

*In 2022, AHCCCS enhanced health care service delivery, increased its use of technology to serve customers, and received national recognition for innovative work to address health related social needs.*

- Obtained [1115 Waiver renewal](#), sustaining historic innovations like managed care and the provision of Home and Community Based Services (HCBS) while extending the Targeted Investments program to offer incentive funding to providers who meet specific integrated care milestones and implementing the Housing and Health Opportunities (H2O) demonstration.
- Received 2022 [Medicaid Innovations Award](#) from the Robert Wood Johnson Foundation and the National Academy for State Health Policy, recognizing AHCCCS' work to advance whole person care and address social drivers of health.
- Received Centers for Medicare and Medicaid Services (CMS) approval of the American Rescue Plan Act (ARP) [spending plan](#) to allocate \$1.5B to improving HCBS programs.
- Implemented the AHCCCS Complete Care Regional Behavioral Health Agreement (ACC-RBHA) line of business serving individuals with an Serious Mental Illness (SMI) designation, including integration of the national 988 suicide and crisis hotline; a single, statewide crisis line (1-844-534-4673); and a crisis text line (4HOPE).
- Integrated 424 American Indian and Alaska Native individuals with an SMI designation into the American Indian Health Program on October 1, 2022.
- Helped to create the Arizona Perinatal Access Line to provide real-time perinatal psychiatric consultation to primary care practitioners serving pregnant and postpartum members.
- Created a COVID-19 vaccination dashboard and a performance measure data dashboard consistent with AHCCCS' commitment to enhance program performance transparency.
- Launched the AHCCCS Virtual Assistant (AVA) to handle the 25 most-asked eligibility-related questions, resulting in 12% fewer calls to the Division of Member and Provider Services member contact unit.
- Allocated over \$25 million in Substance Abuse Block Grant COVID-19 Supplemental Funds for substance use harm reduction efforts, treatment and recovery services, and primary prevention services and \$30 million in Mental Health Block Grant funding to support and expand the spectrum of mental health services available to children and adults, including First Episode Psychosis programs and school-based youth engagement specialists.
- Expanded recovery housing options and funded the first mobile Medication Assisted Treatment (MAT) unit with State Opioid Relief grant dollars.
- Successfully negotiated revisions to a 20-year-old agreement between the Arizona and Hawaii Medicaid programs, allowing the longstanding partnership that shares a Medicaid Enterprise System (MES) to continue. The MES handles functions such as claims payment, provider enrollment, and electronic visit verification.
- Engaged more than 50,000 members, families, and providers in stakeholder events, launched [AHCCCS Explains video series](#) featuring employees, and enhanced social media platforms to increase reach by 71% .