health Choice Arizona: **1-877-756-4090**

Central GSA

- Maricopa County, Pinal, Gila: Mercy Care **1-800-631-1314**

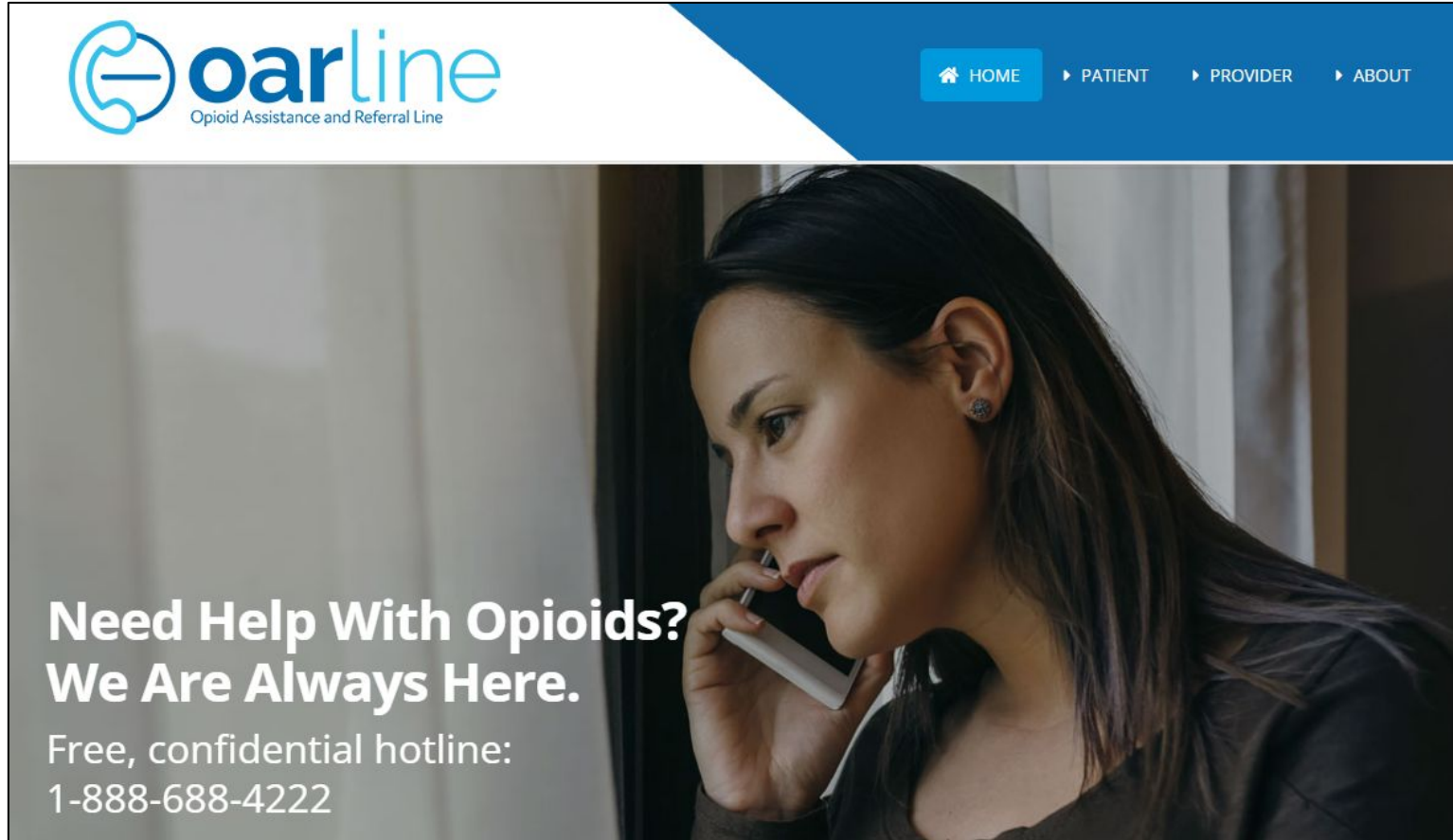
South GSA

- Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Santa Cruz, Yuma:
Arizona Complete Health - Complete Care Plan
1-866-495-6735

Tribal

- Ak-Chin Indian Indian Community:
1-800-259-3449
- Gila River Indian Community:
1-800-259-3449
- Salt River Pima Maricopa Indian Community:
1-855-331-6432
- Tohono O'odham Nation:
1-844-423-8759

OARLine



The screenshot shows the top portion of the OARLine website. On the left is the logo, which consists of a blue circular icon with a white telephone handset inside, followed by the text "oarline" in a bold, lowercase sans-serif font, and "Opioid Assistance and Referral Line" in a smaller font below it. To the right of the logo is a blue navigation bar with white text and arrows pointing right, containing the links "HOME", "PATIENT", "PROVIDER", and "ABOUT". Below the navigation bar is a large hero image of a woman with long dark hair talking on a mobile phone. In the bottom left corner of the hero image, there is white text that reads: "Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222".

Email:

AzOarline@gmail.com

www.azdhs.gov/oarline

Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

Need to report a change?

The screenshot shows the Health-e-Arizona PLUS website interface. On the left sidebar, under 'I Want To...', the 'Report a Change' option is highlighted with a red box. The main content area shows a user's account information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and a table for 'My Medical Assistance' with one entry: AHCCCS Medical Assistance, starting on 09/01/2021. Below that is a section for 'My Applications' with a message to click on an application number to view details. At the bottom, there is a 'My Household' section with a table showing one application: Application Number 2021272000237, Date Started 9/30/2021, Date Sent MA 9/30/2021, Status Submitted, and View options for documents and application summary.

The advertisement features a blue background with a laptop displaying the website. The text reads: 'www.healtharizonaplus.gov', 'UPDATE YOUR INFORMATION TODAY!', and 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' Below the text is the AHCCCS logo (Arizona Health Care Cost Containment System) and a section titled 'INDIVIDUAL AND FAMILY' with a photo of a family and the text 'Connecting individuals and families to coverage, providers and services.'

Log in or create an account today at www.healtharizonaplus.gov

Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.

Report a Change

- New Contact Information
- Update Address Confidentiality Program (ACP) Enrollment
- Add Person(s) - Someone Moved in or Had a Baby
- Remove Person(s) - Someone Moved Out or is Deceased
- Household Moved or Will Move
 - Moved Within Arizona
 - Moved Out of Arizona
- Update Information About a Person(s)
- Update Tax Filing Information
- Income Changed
- Expenses Changed
- Apply for another program
- Disability Changed
- Update Alternative Format

You can tell us the change here, but there will be a delay to process the potential change in benefits.

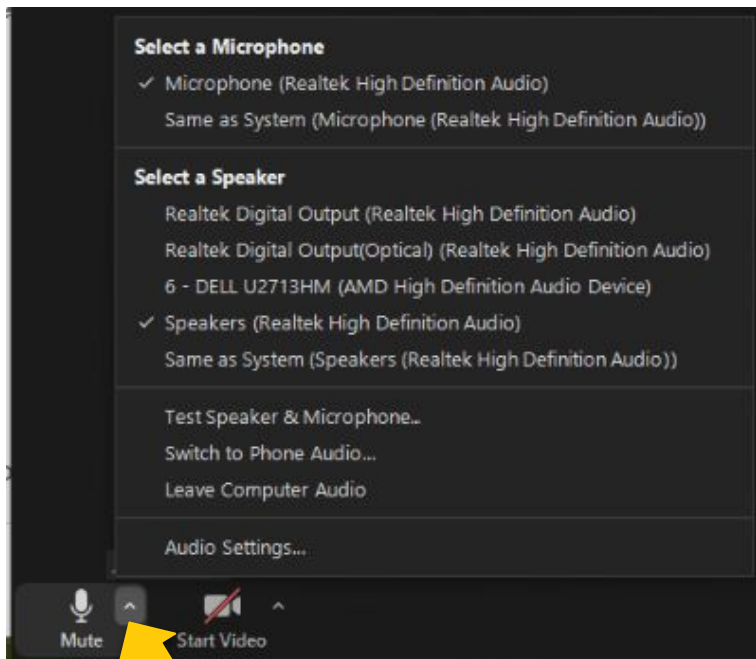
- Other Change

[← Previous](#) [Next →](#)

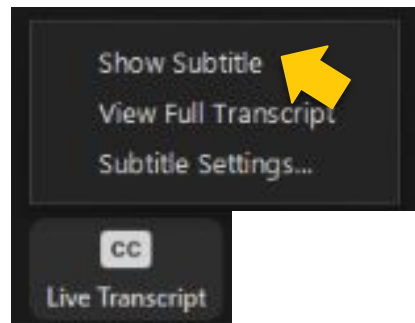
Zoom Webinar Controls

Navigating your bar on the bottom...

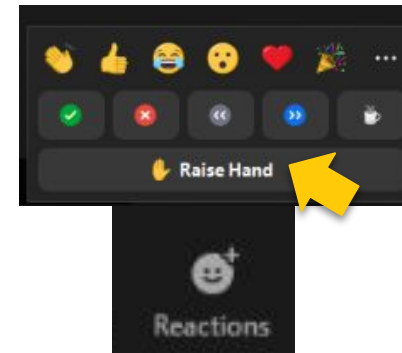
Audio Settings



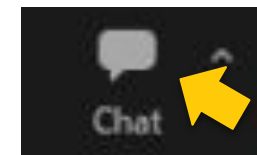
Turn on Closed Captioning



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

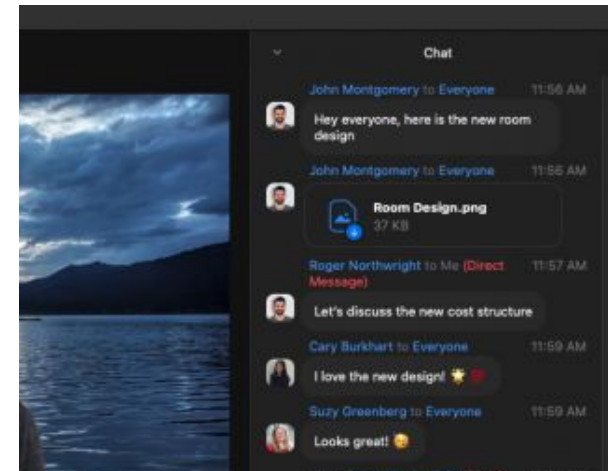
Webinar Tips



Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use chat feature (or Q&A when available) to ask questions or share resources.

This Meeting Is Being Recorded

The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.

Please disconnect from this meeting if you do not agree to these terms.

CommunityCares

AHCCCS Hot Topics

May 20, 2024



contexture™
CommunityCares

Powered by  UNITE US

Overview

CommunityCares Program

Benefits & Functionality

Partner Highlight

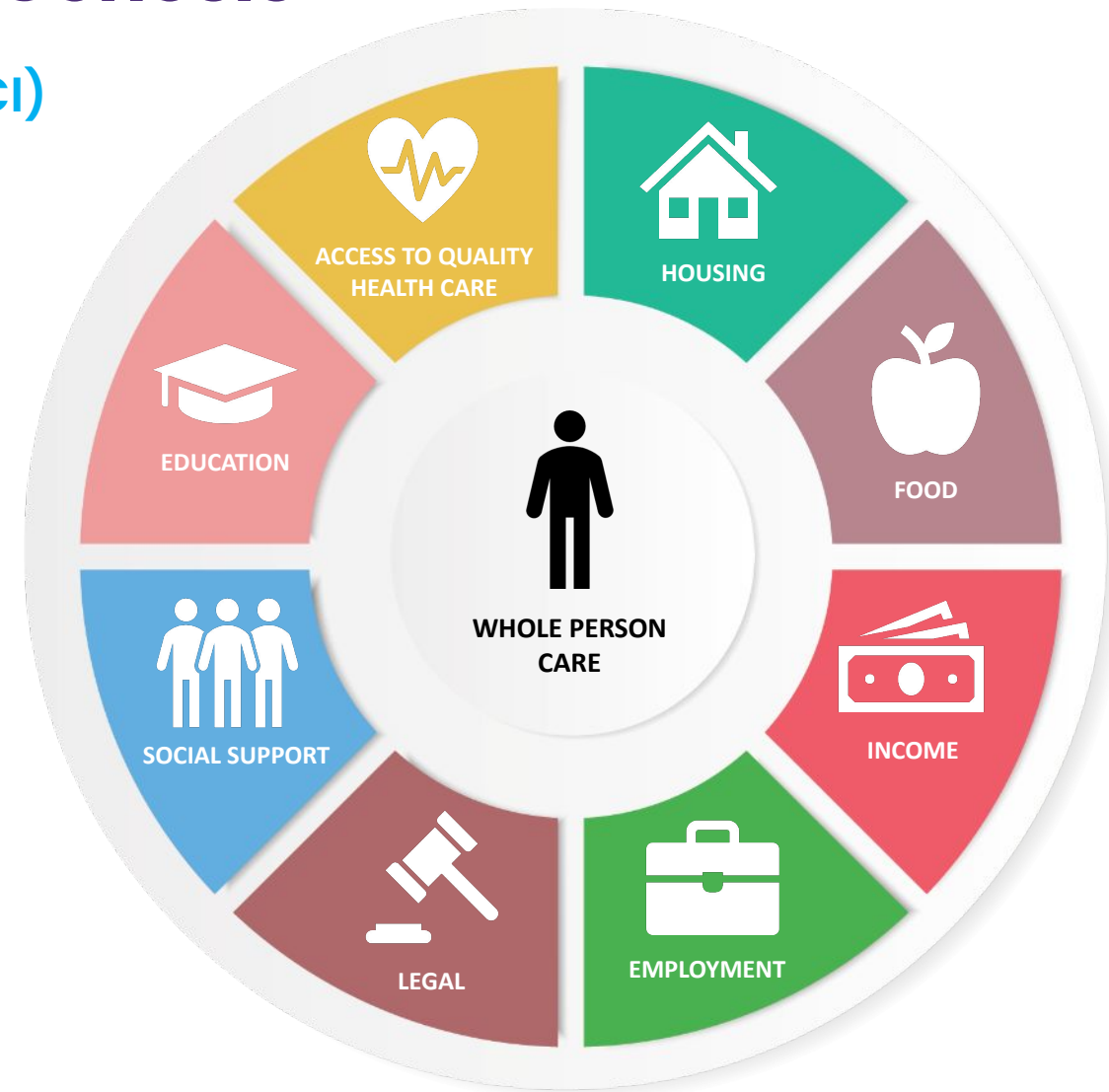
Program Update

CommunityCares Overview

CommunityCares Program Genesis

AHCCCS Whole Person Care Initiative (WPCI)

- Officially launched the Whole Person Care Initiative in November 2019.
- Focused on role social risk factors play in influencing individual health outcomes.
- Exploring options for advancing WPCI through maximization of AHCCCS's current benefit package.



CommunityCares

Arizona's statewide, SDOH closed loop referral system operated by Contexture



Single, statewide
technology solution



Connects providers &
organizations across
sectors



Streamlines referral
sending/receiving



Tracks outcomes

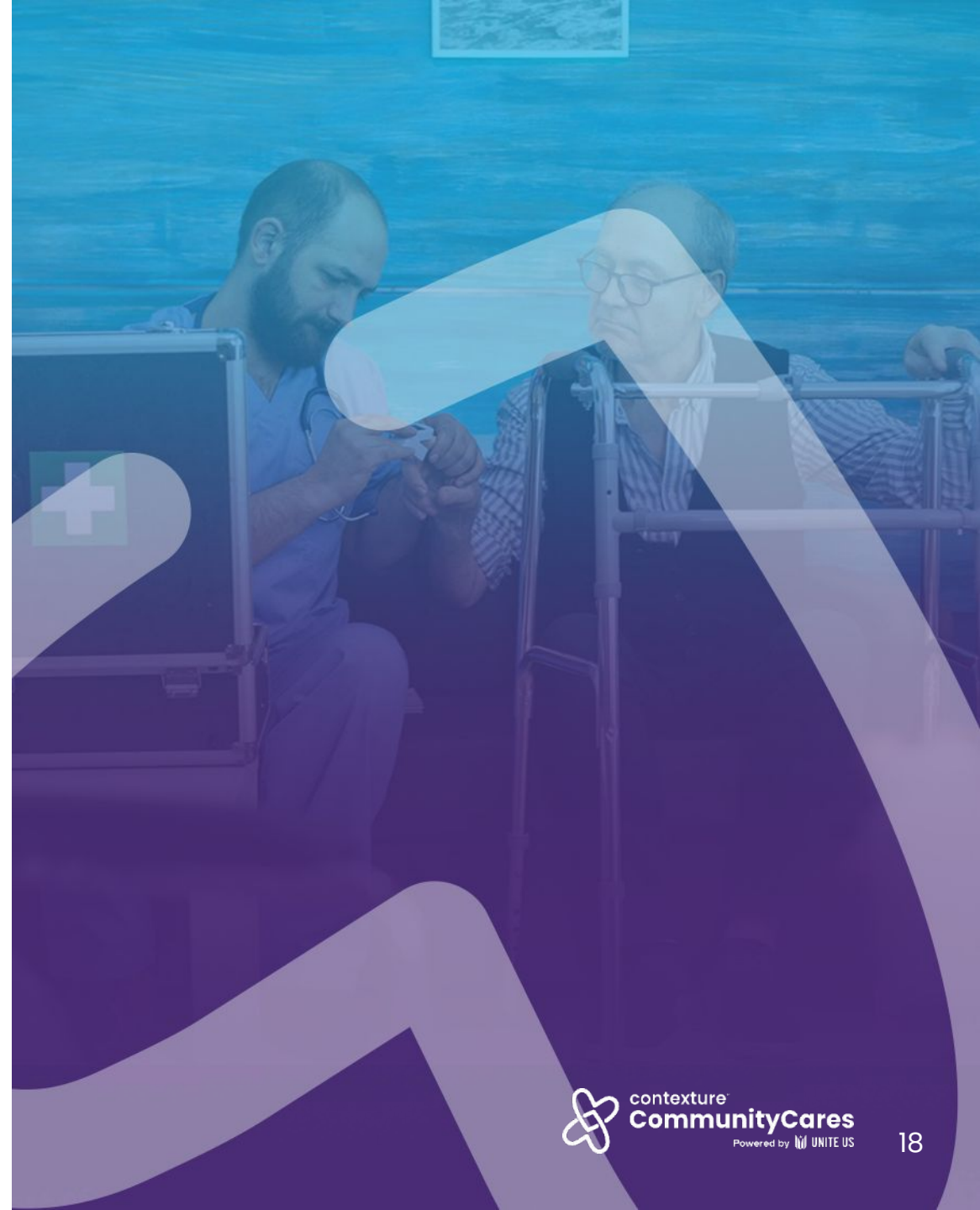
CommunityCares Partners

- CommunityCares is a free program that enables the exchange of SDOH information between healthcare and community organizations



CommunityCares Program Goals

- Coordinating Care
- Connecting Arizona communities
- Improving health outcomes with a whole-person care approach
- Leading with a data-driven approach



CommunityCares Program Benefits

Connects healthcare and community service providers.

Screenings and assessments.

Streamlines referral process across Arizona.

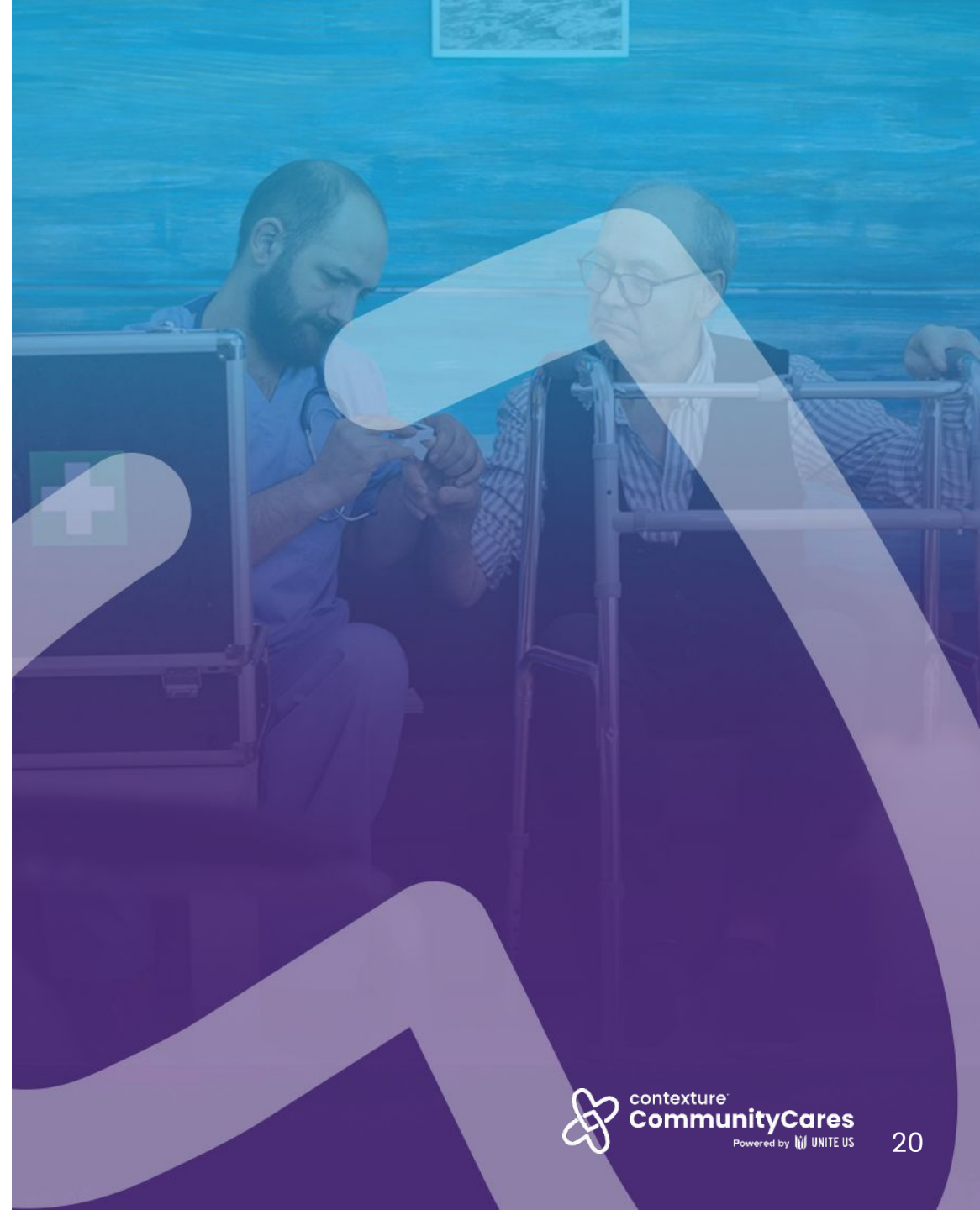
Confirmation when social services are delivered.

Access to Solari 2-1-1 resource directory.

Data tracking, analytics and outcome measures.

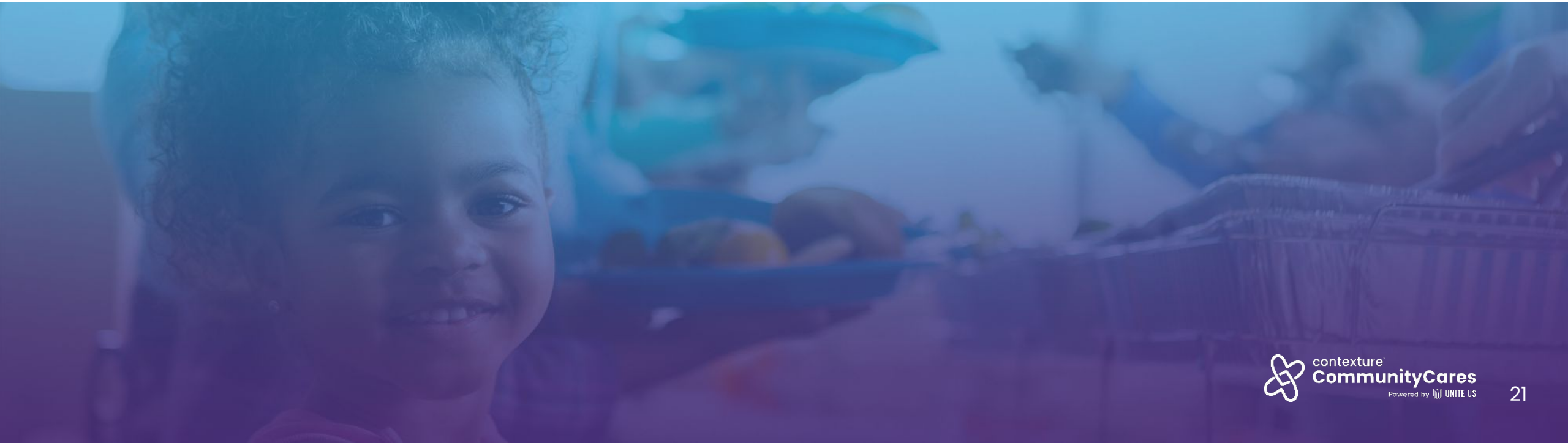
Program Incentives

- No fees to access or utilize the platform – plus incentives for adoption/utilization
 - AHCCCS Differential Adjusted Payment (DAP) % financial incentives
 - CBO Milestone Incentives (up to \$12k) and Assistance Funding (up to \$5k)
 - Additional milestones available for organizations providing food and housing services

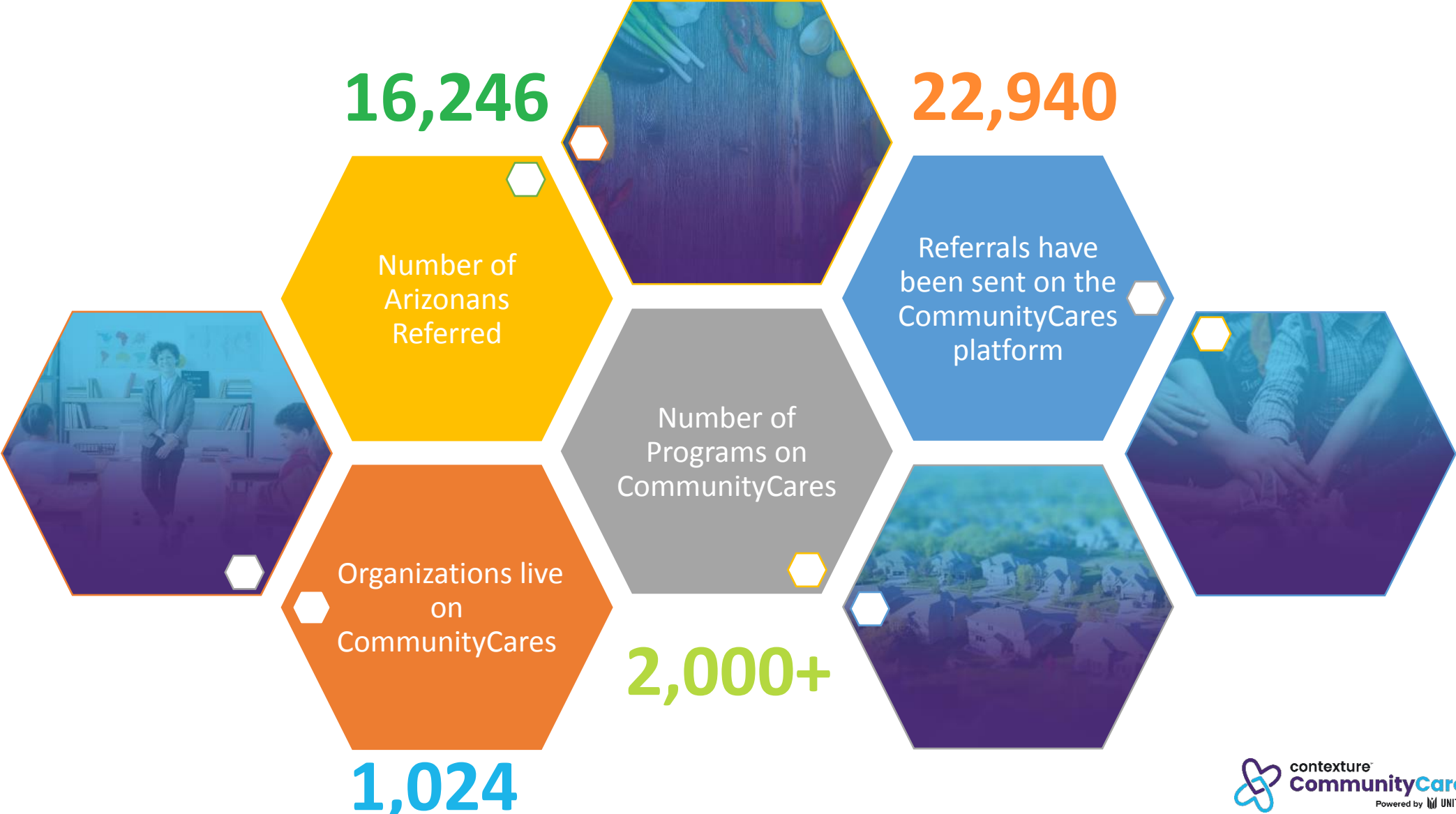


“ We are seeing more and more clients in need of practical resources along with their mental and physical health needs. I am thrilled to have a resource that will help us meet the needs of our clients. It is hard to do our work when the basic needs are not being met.”

Women's Health Innovations of Arizona



CommunityCares Achievements



*site level

Data as of May 5, 2024

Program Updates

- Revamped CBO Programs to increase incentive dollars
- Added alternative incentive milestones for housing and food providers
 - Can received an additional \$8,000 in incentives by sending and receiving
- Leveraging Solari and other partners to help engage CBO partners
- We need your support!
 - Tell us your priority CBO partners
 - Introduce us or cohost a meeting with your partners
 - Share your organizations “why” addressing SDOH is important and why you are partnering with CommunityCares

Access to Social Care Data

- ✓ Export client-level data directly from the platform
- ✓ Access to Insights tableau dashboards to track your organizational activity
 - Network Activity dashboard – statewide & community level
 - Health Equity dashboard – understand demographics of clients served

Network Activity Dashboard



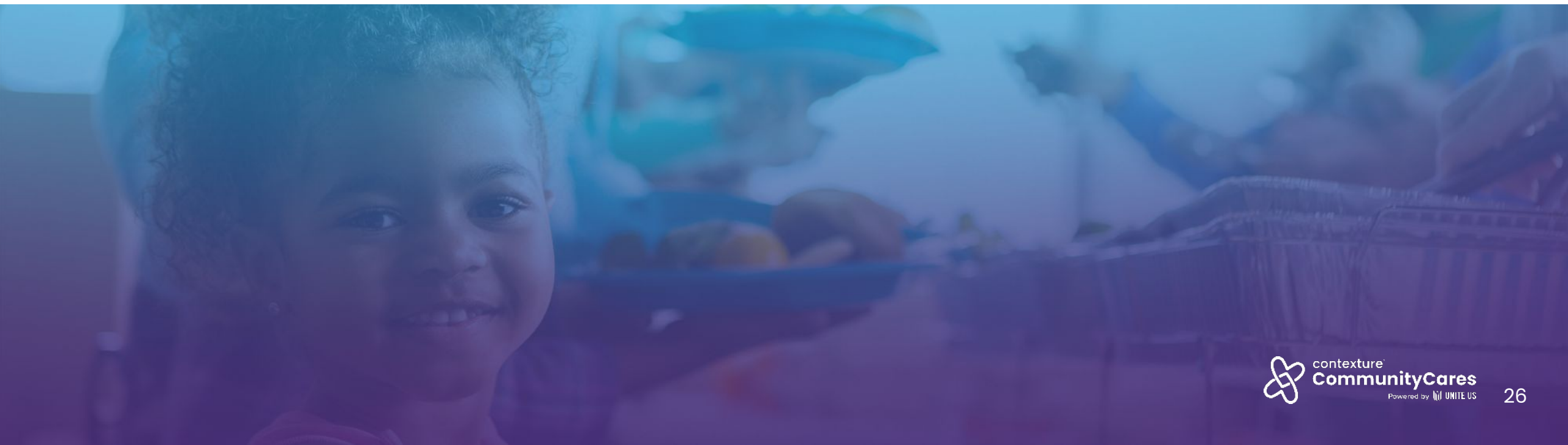
Health Equity Dashboard



Next steps:

- Join the CommunityCares network
 - Attend an upcoming [CommunityCares Information Session](#)
- Refer your partners
 - CommunityCares@contexture.org
- Share your feedback

Questions?



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AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 23, 2024
PHOENIX – One year ago, Cabinet Executive Officer Carmen Heredia took the helm of the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, and guided the agency through an extraordinary year of accomplishments and change.

"In 2023, AHCCCS faced challenges head-on, made significant progress, and achieved remarkable milestones because of our employees' unwavering dedication to the members we serve," Heredia said. "Our accomplishments stand as a testament to our adaptability, innovation, and unyielding resolve in the face of turbulent times."

Some of those successes and operational enhancements are highlighted below; see the full list in the [2023 Year in Review document](#).

[Read more...](#)

1.4 Million Arizonans Have Maintained Medicaid Coverage Since Renewals Began Last April

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 10, 2024
PHOENIX – Since the Arizona Health Care Cost Containment System (AHCCCS) returned to the regular Medicaid renewal processes last April, 1.4 million Arizonans have maintained coverage and 18% or 457,753, have been discontinued.

[AHCCCS News and Updates](https://azahcccs.gov/shared/news.html)
azahcccs.gov/shared/news.html

AHCCCS Tribal Relations [Subscribe to AHCCCS Tribal Relations Updates](#)

The mission of the Arizona Health Care Cost Containment System (AHCCCS) is to provide comprehensive, quality care to those in need. AHCCCS and Tribal Nations in the State of Arizona share the common goal of decreasing health disparities and maximizing access to critical health services.

Tribal Consultation

AHCCCS is committed to engaging in open, continuous, and meaningful consultation on a government-to-government basis. The AHCCCS Tribal Consultation Policy (note: pending technical changes and Tribal Consultation) guides the agency's work and interaction with the Tribal Nations of Arizona.

Learn more about Tribal Consultation at AHCCCS.

Tribal Relations at AHCCCS

The Tribal Liaison serves as a point of contact for information and issues concerning health care policies that affect American Indian AHCCCS members. The role of the Tribal Liaison is to work across sectors to help improve the quality and accessibility of health care for American Indian AHCCCS members.

At AHCCCS, the Tribal Liaison is housed in the Division of Community Advocacy and Intergovernmental Relations and serves as the link between AHCCCS staff and the 22 tribes in Arizona, three Indian Health Service (IHS) areas, urban Indian health programs, and tribal community members and stakeholders.

Christine Holden currently serves as the AHCCCS Tribal Liaison and she can be contacted at christine.holden@azahcccs.gov or tribalrelations@azahcccs.gov.

[Tribal Relations Updates](https://azahcccs.gov/AmericanIndians/TribalRelations/)
azahcccs.gov/AmericanIndians/TribalRelations/

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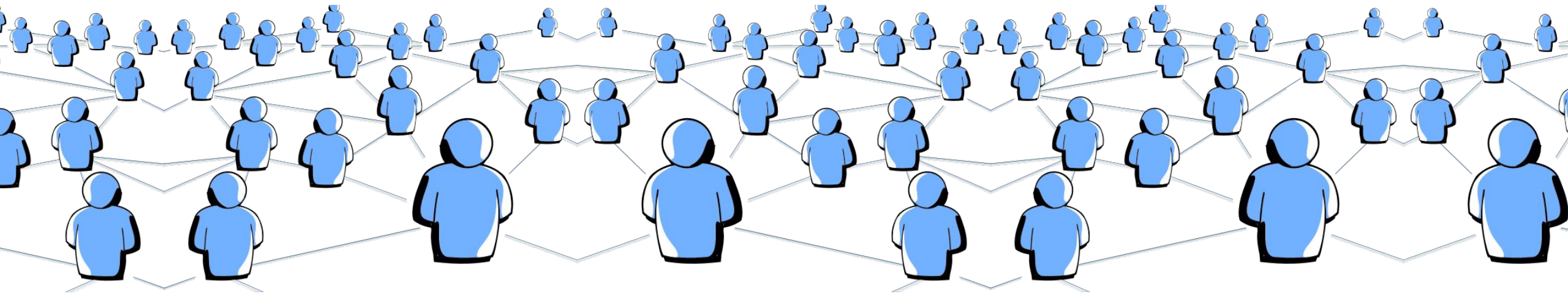
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Learn about AHCCCS' Medicaid Program on YouTube!

AHCCCS
Explains...

Medicaid Eligibility

AHCCCS
Explains...

ALTCS

AHCCCS
Explains...

Health-e-Arizona Plus



Watch our Playlist:

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

Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)



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to help us better
tailor meetings to
meet your needs.