



# AHCCCS Strategic Plan - State Fiscal Years 2023 - 2027

State Medicaid Advisory Committee  
May 31, 2022



# Welcome to the State Medicaid Advisory Committee

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.

# Zoom Webinar Controls

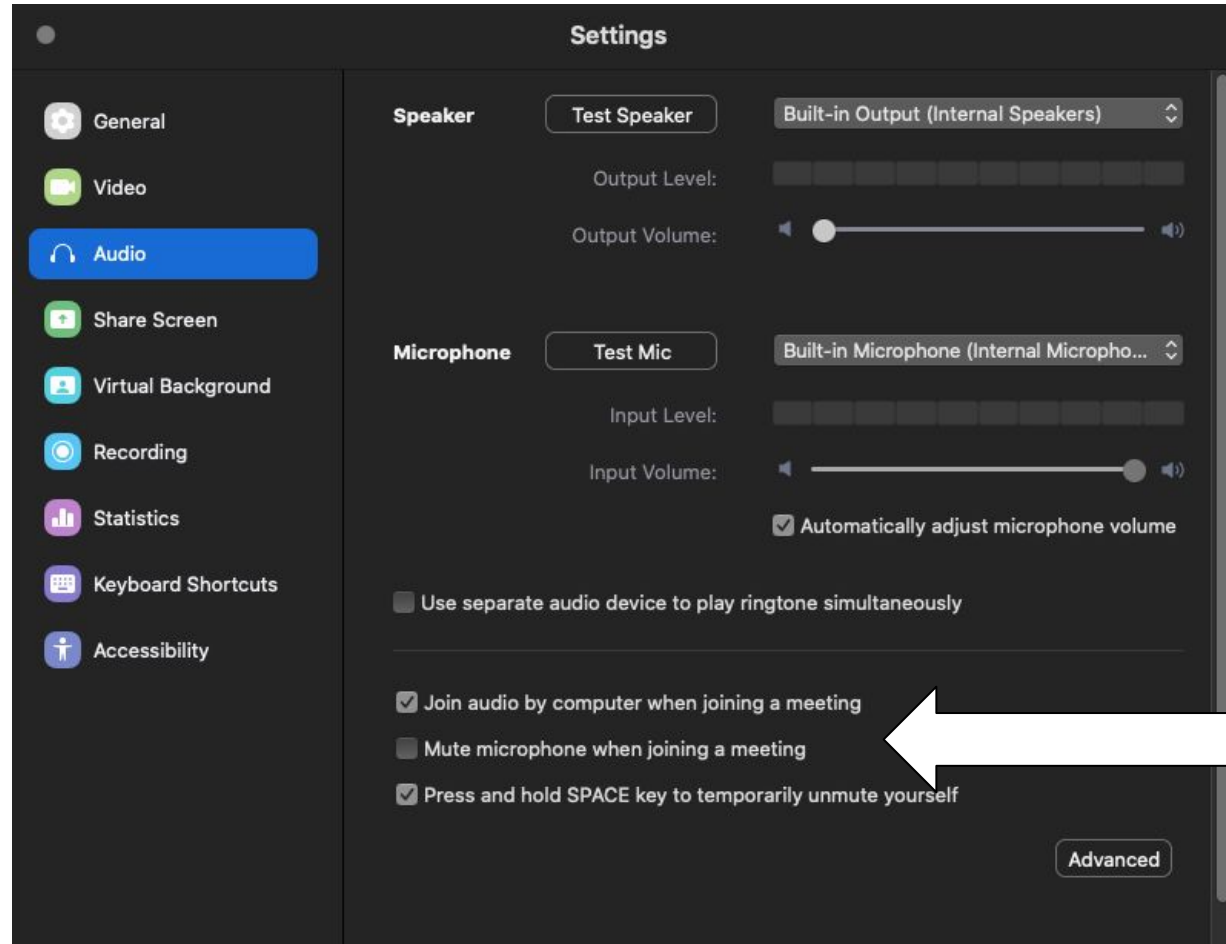
## Navigating your bar on the bottom...



A screenshot of the Zoom Webinar interface. On the left, the 'Select a Speaker' menu is open, showing options: 'Same as System', 'Built-in Output (Internal Speakers)' (checked), 'Test Speaker &amp; Microphone...', 'Leave Computer Audio', and 'Audio Settings...'. A white arrow points from the 'Audio Settings...' option to the 'Audio Settings' button in the bottom bar. The bottom bar contains icons for 'Chat' and 'Raise Hand', and a red 'Leave' button on the right.

- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.

# Audio Settings



The screenshot shows the Zoom application's settings window, specifically the Audio section. On the left is a sidebar with various settings categories: General, Video, Audio (highlighted in blue), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main panel is titled 'Settings' and is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', an 'Output Level' bar, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', an 'Input Level' bar, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are several checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). A white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox. At the bottom right of the settings panel is an 'Advanced' button.

# Tips for successful ZOOM PARTICIPATION



MUTE your mic  
when you're not  
speaking



BACKGROUND  
NOISE watch when  
turning on mic



Limit the  
DISTRACTIONS  
around you



Look at the  
CAMERA  
not your screen



PREPARE & queue  
docs or links that  
you plan to share



Stay FOCUSED by  
not texting or side  
conversations



Use GALLERY  
VIEW to see all  
participants



Use CHAT to ask  
questions or share  
resources

# AHCCCS Strategic Plan

## State Fiscal Years 2023 - 2027

# Proposed Goals and Strategies

## SFY 2023 - 2027

### Provide Equitable Access to High Quality, Whole-Person Care

- Address existing and ongoing provider workforce challenges
- Promote the use of models that seek to advance quality and lower cost
  - Alternative payment models, American Indian Medical Home, IHS/638 care coordination agreements, etc.
- Reduce provider administrative burden
  - Expanded use of CommunityCares, alignment of quality metrics, etc.
- Address deficiencies in the continuum of care to ensure access to services in the most appropriate setting
- Implement enhanced housing services/supports
- Pursue population health programming for individuals with special health care needs
  - Individuals with I/DD & behavioral health needs, individuals leaving correctional settings, pregnant women with substance use disorder, aging populations, etc.

# Proposed Goals and Strategies

## SFY 2023 - 2027

### **Implement solutions that ensure optimal member and provider experience**

- Develop comprehensive information technology strategy plan
  - Modernize AHCCCS' Medicaid Enterprise System (MES), leverage state designated HIE, etc.
- Develop system performance dashboards
- Accelerate agency-wide program integrity efforts
- Support technological advancements that foster member engagement in care planning and advance member independence
  - Remote monitoring (wearable devices), member clinical record access, telehealth
- Optimize federal block and discretionary grants to advance Medicaid programming and systems



# Proposed Goals and Strategies

## SFY 2023 - 2027

### **Maintain core organizational capacity, infrastructure and workforce planning that effectively serves AHCCCS operations**

- Improve employee engagement
  - Enhanced communication strategies, professional development opportunities, cutting edge technological tools
- Increase retention rates
  - Continued exploration of workplace flexibilities, continued education on need for competitive compensation strategy
- Increase Arizona Management System self-assessment scores
- Develop a comprehensive, agency-wide knowledge management system



# SMAC Members

## Open Discussion, Comments and Questions



# Call to the Public

# 2022 SMAC Meetings

**Per Bylaws, meetings are to be held 2<sup>nd</sup> Wednesday of  
January, April, July and October from 1 p.m. - 3 p.m**

## **2022 SMAC Meetings**

**January 12, 2022**

**April 13, 2022**

**July 13, 2022**

**October 12, 2022**

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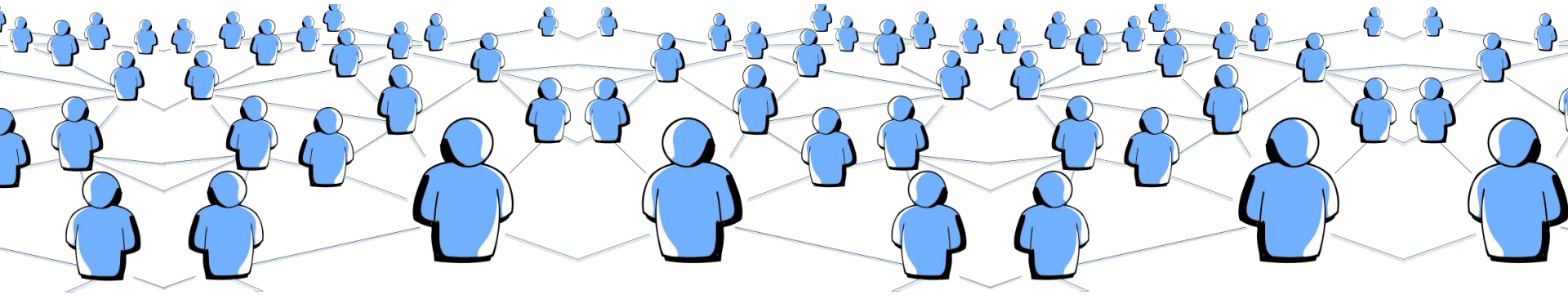
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Thank You!