

Welcome to AHCCCS 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**
- National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357)**

Text

- Send a Text to **988**
- Text the word "HOME" to **741741**

Chat

- **988 Lifeline Chat**

Videophone

- Select **ASL NOW** at the bottom of the page to connect with a 988 Lifeline counselor.



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**

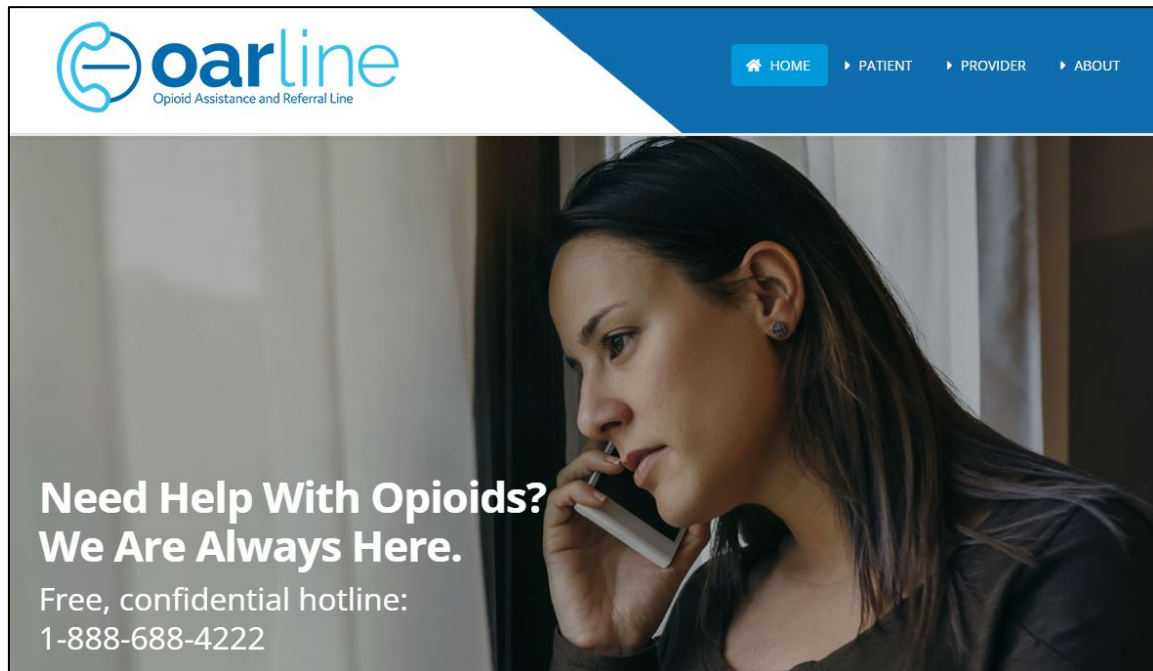
South GSA

- **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 image shows a screenshot of the OARLine website. At the top left is the logo, which consists of a stylized 'O' icon followed by the text 'oarline' in a lowercase, sans-serif font, with 'Opioid Assistance and Referral Line' in a smaller font underneath. 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 photograph of a woman with long dark hair, wearing a dark top, talking on a white mobile phone. In the bottom left corner of the photograph, there is white text that reads: 'Need Help With Opioids? We Are Always Here. Free, confidential hotline: 1-888-688-4222'.

oarline
Opioid Assistance and Referral Line

HOME ▶ PATIENT ▶ PROVIDER ▶ ABOUT

**Need Help With Opioids?
We Are Always Here.**
Free, confidential hotline:
1-888-688-4222

www.azdhs.gov/oarline

Email:

AzOarline@gmail.com

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. The top navigation bar includes the logo, language options (English, Español), a search bar, and utility links like 'Return to Home', 'Message Center', 'Options', 'Tools', 'MyAHCCCS Benefits', and 'Help Center'. The main content area is divided into sections: 'Home Page', 'I Want To...' (with a dropdown menu), 'My Account' (ID Verified, 701 E Jefferson St, Phoenix, AZ, 85034-2215, Change User Account Information, Frequently Asked Questions), 'My Medical Assistance' (table with columns: Name, Program, Begin Date, End Date), 'My Applications' (with a red prompt: 'Please click on an application number to view the Application Details'), and 'My Household' (with a dropdown for 'Show 10 entries'). The 'I Want To...' menu has 'Report a Change' highlighted with a red box.

Name	Program	Begin Date	End Date
	AHCCCS Medical Assistance	09/01/2021	

Application Number	Date Started	Date Sent	Status	View
2021272000237	9/30/2021	MA 9/30/2021	Submitted	Provide/View Documents View Application Summary

The graphic features a blue background with a search bar at the top containing the URL www.healtharizonaplus.gov. The main text reads 'UPDATE YOUR INFORMATION TODAY!' in large white letters. Below this, it says 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' To the right, a laptop displays the website's 'INDIVIDUAL AND FAMILY' section, which includes a 'Thank You for Connecting With Us' message and a 'My Account' icon. The AHCCCS logo is at the bottom left of the graphic.

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.

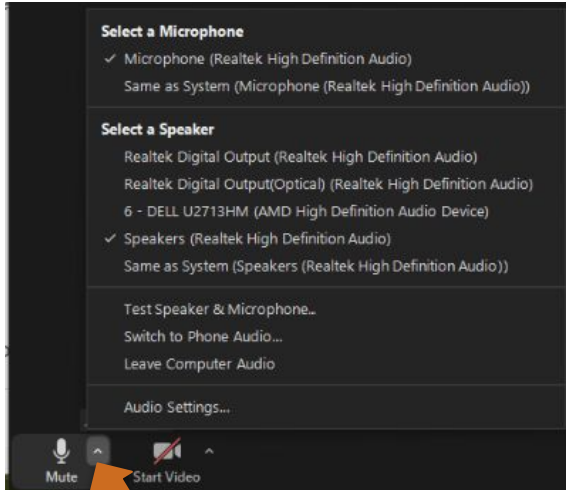
- Other Change

[← Previous](#) [Next →](#)

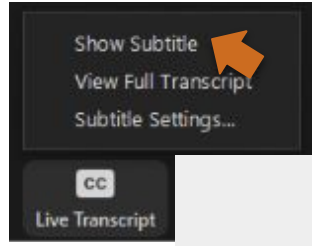
Zoom Webinar Controls

Navigating your bar on the bottom...

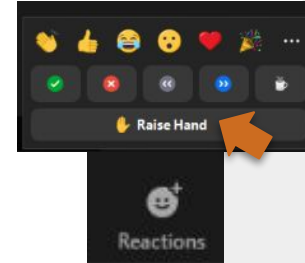
Audio Settings



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

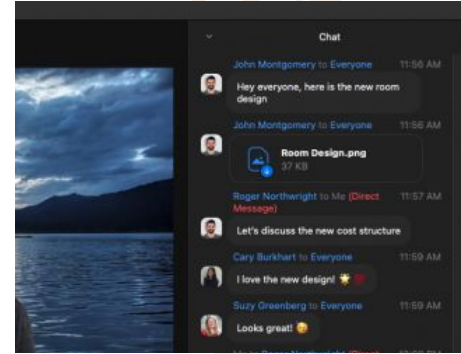
Webinar Tips



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.

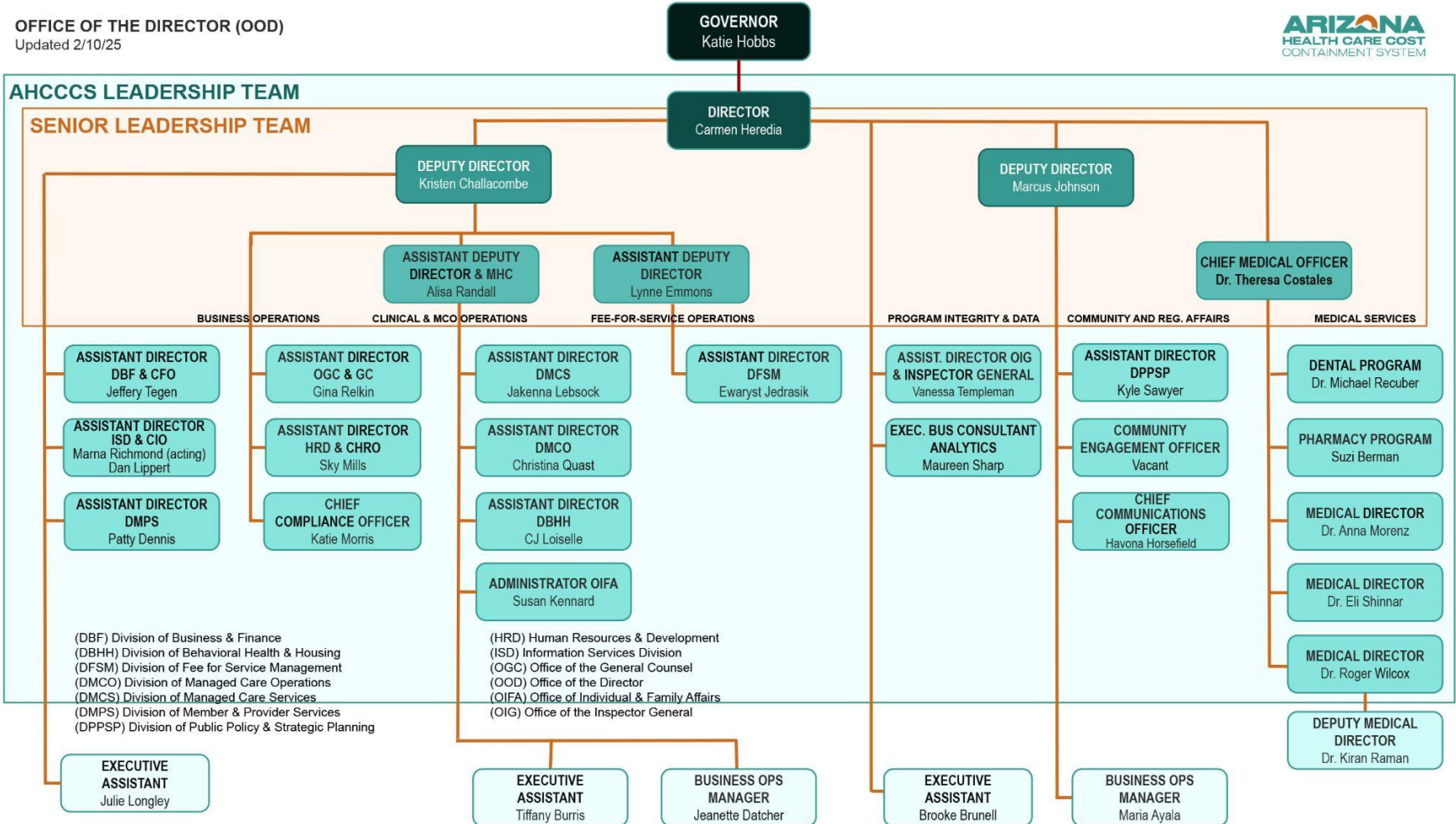
AHCCCS Organizational Changes

Alisa Randall, Assistant Deputy Director
Clinical Operations and Mental Health Commissioner



AHCCCS LEADERSHIP TEAM

SENIOR LEADERSHIP TEAM





AHCCCS Housing & Health Opportunities (H2O) Demonstration Elizabeth da Costa, Housing Program Administrator

AHCCCS Housing & Health Opportunities (H2O) Demonstration Goals

Increase positive
health and
wellbeing outcomes
for target
populations.

Reduce the cost of
care for individuals
successfully housed.

Reduce
homelessness and
maintain housing
stability.

Who is Eligible for Services?

Member Experiencing Homelessness

- Z Code for Housing Instability, or
- Identified through a Homeless Management Information System (HMIS) report
- Homeless Verification Letter

Member has an SMI Designation

- Confirmed and list sent by AHCCCS

One of the following

- Diagnosed with a chronic health condition, or
- Currently in correctional facility with a release date scheduled within 90 days or released from a correctional facility within the last 90 days.

1115 Waiver H2O HRSN Services

- Outreach and Education Services
- Transitional Housing - 6 Months
 - Transitional Housing Setting (Enhanced Shelter)
 - Apartment or Rental Unit (Rental Assistance)
- One-time Transition and Moving Costs
- Home Accessibility Modifications
- Housing Pre-Tenancy Services
- Housing Tenancy Services



Key Partner Overview

AHCCCS

Requested 1115 waiver to
implement H2O program

Solari

H2O Program Administrator

Banner

Subcontractor of Solari
Responsible for Network management,
Billing & Claims, Fraud, Waste & Abuse,
and Contracting

ABC Housing

Statewide Housing Administrator
Subcontractor of Solari; responsible for
administering the housing services

HOM

Subcontractor of ABC Housing
Supporting with housing services

[H2O Program Summary](#)

Step 1

Outreach & Education

- Reconnecting to health home
- Help getting documents for H2O application
- Coordinate with health home through approval of H2O Application

H2O Approval and Referral to Services

Step 2

Pre-tenancy

Enhanced Shelter

Step 3

One-time
Transition and
Move In

Rental Assistance

Tenancy Intensive
Case Management

H2O Partner Onboarding Process

Initial discussion and overview presentation with Solari	Solari
Q/A as needed	Solari
Submit H2O Partner Application(s)/ Complete Attestations for each program type	Provider
Provider Interest Committee reviews application	Solari/Banner
Site Visit(s) for all Active Sites	Banner
Letter of approval or denial sent to provider	Banner
If approved, partner added to AHCCCS APEP for AHCCCS registration	Provider
Execute Provider Service Agreement	Banner/Provider
Once executed, H2O Provider Support Specialist will be assigned as main contact to go through training and program preparation	Solari

How does payment work?

Rate Information

1. Utilize CommunityCares for invoice creation (typically monthly data entry- either per member or per diem rate)
2. Banner converts invoice into a Medicaid Claim
3. Banner will pay the claim to the provider (roughly 30 days from Invoice to payment)

Process for Payment

- Differs from Traditional Medicaid claims-Fee for service/ per unit rate

Program Type	FY25 Rate Drafts
OUTREACH AND EDUCATION, (PRICE PER FTE PER MONTH)	\$5,380.00
ENHANCED SHELTER- (PER NIGHT/ PER MEMBER)	\$96.26
TRANSITIONAL HOUSING (PER MONTH, RENTAL ASSISTANCE)	Up to 110% of FMR
PRE-TENANCY/ TENANCY SUPPORT (PER MEMBER PER MONTH)	\$844
ONE-TIME PAYMENT ASSISTANCE	Cost-Based Reimbursement
HOME ACCESSIBILITY AND SAFETY MODIFICATIONS	Cost-Based Reimbursement

How you can partner

As a health home or Health Plan

Connect with our member services team to coordinate care for clients that are eligible for H2O Services.

As a provider or potential provider

Support in care coordination and potential onboard as a service provider. [H2O Provider Application](#)

In General

Know about the H2O program in order to support clients and refer partners to the right place for information.

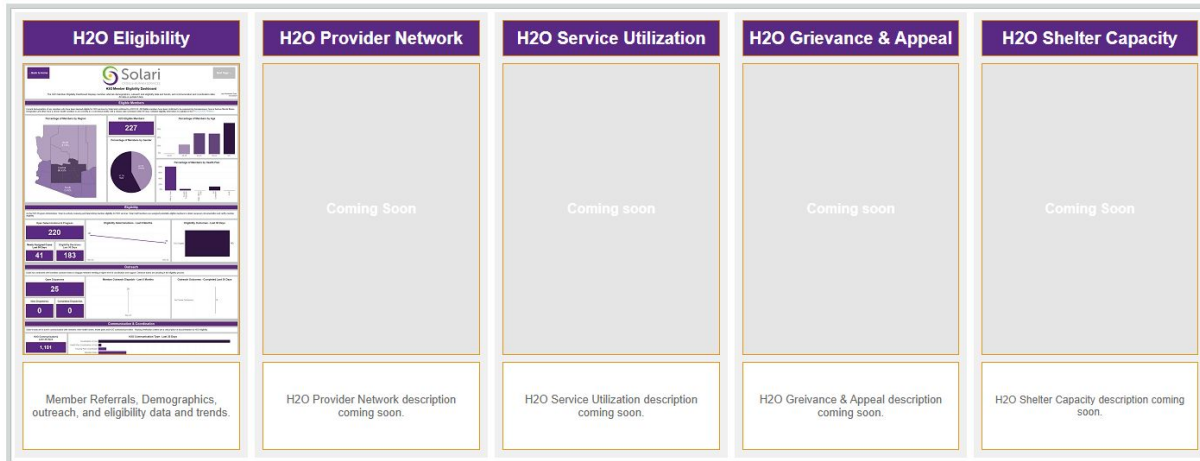
H2O Program Health Dashboard

<https://public.tableau.com/app/profile/crisis.network/viz/H2O600ProgramHealthDashboard/Landing>




The H2O Program Health Dashboard contains various dashboards providing information regarding the H2O program health. The various H2O Dashboard include Eligibility, Provider Network, Service Utilization, Grievance & Appeal, and Backlog dashboards.

Click on each image to navigate to the dashboard.



The H2O Program Health Dashboard include Eligibility, Provider Network, Service Utilization, Grievance & Appeal, and Shelter Capacity. The Eligibility Dashboard is currently live and updates daily. In the coming months, the remaining dashboards will be completed to provide information regarding the H2O program health.



AHCCCS 1115 Waiver Updates: Reentry Services Overview

Maxwell Siefer, Federal Relations Chief

Reentry Services Overview

- On December 27, 2024, CMS granted approval to provide limited coverage for services furnished to a subset of incarcerated individuals for up to 90 days immediately prior to their expected dates of release.
- This approval also provides expenditure authority to the state to provide non-medical transportation (NMT) to and from health-related social needs (HRSN) services and home and community-based services (HCBS) for Arizona Long Term Care System (ALTCs) eligible beneficiaries.

Demonstration Initiative Goals

- Increase coverage, continuity of coverage, and appropriate service uptake
- Improve access to services
- Improve coordination and communication
- Increase additional investments in health care and related services
- Improve connections between carceral settings and community services
- Reduce all-cause deaths and reduce number of ED visits and inpatient hospitalizations
- Provide intervention for certain behavioral health conditions

Eligibility

- To qualify for services covered under this demonstration approval, individuals residing in a correctional facility must have been determined eligible for Medicaid or the Children's Health Insurance Program (CHIP) (or be eligible for CHIP except for their incarceration status) pursuant to an application filed before or during incarceration, and have an expected release date within 90 days.
- For a Medicaid covered individual entering a correctional facility, Arizona will not terminate Medicaid coverage, but will suspend the individual's coverage.

Eligibility (Cont'd)

- For a CHIP-covered individual who is incarcerated, the state must terminate coverage if the individual remains incarcerated at the end of their continuous eligibility period.
- For individuals not enrolled in Medicaid or CHIP upon entering a correctional facility, Arizona will ensure the individual receives assistance with completing and submitting a Medicaid or CHIP application sufficiently prior to their anticipated release date such that the individual can receive the full duration of pre-release services, unless the individual voluntarily refuses such assistance or chooses to decline enrollment.

Participating Facilities

- Jails
- Prisons
- Youth Correctional Facilities
- Tribal Correctional Facilities

NOTE Participating facilities will individually have to meet readiness criteria.



Covered Services

- Case Management
- Medication Assisted Treatment (MAT) Services
- 30-day Supply of Prescription Medications
- Practitioner Office Visit
- Peer Support Services



Next Steps

- AHCCCS will establish a timeline for implementation with a proposed effective go-live date of October 1, 2026.
- AHCCCS will begin the demonstration with prison facilities administered by the Arizona Department of Corrections Rehabilitation and Reentry (ADCRR), these facilities will make up the first phase of the program.

Upcoming AHCCCS Community Events

- AHCCCS Hot Topics
 - 3/17/25
 - [Register](#)
- Jacob's Law
 - 3/20/25
 - [Register](#)
- System Navigation
 - 3/25/25
 - [Register](#)



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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 18, 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% of \$57.753 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 at tribalrelations@azahcccs.gov.

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



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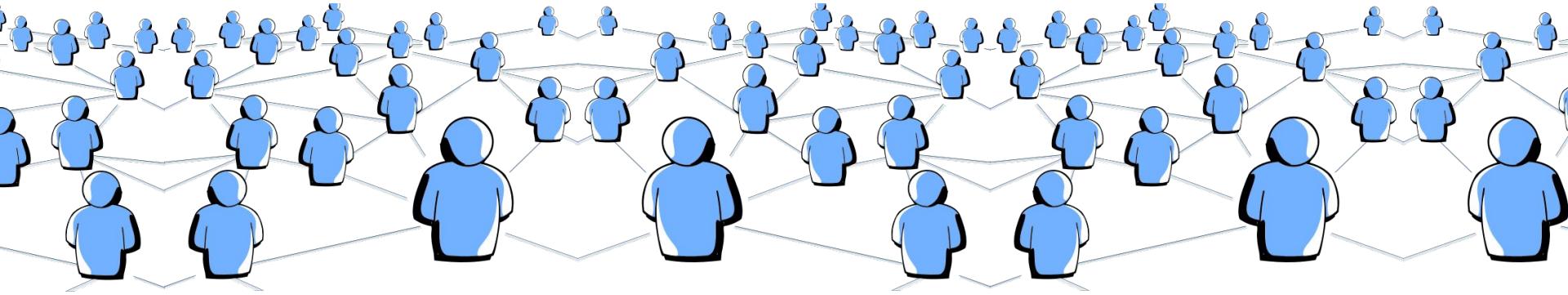
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Learn about AHCCCS' Medicaid Program on YouTube!

AHCCCS
Explains...

Medicaid Eligibility

AHCCCS
Explains...

ALTCS

AHCCCS
Explains...

Health-e-Arizona Plus



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.*

Thank you!

