



Unwinding AHCCCS Continuous Coverage & Health Application Assisters

AZBSN

March 20, 2023



**Children's
Action Alliance**

The Issue

- **AHCCCS (Medicaid in AZ) was not allowed to disenroll members during the pandemic. Membership has grown by about 1/3 to 2.25 million.**
- **Continuous Enrollment ends April 1, 2023.**
- **AHCCCS (DES) must renew all 2.25 members.**
- **AHCCCS estimates 650,000 members are at risk of losing coverage, during 2023.**



Two Groups

Have Not Responded

Factually Ineligible



Approximately half of these individuals could lose coverage for failing to respond to requests from AHCCCS for information to determine eligibility.

Approximately half of these individuals could lose coverage because they are no longer eligible for Medicaid or KidsCare.



Two Challenges

1. What is your plan to help AHCCCS/KidsCare members RETAIN coverage?

If AHCCCS can't find you, you will be dropped.

2. What is your plan to help unqualified AHCCCS/KidsCare members Find New coverage?

Why Is This Important

- Children with health insurance do better in school.
- Healthy kids do better in school.
- 49% of our 1.74 million children under 19 now have health insurance through AHCCCS or KidsCare.
- 36% of the at-risk AHCCCS members are children.



AHCCCS Messaging

AHCCCS needs your most up-to-date **mailing address, phone number, and email address** to make sure Medicaid members get important paperwork.

A graphic of a yellow pushpin with a white head, pinned to a dark red background. A black banner with white and yellow text is attached to the pushpin.

ATTENTION PLEASE

Regular AHCCCS
Member
Renewals Begin
April 1

AHCCCS Members can make address updates:

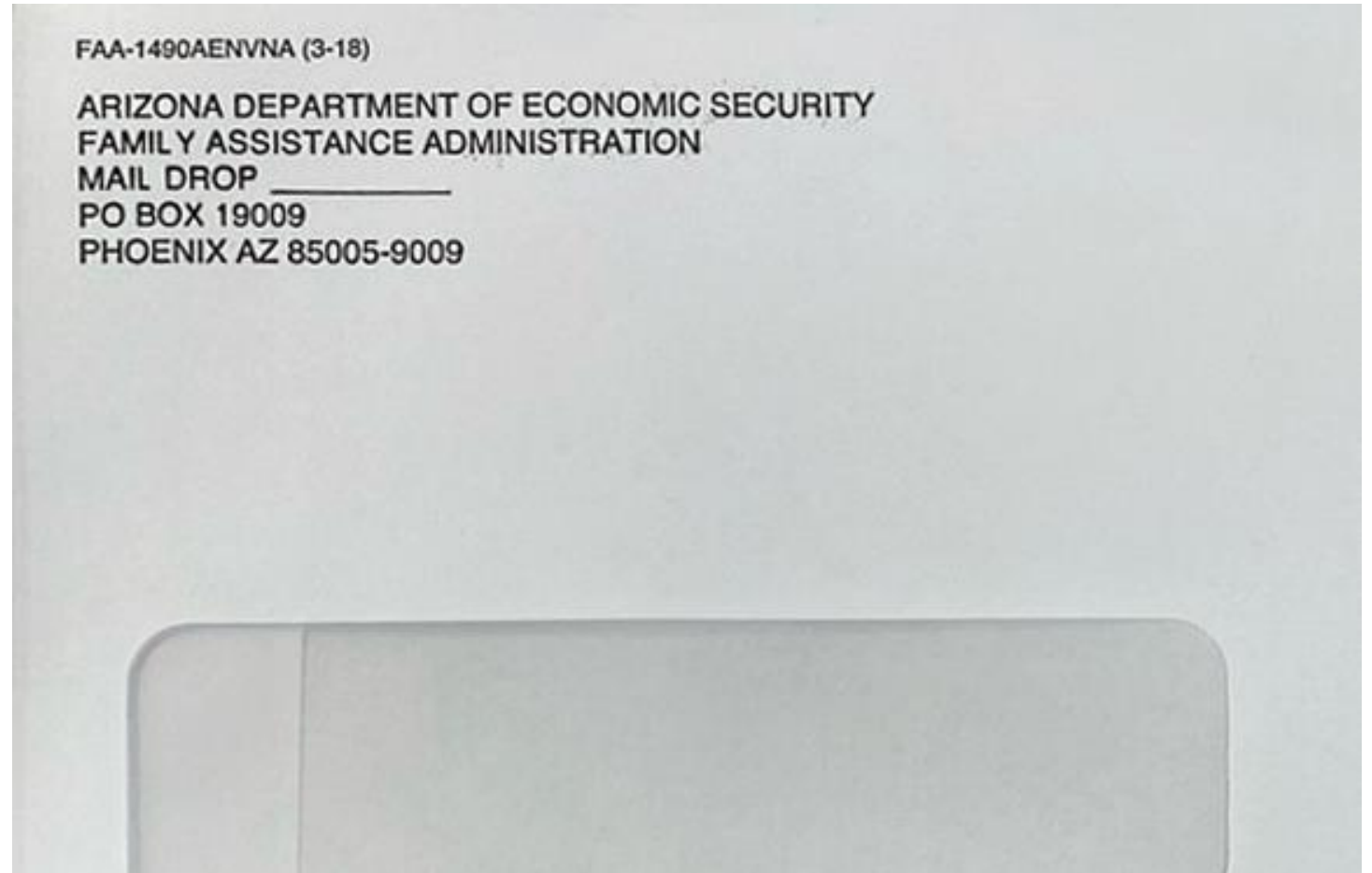
1. Online at www.healthearizonaplus.gov.
2. By calling your health plan:
Member Services phone numbers are listed on the back of a member's ID card.
3. By calling Health-e-Arizona Plus at 855-HEA- PLUS (1-855-432-7587), Mon through Fri 7:00 am - 6:00 pm.



Look For This Envelope



Many AHCCCS member don't know that DES does eligibility determinations for AHCCCS



Help Is Available

1. Respond to AHCCCS or seek no-cost help to understand.
www.CoverAZ.org or 800 377 3536
2. *If dropped, access Health Insurance Marketplace coverage*
 - *DIY www.healthcare.gov*
 - *Or find Certified, licensed, bilingual, no-cost help from Health Insurance Navigators at . www.CoverAZ.org or 800 377 3536*
 - *No-cost insurance or coverage for \$10 or less per month for people who earn just a little too much for AHCCCS*

Unwinding Hot Spots

High # of People At-Risk of Losing Coverage

Phoenix (>150k)
Tucson
Glendale
Mesa
Avondale
Buckeye
Chandler
Gilbert
Peoria
Tempe
Yuma
Casa Grande
El Mirage
Flagstaff
Goodyear (5k-10k)

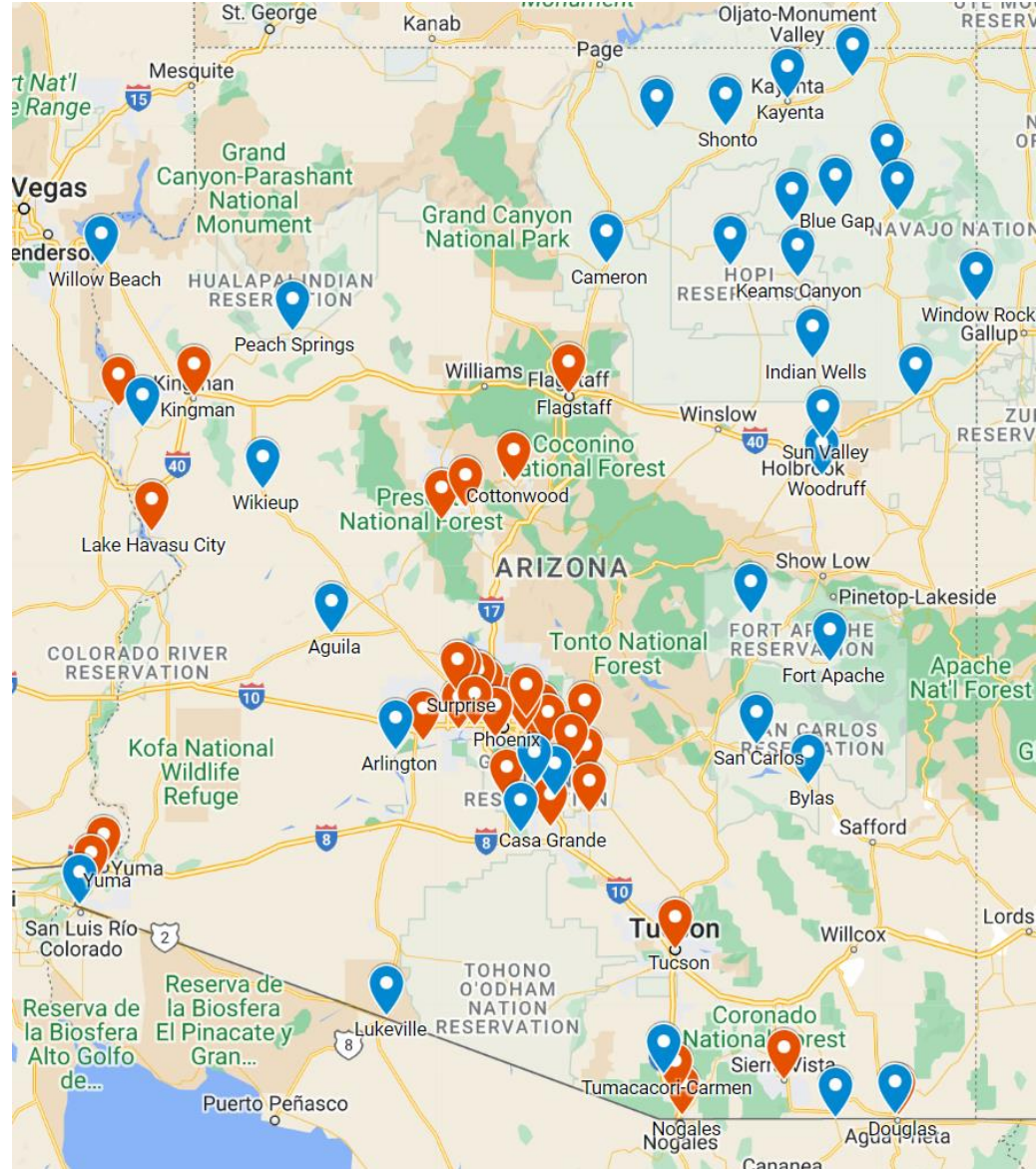
High % of Respective Population At-Risk

Oatman (58%)
Woodruff
Fort Apache
Lukeville
Sun Valley
Tumacacori
Sacaton
Bapchule
Wikieup
Blue Gap
Pirtleville
San Luis
Bylas
Palo Verde
Shonto (20%)

Unwinding Hot Spots

- High # At-Risk
- High % of Respective Population At-Risk

[Link to Map Here](#)



Resources for Partners

- **AHCCCS Materials**
 - [https://www.azahcccs.gov/AHCCCS/AboutUs/Return to Normal.html](https://www.azahcccs.gov/AHCCCS/AboutUs/Return%20to%20Normal.html)
- **CAA Materials**
 - [Continuous Coverage Unwinding Toolkit](#)
 - Includes handouts, messaging & digital ads
- **Cover AZ**
 - No-cost health care enrollment assistance
 - Virtual or in-person options available
 - Visit www.coveraz.org/connector or call **1-800-377-3536** or 2-1-1 for an appointment
 - Unwinding page and short video www.coveraz.org/unwinding
- **CMS** <https://www.medicaid.gov/resources-for-states/downloads/unwinding-comms-toolkit.pdf>
- AZ Republic Article: [Click Here](#)

Does your family have AHCCCS or KidsCare? **DON'T GET DROPPED** [LEARN MORE](#)



GET READY TO RE-ENROLL

For AHCCCS and KidsCare

[LEARN MORE](#)

The advertisement features a blue background with yellow stars and a yellow circle at the bottom left. It shows an illustration of a man and a woman in yellow shirts celebrating. The text is in white and yellow, with a red button for 'LEARN MORE'.

Preferred



**LET'S TALK
ABOUT IT**

**Where can you find potential
partners for Digital Access
programs?**

Terms

- **HEA+ (Health E Arizona-Plus)** Online portal for AHCCCS, KidsCare & SNAP
- **Health Application Assister (HAA):** broad term for anyone trained to use HEA+ for AHCCCS, KidsCare and SNAP
 - Found at DES/Wildfire SNAP grantee locations and Community Health Centers
 - Some Assisters are also trained to use **HealthCare.gov** (Marketplace)
 - Most trained for HC.gov found at Community Health centers
- **Health Insurance Navigator:** must be affiliated with a CMS Navigator grantee, and AZ Alliance For Community Health Centers (AACHC) is the only Navigator entity in AZ.
 - Trained to use HEA+ and Healthcare.gov
- Assisters and Navigators work with low-income families

HAA Assisters

AZ Alliance for Community Health Centers

Federally Qualified Community Health Centers (FQHC), 23 with **over 150** sites in Arizona

<https://aachc.org/find-a-community-health-center/>

AZ Center for Rural Health

Rural Health Centers, Critical Access Hospitals & Indian Health Services locations

<https://crh.arizona.edu/resources/maps>

Wildfire

SNAP Enrollment and Outreach map

<https://wildfireaz.org/find-help/snap/>

AZ Food Bank Network

Find food banks & nutrition resources

<https://azfoodbanks.org/>

Mapping DES Offices (courtesy of U of A Center for Rural Health)

<https://azcrhuagis.hub.arcgis.com/apps/7d14278c235042b1a7941ac3b1e85390/explore>

SAVE THE DATE



**Children's
Action Alliance**

**“Unwinding” Coalition Zoom
Meetings**

**Monday March 27 – AHCCCS
Guest**

Monday April 24

@ Noon

If you want to join the
invitation list:

agjersvig@azchildren.org