

# 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.



# 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**

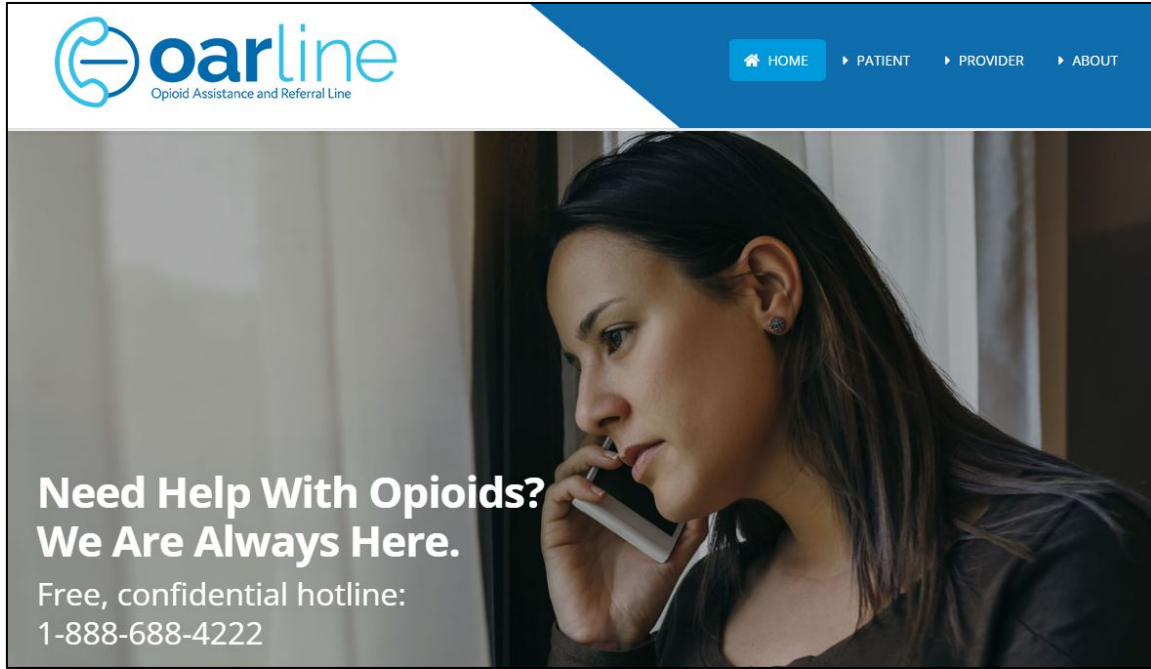
## South GSA

- **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

A screenshot of the OARLine website. The header features the OARLine logo on the left, which consists of a stylized 'O' icon and the text 'oarline' in lowercase, with 'Opioid Assistance and Referral Line' underneath. To the right of the logo is a blue navigation bar with white text and icons for 'HOME', 'PATIENT', 'PROVIDER', and 'ABOUT'. Below the header is a large image of a woman with long dark hair talking on a mobile phone. Overlaid on the bottom left of this image is white text: 'Need Help With Opioids? We Are Always Here.' followed by '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](http://www.azdhs.gov/oarline)

**Email:**

[AzOarline@gmail.com](mailto: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 user interface. The 'I Want To...' menu on the left has 'Report a Change' highlighted with a red box. The main content area shows 'My Account' information, including a verified ID, address (701 E Jefferson St, Phoenix, AZ, 85034-2215), and options to change account information or view frequently asked questions. Below this is a table for 'My Medical Assistance' with one entry: AHCCCS Medical Assistance, starting 09/01/2021. There is also a section for 'My Applications' with a message to click on application numbers for details, and a 'My Household' section with a table of application entries.

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 laptop displaying the website. A search bar at the top left contains the URL [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov). The main text reads 'UPDATE YOUR INFORMATION TODAY!' followed by the instruction: 'Make sure your contact information is up to date so AHCCCS can contact you, if needed.' Below this is a section for 'INDIVIDUAL AND FAMILY' with a photo of a family and the text 'Connecting individuals and families to coverage, care and services.' The AHCCCS logo is at the bottom left.

Log in or create an account today at [www.healtharizonaplus.gov](http://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

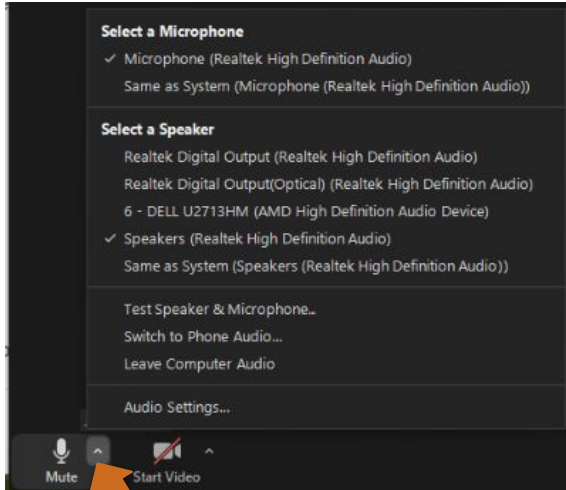
[← Previous](#) [Next →](#)



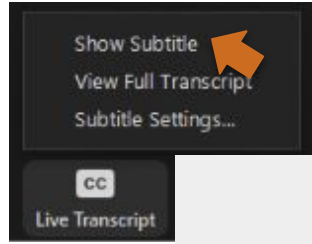
# Zoom Webinar Controls

Navigating your bar on the bottom...

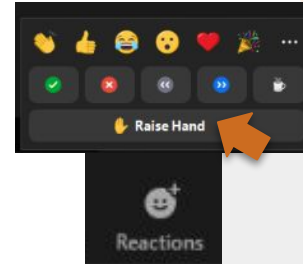
Audio Settings



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

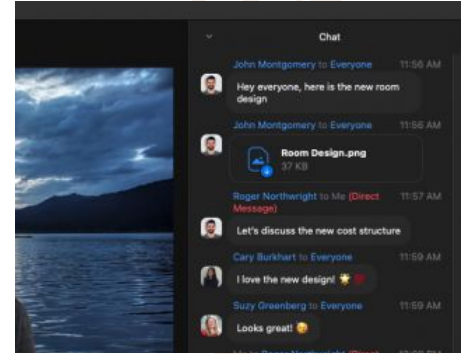
# Webinar Tips



**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 Works 1115 Amendment

Max Seifer

Federal Relations Chief

AHCCCS Division of Public Policy and Strategic Planning

# Section 1115 of the Social Security Act

- Allows states the flexibility to design Demonstration projects that promote the objectives of the Medicaid program,
- Demonstration projects are typically approved for a five-year period and can be renewed every five years, and
- Must be budget neutral, meaning that federal spending under the waiver cannot exceed what it would have been in absence of the waiver.

# AHCCCS Works

## Background

- In 2015, the Arizona State Legislature passed SB 1092, requiring AHCCCS to submit to CMS annually an 1115 Demonstration Waiver that implements:
  1. Medicaid Work Requirements,
  2. Lifetime Limits, and
  3. Cost Sharing for non-emergency use of ED and ambulance transport.

# AHCCCS Works

## Background Cont.

- In 2017, AHCCCS submitted an 1115 Waiver for the above which was later approved by CMS in 2019. Implementation for this program began however was quickly halted and the approval was rescinded by the Biden Administration.
- In order to comply with state law, AHCCCS is now re-submitting the waiver amendment request titled “AHCCCS Works.”



# AHCCCS Works

## Program Goals and General Employment Philosophy

- Increase the number and percentage of “able-bodied adults” who are employed, actively seeking employment, and/or attending an employment support and development program.
- For all people, work is not just a paycheck. Having a job is about:
  - Fostering empowerment,
  - Community inclusion,
  - Reducing stigma,
  - Increasing self-sufficiency, and
  - Many more benefits!

# AHCCCS Works

## Existing Employment Programs

- Employment programs are not new to AHCCCS, employment services are administered in a few different ways including:
  - AHCCCS/Behavioral Health: Pre- and post-employment services for individuals eligible for behavioral health services.
  - AHCCCS/ALTCS: Pre- and post-employment services for individuals eligible for the Arizona Long-Term Care System.
- Additional Information can be found at the following link:  
<https://www.azahcccs.gov/AHCCCS/Downloads/EmploymentServices.pdf>

# AHCCCS Works

## Medicaid Work Requirements

- AHCCCS Works would require non-exempt “*able-bodied*” adults between the ages of 19 and 55 to meet the following activities or combination of activities for at least 20 hours per week (80 hours per month) to qualify for AHCCCS coverage:
  1. Be employed (including self-employment),
  2. Actively seek employment,
  3. Attend school (less than full time),
  4. Participate in other employment readiness activities, i.e., job skills training, life skills training & health education, or
  5. Engage in Community Service.

# AHCCCS Works

## Medicaid Work Requirements

- Members subject to this requirement who do not qualify for an exemption and fail to meet the requirements will receive an initial 6-month grace period.
- Failure to comply after the grace period will result in a two-month suspension period of Medicaid coverage unless the member reports and verifies that there was a good cause for non-compliance or initiates an appeal of the suspension

# AHCCCS Works

## Lifetime Limit and Eligibility Ban

- AHCCCS is also proposing to implement the following for “able-bodied adults” pursuant to A.R.S § 36-2903.09:
  - A five-year maximum lifetime coverage limit for able-bodied adult members who are subject to the previously mentioned AHCCCS Works requirements and do not fall under one of the exemptions outlined.
  - The authority to ban an eligible person from enrollment for one year if it is determined the eligible person knowingly failed to report a change in family income or made a false statement regarding compliance with the AHCCCS Work requirements.

# AHCCCS Works

## Exemptions

In an effort to define “able-bodied” adults, the work requirements and lifetime limit will not apply to individuals who meet any of the following conditions:

- Individuals who are at least 56 years old;
- Individuals who qualify for services through the Indian Health Service or Tribally-Operated Health Facilities, including but not limited to enrolled or affiliate members of federally-recognized American Indian/Alaskan Native (AI/AN) Tribes;
- Women up to the end of the 12-month postpartum period;
- Former Arizona foster youths up to age 26;
- Individuals determined to have a serious mental illness (SMI);
- Individuals who are in active treatment with respect to a substance use disorder (SUD);
- Individuals currently receiving temporary or permanent long-term disability benefits from a private insurer or the government;

# AHCCCS Works

## AHCCCS Works Exemptions Cont.

- Individuals who are receiving Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, or Unemployment Insurance income benefits;
- Individuals who are determined to be medically frail;
- Full-time high school students who are older than 18 years old;
- Full-time trade school, college or graduate students;
- Victims of domestic violence;
- Individuals who are homeless;
- Individuals who have recently been directly impacted by a catastrophic event;
- Parents, caretaker relatives, foster parents, and legal guardians;
- Individuals who are exempt from the Arizona Department of Economic Security (DES) Nutrition Assistance Work Requirement programs;
- Individuals who were incarcerated within the last six months;
- Veterans regardless of the discharge status; or
- Caregivers of a family member who is enrolled in ALTCS.



# AHCCCS Works

## Exemptions Cont.

- AHCCCS is also proposing a “good cause” exemption. Example circumstances giving rise to good cause may include:
  - The beneficiary has a disability and was unable to meet the requirement for reasons related to that disability;
  - The beneficiary resides with an immediate family member who has a disability and was unable to meet the requirement for reasons related to the disability of that family member;
  - Illness of a household or family member requiring the care of the beneficiary;
  - Illness of the beneficiary;
  - Severe inclement weather (including a natural disaster); or
  - A family emergency or other life-changing event.

# AHCCCS Works

## AHCCCS Works Cost Sharing

In addition pursuant to A.R.S § 36-2903.09, AHCCCS is proposing to implement cost sharing for the following:

- Non-Emergency use of the Emergency Department, and
- Non-Emergency use of ambulance transport when not medically necessary.

AHCCCS is proposing a post-visit medical review applied to the top 20% of ED utilizers. If services are determined to be inappropriately used, AHCCCS will issue three separate warnings before a copay in the amount of \$10 is imposed.

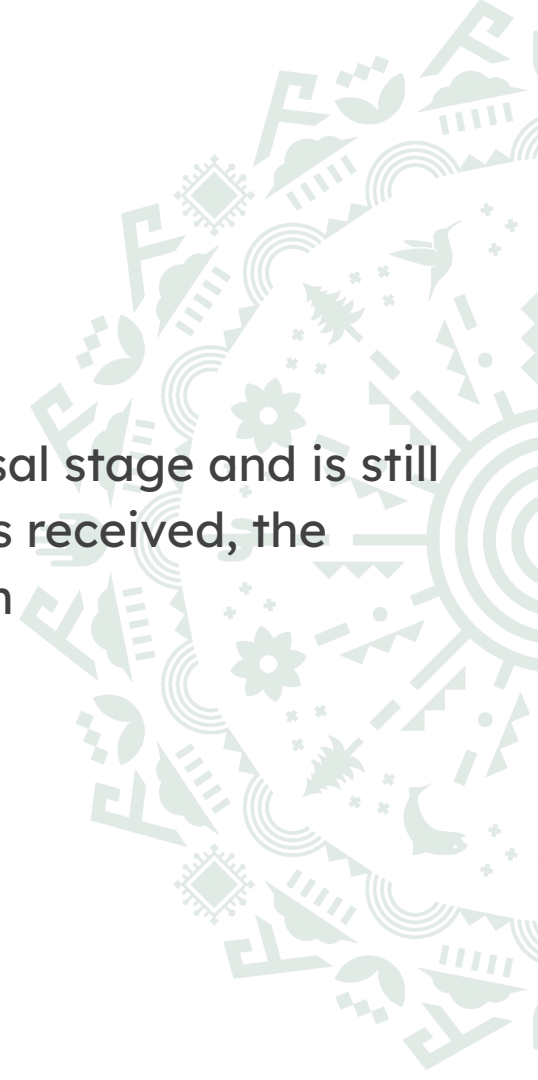


# AHCCCS Works

## AHCCCS Works FAQ

Q1: When will the AHCCCS Works program go live?

A1: The current AHCCCS Works program is in it's proposal stage and is still subject to CMS approval. If and when an approval is received, the agency will determine a timeline for implementation



# AHCCCS Works

## AHCCCS Works FAQ

Q2: How many people would be impacted by the work requirements?

A2: AHCCCS has completed preliminary calculations to estimate the number of impacted individuals. The preliminary calculations are as follows:

Population Category	Preliminary Estimate
Total Population prior to exclusions (Adults aged 19-55 and 0-133% of the FPL)	414,689
Number of members who meet exclusion criteria	222,944
Estimate of members to whom the work requirement will apply	~190,000

# AHCCCS Works

## Resources

- More information on the AHCCCS Works Waiver Amendment Request can be found at:  
<https://www.azahcccs.gov/Resources/Federal/ahcccsworks1115waiver.html>
- The web page includes a summary of Arizona's Demonstration amendment request & the schedule (dates and times) of public forums.

# AHCCCS Works

## Public Comments

- Public comments or written testimony may be submitted to AHCCCS via email to [waiverpublicinput@azahcccs.gov](mailto:waiverpublicinput@azahcccs.gov) or via mail to:  
AHCCCS, C/O OOD-Division of Public Policy and Strategic Planning  
801 E. Jefferson Street, MD 4200  
Phoenix, AZ 85034

**Comments will be received through March 20, 2025**

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Filter: Show All | Sort: Date: Newest First

### AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: [PIO@azahcccs.gov](mailto: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](mailto: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% or 457,753 have been discontinued.

[AHCCCS News and Updates  
azahcccs.gov/shared/news.html](https://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](mailto:christine.holden@azahcccs.gov) or at [tribalrelations@azahcccs.gov](mailto:tribalrelations@azahcccs.gov).

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





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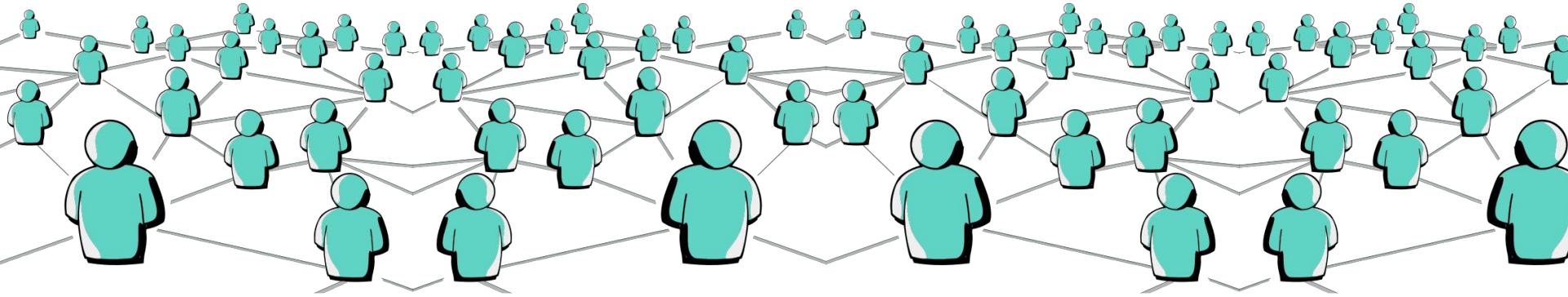
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[AHCCCSgov](https://www.youtube.com/AHCCCSgov)



# 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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