



Welcome to Training for the Rights of Individuals living with a Serious Mental Illness

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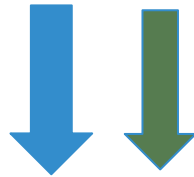
Please only join by phone or computer.

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

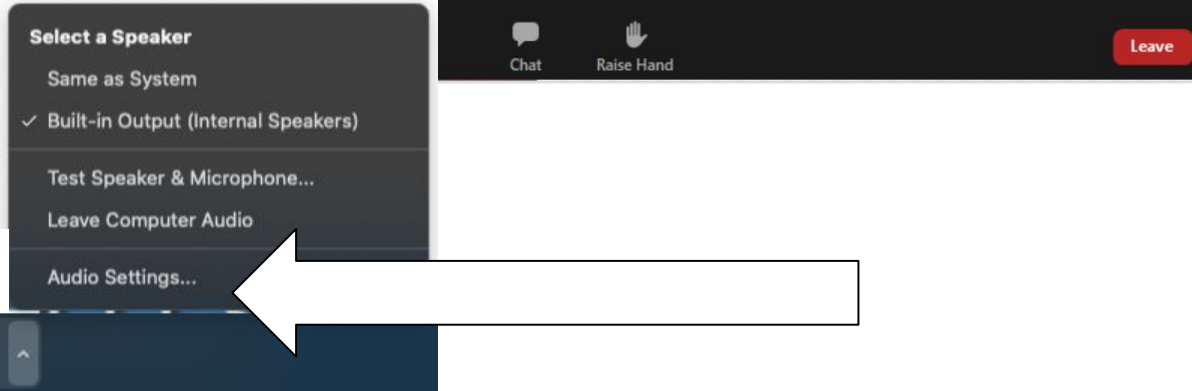
Thank you.

Zoom Webinar Controls

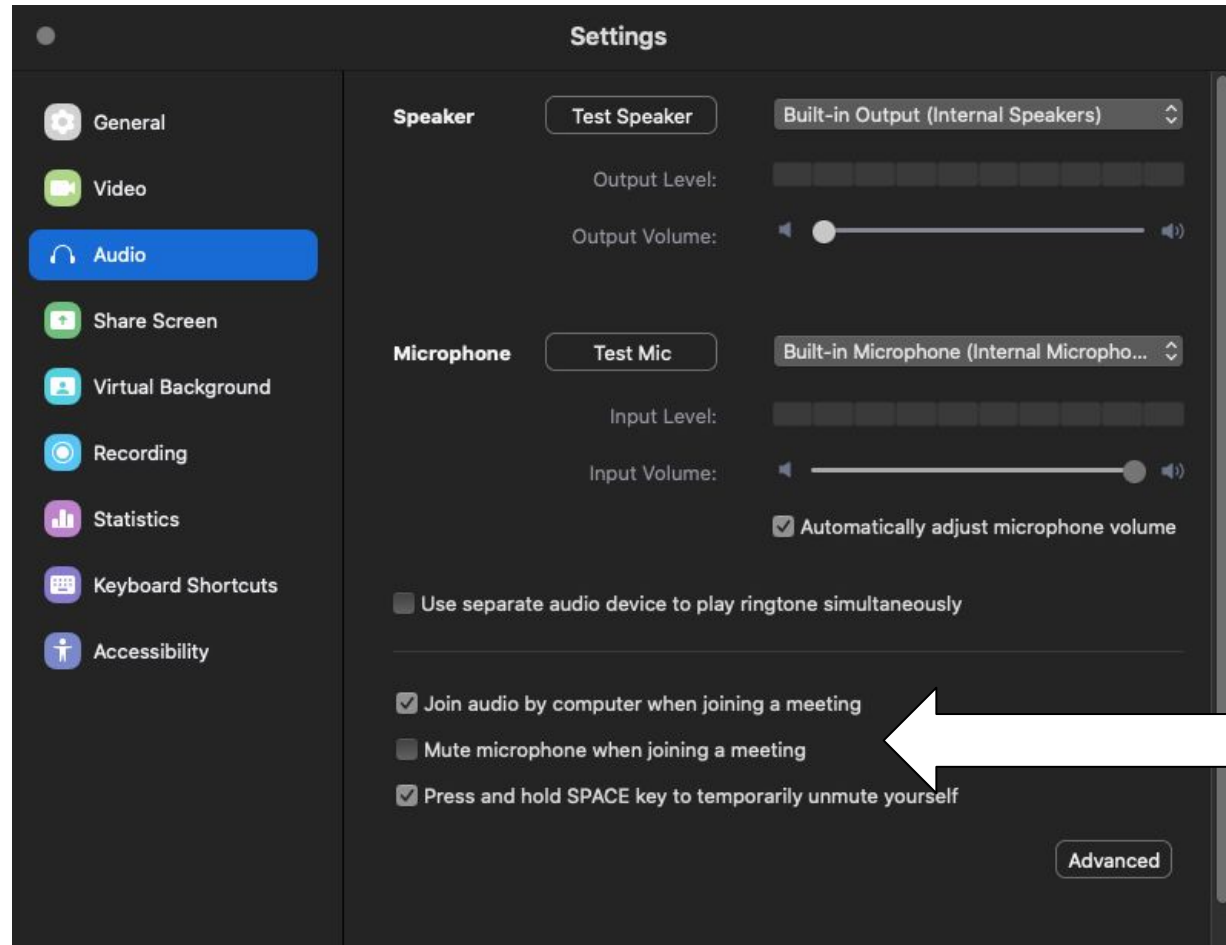
Navigating your bar on the bottom...



- **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 settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' highlighted in blue. The main panel is divided into 'Speaker' and 'Microphone' sections. 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). An 'Advanced' button is located at the bottom right. A white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

Settings

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Welcome!

What to expect during the training:

- Information regarding the rights of individuals designated with a Serious Mental Illness (SMI),
- Real-time answers to related questions in the chat, and
- Links to relative sources.

What to expect after the training:

- Concluding with Q&A session,
- Each participant will receive this presentation following the training,
- Contact information for the OHR for questions on other topics, and
- Each participant will receive a survey link.



Agenda

- ❑ Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ SMI Rights
- ❑ Navigating SMI Rights
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Resources
- ❑ Upcoming AHCCCS Forums and Trainings

* [AHCCCS Acronyms Guide](#)





Rights for Individuals with a Serious Mental Illness (SMI)

Presented by: The Office of Human Rights (OHR) & The Office of Individual and Family Affairs (OIFA)
AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR)
February 28, 2023



Overview

Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Alex Demyan

DCAIR Interim Assistant Director

DCAIR Departments

The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our members, family members and other stakeholders. These areas are very important as they ensure the voice of the community is heard.

Office of Individual and Family Affairs (OIFA)

Peer and Family Support, and Member Engagement

Office of Human Rights (OHR)

Advocacy for persons with a Serious Mental Illness

Federal Relations and Communications (FRAC)

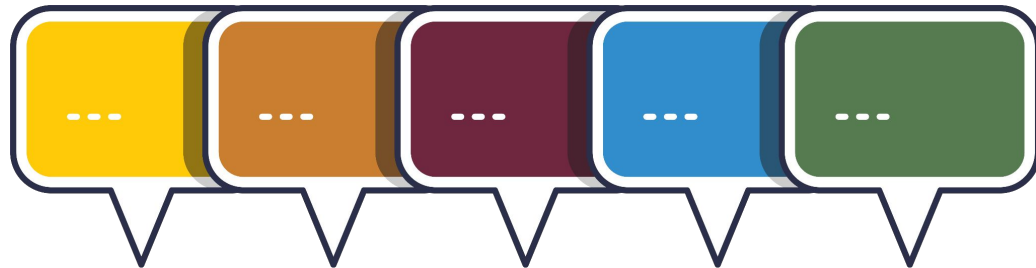
Waiver, State Plan, Tribal Relations, and Communications

DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from members, families, providers, and stakeholders. We also facilitate or participate in workgroups & committees to address health care needs including:

- Behavioral Health Planning Council
- Arizona Council of Human Service Providers
- OIFA Advisory Council
- The State Medicaid Advisory Committee

See the [AHCCCS Community Events Calendar](#) for more public events.





Overview

The Office of Human Rights (OHR)

Brenda Morris, OHR Administrator

The Office of Human Rights

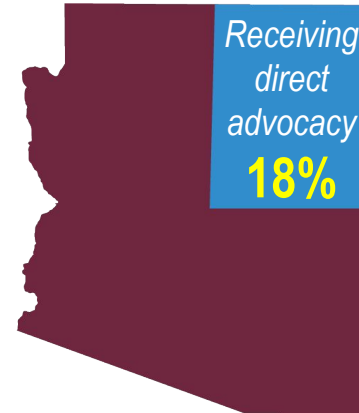
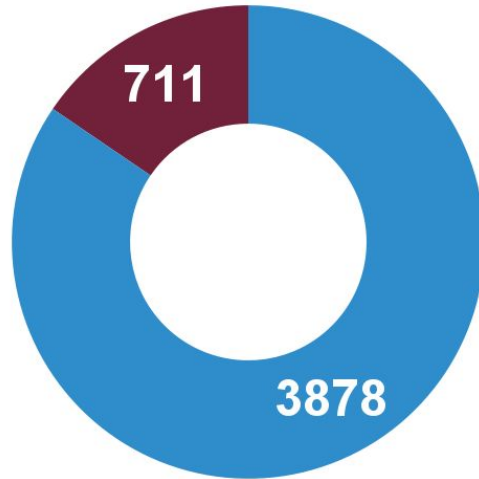
Mission Statement

The OHR Provides advocacy to individuals living with a SMI to help them understand, protect and exercise their rights, facilitate self-advocacy through education, and obtain access to behavioral health services in the public behavioral health system in Arizona.



Special Assistance Data as of February 1, 2023

- Total Special Assistance Members
- Served Directly by OHR



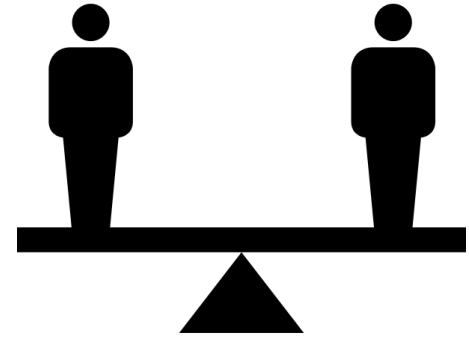


SMI Rights

Denard Stewart, OHR Advocate

Rights Overview

- In the public behavioral health system in Arizona, individuals living with an SMI have specific rights, including:
 - Civil rights and other legal rights, and
 - Rights in the public behavioral health system.*
- A person does not lose legal rights when determined to have an SMI.**



*See **A.A.C.R9-21-201 through 211** for a comprehensive listing.

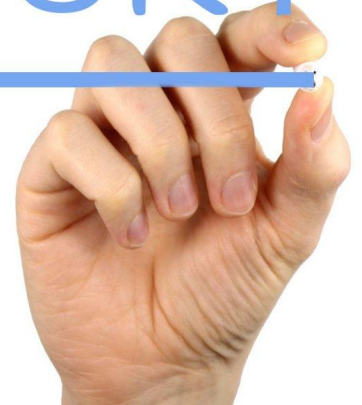
A guardianship order or a court order for treatment **does affect certain rights.

Support & Treatment

The right to support and treatment is a basic right for people living with an SMI. The support and treatment must be:

- ❑ Individualized and responsive,
- ❑ Culturally sensitive,
- ❑ Built on strengths, and
- ❑ Address unique needs.

SUPPORT



Support & Treatment

Must be in the written Individualized Service Plan (ISP) and be team-based and recovery-focused. The plan for support and treatment, can includes a variety of care, including but not limited to:

Clinical case management	Outreach	Mobile crisis teams
Crisis intervention and resolution services	Supported housing & residential services	Vocational training
Day treatment	Rehabilitation services	Family support services
Social support	Recreation services	Peer support
Counseling	Transportation*	Medication services

* To and from covered Medicaid services

Treatment...

Must be
provided in a
way that...

- Preserves dignity,
- Protects privacy,
- Integrates into the community,
- Promotes the least restrictive environment,
- Recognizes the right to undergo normal experiences, and
- Respects the right to be represented.

Treatment...

***Must
support**

...

- Freedom of choice,
- Member participation, and
- The right to receive services voluntarily, consent or refuse treatment and a discharge plan and prompt consideration for discharge from inpatient facilities.

*All treatment rights are implemented to the fullest extent possible and could be affected by court order or treatment or guardianship.

Records

- Records must be complete, accurate, relevant and timely.
- Copies must be provided in a timely manner – per written request.*
- Records are private and can only be released to individuals or agencies authorized by federal or state law.
- All parties must comply with the Health Insurance Portability and Accountability Act (HIPAA) in accordance with A.R.S. §36-509.

*There can be an exception. This is in accordance with [the Arizona Administrative Code R9-21-201](#)



Seclusion & Restraint

- Providers cannot use seclusion (placed in a room from which you are not allowed to leave) or restraint (tied down with straps, physically held or given medication to control behavior/ restrict movement temporarily), except for certain inpatient providers/facilities.*

- Seclusion and Restraint can only be used under limited circumstances such as:
 - If there is immediate danger to oneself or others;
 - if staff has unsuccessfully made other attempts that are less restrictive, and
 - only until the danger has passed and everyone is safe.

- Staff can **never** use seclusion or restraint as a convenience or to discipline, coerce, or retaliate against a person.

The Office of Human Rights (OHR) at AHCCCS reviews Seclusion and Restraint reports.

*Facilities run by the Department of Economic Security, Division of Developmental Disabilities (DES/DDD) providers have different rules which allow them to use seclusion/restraint under certain circumstances, even if the person is also SMI.



Civil and other Legal Rights

Andrea Sitter, OHR Advocate

Civil & Other Legal Rights



Freedom from Abuse



Freedom from Discrimination



Right to be Informed



Privacy & Religious Freedom



Communication, Visitation & Association



Voting, Licenses & Managing Own Affairs *

*A guardianship order or a court order for treatment does affect certain rights.

Freedom from Abuse

- Services in the behavioral health system must be delivered in a manner that keeps individuals free from abuse including:
 - Physical
 - Sexual, and
 - Verbal (mental or verbal abuse, such as screaming, ridicule or name calling).
- All providers **MUST** protect a person from abuse, neglect, exploitation, mistreatment and commercial exploitation.
- Providers may **NOT** use corporal punishment or unreasonable force.
- Providers may **NOT** transfer or threaten to transfer for punitive reasons.



Freedom from Discrimination

It is unlawful for the Regional Behavioral Health Agreement (RBHA) or Tribal Regional Behavioral Health Authorities (TRBHA) to discriminate based on:

- Race
- Creed or religion
- Sex or sexual preference
- Age
- Disability (physical or mental)



This is in accordance with [the Arizona Administrative Code R9-21-201](#)

Right to be Informed

Providers must inform the person of their rights using language and terms that are easily understood.

This means:

- The right to have an interpreter/ translator or to be served by staff who speak the language, and
- Communication that is most easily understood by the individual.



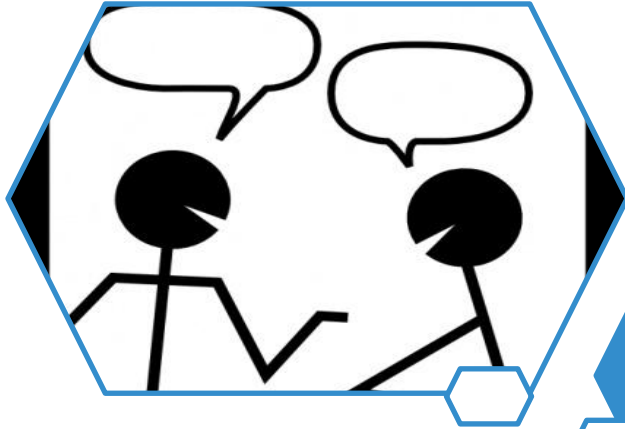
This is in accordance with [the Arizona Administrative Code R9-21-201](#)

Privacy & Religious Freedom

- Right to privacy in general,
- Right not to be fingerprinted and/or photographed without authorization,
- Freedom to practice a religion of choice, and
- Freedom from being forced to practice a religion.



Communication, Visitation & Association



Tip: It is important for those receiving treatment in a facility to know the guidelines regarding communication and visitation.

All members with a SMI designation have the right to:

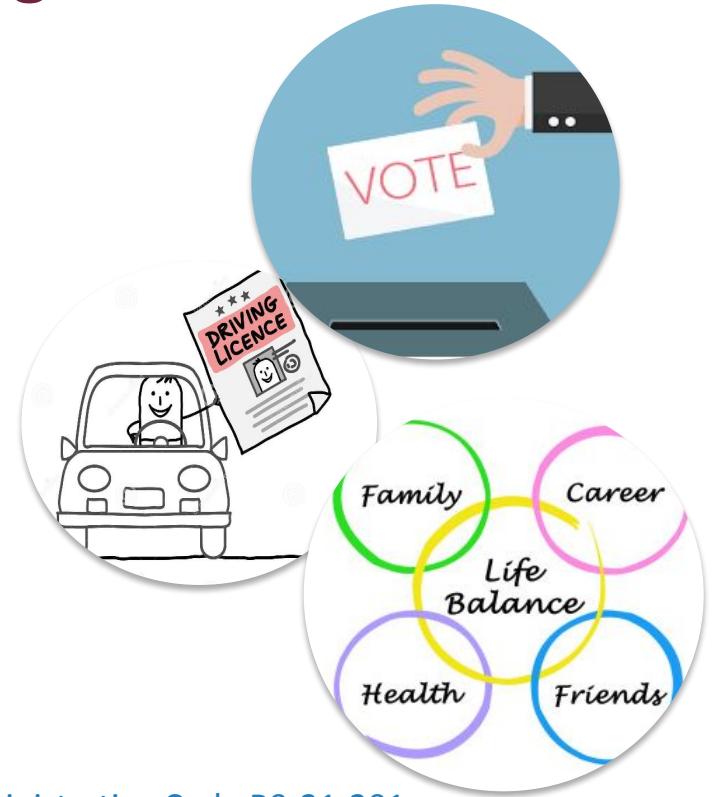
- Make and receive confidential telephone calls,
- Have unrestricted ability to send and receive unopened and uncensored mail,
- Visit and be visited by others, and
- Associate with others of person's choosing.

Voting, Licenses & Managing Own Affairs*

These include the right to:

- Vote,
- Hold professional or occupational licenses,
- Hold a drivers license,
- Handle own personal and financial affairs,
- Marry, divorce, have a family, choose where to live,
- Get, keep, give or sell personal property, and
- Enter into contracts.

*A guardianship order or a court order for treatment **does** affect certain rights.



This is in accordance with [the Arizona Administrative Code R9-21-201](#)



Navigating SMI Rights

Autumn Ross, OHR Advocate

Navigating SMI Rights

There are several ways individuals can protect their SMI rights:

- Informal approach (provider),
- Complaint,
- Appeal, and/or
- Grievance.

Staff **cannot** retaliate against a person for self-advocating and/or using the processes in place to address problems.

R9-21-203.A.8

One-pager on SMI complaints, appeals, and grievances is available [here](#).

Addressing Rights Violations

What do I do if...

Options:

Discuss the issue with the team directly.

File a complaint with the TRBHA or RBHA

Filing a grievance including what solution you seek

My right(s) were violated and I made my clinical team aware of it?

Addressing Service-Related Issues

What do I do if...

I am dissatisfied with a service,

I need a service, or

My clinical team recommends a service that I do not want?

Options:

Talk to your clinical team or request a meeting to discuss.

If a team meeting does not change the outcome, you can file a complaint with the RBHA or TRBHA.

File an appeal, to include details about the service and why it is needed.

The SMI Grievance and Appeals Process

These are formal actions that can be taken when a member needs to resolve an issue.

SMI Grievance: Grievances are filed when there is an allegation that a member living with a serious mental illness has had their rights violated.

SMI Appeal: Appeals are filed when a member disagrees with decisions regarding eligibility for behavioral health services, including TXIX services, fees and waivers; assessments and further evaluations; and services and treatment plans.



The SMI Grievance Process

Shannan Ortiz, OHR Lead Advocate

SMI Grievance



- A grievance may be filed by any individual when a violation of an individual's rights may have occurred, such as:
 - A member was mistreated or felt abused*, and/or
 - A concern about the quality of care or services a member received.
- Grievances must be filed within one (1) year from the alleged rights violation.**

*Abuse means, the infliction of, or allowing another person to inflict or cause, physical pain or injury, impairment of bodily function, disfigurement or serious emotional damage which may be evidenced by severe anxiety, depression, withdrawal or untoward aggressive behavior. Abuse shall also include sexual misconduct, assault, molestation, incest, or prostitution of, or with, a client under the care of personnel of a mental health agency.

**This timeframe may be extended for good cause as determined by AHCCCS or the Contractor in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#)

Filing a SMI Grievance

- An individual, and their guardian, shall communicate the grievance orally or submit the grievance in writing to any employee of a mental health agency who shall forward the grievance to the appropriate person as identified in R9-21-404.*
- If asked to do so by a member, an employee shall assist them or shall direct them to available staff who shall assist them in making an oral or written grievance.



* It is best to file grievances in writing using the [SMI Grievance/Appeal Form](#) and keep a copy for your records.

The SMI Grievance Process

05

Within five days of receipt of a grievance, the person filing the grievance shall be informed by the agency director, in writing, that the grievance request has been received.

07

Within seven days of receipt of the grievance, the person filing the grievance shall be informed by the agency director, in writing, of the dated appointment and name of the investigator, and procedure by which the investigation will be conducted.

This process is in accordance with [the AHCCCS Contractor Operations Manual 446](#)

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)

SMI Grievance Resolution After Investigation

10

Within 10 days of completing all interviews with the parties, but not later than 30 days from the date of the appointment, the investigator shall prepare a written, dated report briefly describing the investigation and containing findings of fact, conclusions, and recommendations.

05

Within five days of receiving the investigator's report, the agency director shall review the report and prepare a written, dated decision/resolution letter.

All timelines are subject to an extension in accordance with [the Arizona Administrative Code R9-21-410](#)

Grievance Decision

The grievance decision letter will indicate one of the following:

Substantiated

This means that the grievance has been proven to be valid, true or verified. This often comes with a corrective action plan.

OR

Unsubstantiated

This means that the grievance has not been proven to be valid, true or verified.

The letter **MUST** include a notice of the right to request an appeal of the decision within 30 days from the date of receipt of the decision.



The SMI Appeal Process

Dijana Hastings, OHR Data and Policy Manager

The SMI Appeal Process

An **appeal** is a formal way of disagreeing with a decision about services. Issues that can be appealed include:

- The reduction, suspension, or termination of a service,
- The Individual Service Plan (ISP) or discharge plan,
- Failure to provide services,
- Denial of a service,
- Fees assessed to the individual or the denial of a fee waiver,
- Result of a grievance decision,
- Non-compliance with the SMI grievance process, and/or
- Denial of a request for services outside of the provider network if the network is insufficient.



Filing an Appeal

- An appeal can be completed in writing or verbally.
- It is best to file in writing using the [SMI Grievance/Appeal Form](#) and keeping a copy for your records.
- An appeal can be expedited upon request if it involves:
 - The denial or termination of crisis or emergency services,
 - The denial of admission to or the termination of inpatient services, or
 - The individual can show good cause to support the need for an expedited appeal.
- Services may continue during the appeal process if requested and filed timely

Appeal Process and Outcomes



After an appeal is filed:

- An informal conference is held to try to find a solution to the appeal.
- If the issue is not resolved, a second informal conference can be scheduled.
- If the issue is not resolved through the informal conference(s), a member has the right to request an administrative hearing.
- At the administrative hearing, the member will present evidence through testimony of witnesses and records to support the appeal.
- The administrative law judge then issues a decision in writing.

Roadmap to the Appeal Steps

1 File Appeal

This must be done within 60 days of an action, notice or decision.

2 Informal Conference

At the conclusion of the informal conference, the member can agree with the resolution, withdraw or opt to escalate the matter if necessary.

3 2nd Informal Conference

At the conclusion of the second informal conference, the member can agree with the resolution, withdraw or opt to escalate the matter if necessary.

4 Administrative Hearing

[Uniform Administrative Hearing Procedures - Chapter 6, Article 10](#)



Overview

The Office of Individual and Family Affairs (OIFA)

Jamie Green

OIFA Health Care Advocacy Coordinator

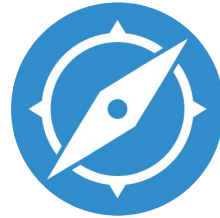
OIFA Mission

The Office of Individual and Family Affairs promotes **recovery, resiliency, and wellness** for individuals whose lives have been impacted by mental health and/or substance use challenges.



Office of Individual and Family Affairs (OIFA)

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping members and family members in the public health care system. OIFA is dedicated to three core areas:



Our actions, initiatives, and successes drive us toward our core goals.

Member Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare System Navigation

View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCScalendar.html>



Advocacy Resources

Lia Ballesteros, OHR Lead Advocate

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, ACC-RBHA or TRBHA	Customer Service	Webpage
Banner – University Family Care LTC	1-833-318-4146	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Care1st Arizona	1-866-560-4042	Care1st Arizona
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
AHCCCS American Indian HP	1-800-654-8713	American Indians-AIHP
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBHA	1-520-562-3321	Gila River TRBHA
Pascua Yaqui TRBHA	1-520-879-6060	Pascua Yaqui TRBHA
Navajo Nation TRBHA	1-928 871-6000	Navajo Nation TRBHA
White Mountain Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA

Resources: Rule and Statutes

Arizona Administrative Code:

[Rights for Members Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#)

Arizona Revised Statutes:

[Court Ordered Evaluation and Treatment-A.R.S. Articles 4 & 5, 520-544](#)

[Confidential Records-A.R.S. 36-509](#)

[Guardianship of Incapacitated Adults- Title 14, Chapter 5, Article 3](#)



Resources: Policies and Manuals

AHCCCS Medical Policy Manual (AMPM)

[Discharge Planning - AMPM 1020/Utilization Management](#)

[Special Assistance for Members with a SMI - AMPM 320-R](#)

[Behavioral Health Covered Services- AMPM 310-B](#)

[Medical Records and Communication - AMPM 940](#)

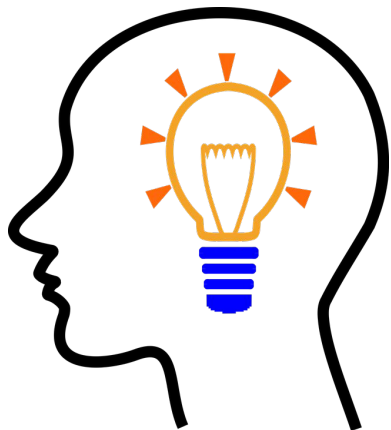
[Case Manager Requirements - AMPM 570](#)

AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

[SMI Grievance and Investigations-ACOM 446](#)

[SMI Grievance/Appeal Form](#)



Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)



Sources for Feedback

AHCCCS/DCAIR facilitates community forums, listening sessions and trainings to educate and solicit community feedback. We do so in many different ways such as public comments on policy, Q&A with the community, calls received by the Advocate of the Day (AOD), other departments at AHCCCS such as the Office of Individual and Family Affairs (OIFA), in addition to trainings like this.



Advocate of the Day



OHR operates a single statewide phone line during business hours to provide technical assistance to anyone living with a Serious Mental Illness. Technical assistance could include:

**2022
Calls**



- Providing education and resources for behavioral health services in Arizona,
- Helping a person understand their rights as an individual living with a Serious Mental Illness,
- Helping an individual to understand their treatment options, and
- Educating about the grievance and/or appeal process.

1-800-421-2124

Community Education

DCAIR hosted seven community education sessions in 2022 on a variety of topics which has resulted in providing education and engagement with over 1700 attendees in the following trainings:

- Rights of Individuals living with a Serious Mental Illness,
- Court-ordered Evaluation and Court-ordered Treatment for Individuals Living with a Serious Mental Illness,
- The Individual Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness,
- Inpatient Treatment and Discharge Planning for Individuals with a Serious Mental Illness,
- The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness,
- The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness, and
- Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness.

The feedback and questions we receive inspires additional training, updates to our website and the development of one-pagers to share with the community.


Previous OHR trainings are available [here](#).



AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website

Learn more about coronavirus (COVID-19)



ENHANCED BY Google

Advanced search

- HOME
- AHCCCS INFO
- MEMBERS/APPLICANTS
- PLANS/PROVIDERS
- AMERICAN INDIANS
- RESOURCES
- FRAUD PREVENTION
- CRISIS?




AHCCCS MEMBERS:
Get ready to renew!
Regular Medicaid Renewals Begin April 1

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Notice of Non-Discrimination (Aviso De No Discriminación) 

Español Diné Bizaad Tiếng Việt 繁體中文 العربية Tagalog 한국어 Deutsch Srpsko-hrvatski 日本語 Français Русский 

فارسی ภาษาไทย Ndeé



News & Updates

A listing of current AHCCCS News & Updates.



Calendar

A list of upcoming events at AHCCCS



Having a Crisis?

A list of resources to assist you with getting the help you need

**Health-e-
Arizona PLUS**

Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus



Contact Us

A list of contacts at AHCCCS



Public Notices

View demonstration projects, notices, meeting/hearing dates and provide comments

Oversight of Health Plans

- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Operational Reviews
- Quality and Performance Improvement
- Request to Lift Enrollment CAP
- System Of Care

Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals
- County Acute Care Contributions

Health Plan Report Card

Reports

- Dashboards
- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports

Solicitations & Contracts

- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Public Health

- COVID-19 Information
- Monkeypox Virus and Vaccination Information

Guides - Manuals - Policies

Training

- Fee-for-Service Provider Training
- MCO Provider Training

Grants

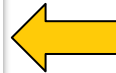
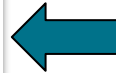
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- Director's Biography
- News & Press Releases
- Strategic Plan

Public Notices

- Private Sector Partners

Program Planning

Healthcare Advocacy

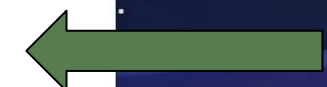
- Mental Health First Aid
- Office of Human Rights
- Office of Individual and Family Affairs
- Resources for Foster/Kinship/Adoptive Families

Initiatives

- Accessing Behavioral Health Services in Schools
- AHCCCS Complete Care
- AHCCCS Whole Person Care Initiative (WPCI)
- Arizona Olmstead Plan
- Care Coordination & Integration
- Electronic Visit Verification
- Emergency Triage, Treat and Transport (ET3)
- AHCCCS Housing Programs
- Health Information Technology (HIT)
- Payment Modernization
- Targeted Investments
- Telehealth Services

Committees and Workgroups

Transparency



Arizona Health
come and

a residents. Individuals must

Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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



Upcoming Forums and Trainings

Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the course.



3/29	<u>Case Management Responsibilities When Providing Service to an Individual Living with a Serious Mental Illness</u>
4/19	<u>The Individualized Service Plan and Why it Matters for Individual Living with a Serious Mental Illness</u>
5/23	<u>The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness</u>
6/21	<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>
7/19	<u>Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness</u>

Upcoming Forums and Events

Hot Topics: Renewing Your AHCCCS Coverage & Applied Behavioral Analysis

Mon., 3/20, 11:00 a.m. - 11:30 a.m. [Register in Advance](#)

Jacob's Law Training

Thurs., 3/23, 2:00 p.m. - 4:00 p.m. [Register in Advance](#)

OIFA Health Care Navigation: Peer-Run Organizations

Tues., 3/28, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

OHR: Case Management for Individuals Living with a Serious Mental Illness

Wed., 3/29, 1:00 p.m. - 2:30 p.m. [Register in Advance](#)

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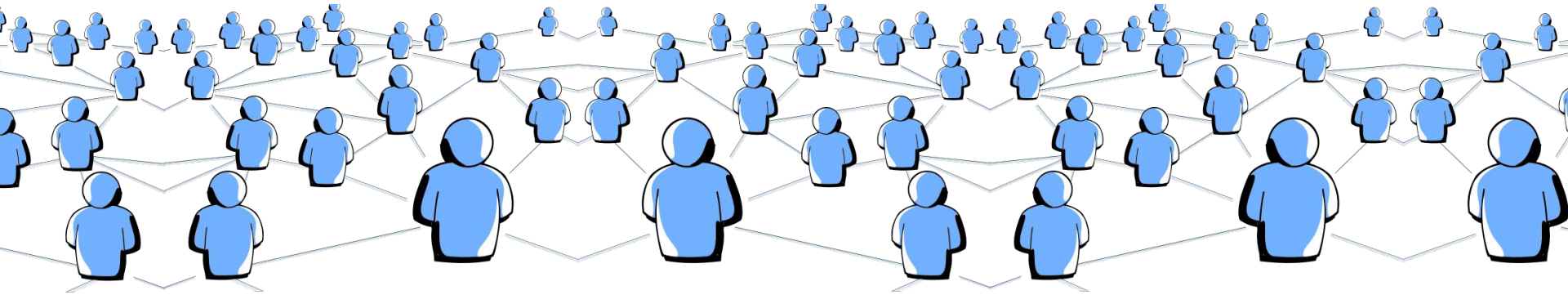
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