Essential Health Home Provider
Communication Meeting

Agenda

Logistics

<table>
<thead>
<tr>
<th>Time:</th>
<th>1:30PM – 3:00PM</th>
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<tbody>
<tr>
<td>Date:</td>
<td>Wednesday, October 04, 2017</td>
</tr>
<tr>
<td>Invitees:</td>
<td>Health Home Provider Agencies</td>
</tr>
<tr>
<td>Teleconference Details:</td>
<td><a href="https://goto.webcasts.com/starthere.jsp?ei=1165452&amp;tp_key=cb37fafb45">https://goto.webcasts.com/starthere.jsp?ei=1165452&amp;tp_key=cb37fafb45</a></td>
</tr>
<tr>
<td>Meeting Purpose:</td>
<td>Cenpatico updates, technical assistance</td>
</tr>
<tr>
<td>Location:</td>
<td>Webcast</td>
</tr>
<tr>
<td>Questions:</td>
<td>Feel free to email questions and agenda items to <a href="mailto:jshipley@cenpatico.com">jshipley@cenpatico.com</a></td>
</tr>
<tr>
<td>Next Meeting:</td>
<td>11/1/2017</td>
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Administrative Updates:

Jay Gray, PhD (Chief Officer of Integrated Care)

Reminder about Medicaid Benefit Changes for Title XIX Adults with SMI Funded By C-IC

- As part of the 2017 Legislative session, the Arizona Legislature passed SB 1527 which added occupational therapy in an outpatient setting and adult emergency dental services and extractions up to $1000 as covered benefits, effective August 9, 2017. AHCCCS is seeking CMS approval to amend its State Plan through a State Plan Amendment to reflect this update. AHCCCS plans to begin coverage of these services beginning October 1, 2017. Below is more information about the proposed coverage of occupational therapy and adult dental services and extractions.

  - A $1000 annual emergency dental benefit
  - Occupational Therapy: 15 visits per contract year.
  - These benefit changes are available to Non-SMI Title XIX members funded through their Acute Care Health Plan as well.

Contracts Updates:

Teri Krantz (Director of Contracting)

Cenpatico Contracting Department Updates

- De-Credentialing – Please make sure you notify Cenpatico when a practitioner leaves your agency. Please send the notification to cazcredentialing@cenpatico.com and cazcontracts@cenpatico.com. Having persons remain credentialed when they are no longer employed by your agency is contributing to inaccurate data for reporting and e-prescribing.

Cenpatico Provider Network Update

- Network Changes (Program, Name Changes, Mergers/Acquisitions, etc.)
  Arizona Medical Services is now Greater Phoenix Collaborative Care PC
- Terminated Contracts:
  Integrated Pain Center – 9/15/17
- New Behavioral Health Providers

<table>
<thead>
<tr>
<th>NAME</th>
<th>Provider Type/Specialty</th>
<th>City</th>
<th>County</th>
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</thead>
<tbody>
<tr>
<td>Arizona Rehab Campus</td>
<td>B6 - Sub-Acute Facility - Level I</td>
<td>Tucson</td>
<td>Pima</td>
</tr>
<tr>
<td>Kenny E. Miller</td>
<td>85 - Licensed Clinical Social Worker</td>
<td>Marana</td>
<td>Pima</td>
</tr>
<tr>
<td>Valle del Sol, Inc.</td>
<td>77 - Outpatient Clinic; C2 - FQHC</td>
<td>Phoenix</td>
<td>Maricopa</td>
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• New Physical Health Providers

<table>
<thead>
<tr>
<th>NAME</th>
<th>Provider Type/Specialty</th>
<th>City</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>M &amp; M Medical PC</td>
<td>31 - Doctor of Osteopathic Medicine</td>
<td>Peoria</td>
<td>Maricopa</td>
</tr>
<tr>
<td>Pacific Family Medicine</td>
<td>08 - M.D. Physician; 18 - Physician Assistant</td>
<td>Chandler</td>
<td>Maricopa</td>
</tr>
<tr>
<td>Paul Wayne</td>
<td>12 - Certified Registered Nurse Anesthetist (CRNA)</td>
<td>Sierra Vista</td>
<td>Cochise</td>
</tr>
<tr>
<td>Pioneer Cardiovascular Consultants, PC</td>
<td>08 - M.D. Physicians</td>
<td>Tempe</td>
<td>Maricopa</td>
</tr>
<tr>
<td>Villa Maria Care Center, LLC</td>
<td>22 - Skilled Nursing Facility</td>
<td>Tucson</td>
<td>Pima</td>
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**Integrated Care Updates:**

Donna Zazworsky (Chief Clinical Officer)

**SMI Membership Reconciliation Project**

- It has come to our attention that over 200 members with SMI have not been identified as having met the criteria in the AHCCCS system.
- We want to ensure these members have full access to entitlements based on their SMI eligibility.
- We want to thank you for all your efforts to complete the reconciliation to date by sending us the historic SMI determination documentation.
- The documentation has been sent to AHCCCS for processing.
- The processing of this information will result in a change in Health Plan coverage for the Medicaid enrolled members.
- As these documents get processed at AHCCCS, C-IC Care Managers will be contacting these members to ensure they understand the change and there is no lapse in coverage or loss of treating providers.
- We will provide you a list of the members currently assigned to your Health Home so you can assist with this process.
- If the member is seeing PH providers that are already part of the C-IC network, nothing needs to change. The member simply needs to be sure the provider receives a copy of their updated membership card. The member can contact Cenpatico Customer Service to inquire on their updated membership card if they have not received the card.
- If the member is seeing a PH provider not in the C-IC network, please contact us to arrange a single case agreement. We will also outreach this provider to attempt to secure a contract as well. Since the C-IC network is very robust, we do not anticipate this will be a common problem.
• Our Integrated Care Management staff will be available to support whatever the concerns you or our members may need. If you find that coordination support is necessary, please contact us directly at 866-495-6738 or send an email to CAZIntegratedCM@cenpatico.com if there are member specific coordination of care concerns.

Alison Pautsch (Provider Specialist II)

Medical Director after Hours Availability Reminder
• Per the Provider Manual Section 3.17.5.8, Providers must employ a Medical Director to oversee practices at the provider’s facilities, process COT documents, provide clinical consultation, and serve as the collaborating physician for Nurse Practitioners in the agency. Medical Directors, or their designee, need to be available after hours for revocations of outpatient court ordered treatment under Title 36. A.R.S § 36-540.
• Per Provider Manual Section 3.9.5, Medical Directors are required to be available after hours if needed in order to facilitate the revocation/amendment of a court order.
• Please make sure that you have arrangements and processes in place to ensure that your Medical Director or designee are available for revocations that are outside of normal business hours.

Lee Martinez (Manager Provider Contract Performance)

Provider Performance
• Provider Performance Team Reorganization
  o The Provider Mentor position has been reorganized
    ▪ New Title: Provider Network Specialist II (PNS)
    ▪ There will be some modifications to the PNS role to better align with what this position is responsible for on the physical health side
  o Provider Mentor Technical Assistance Sessions have been restructured to match the Joint Operating Committee (JOC) meeting approach
    ▪ JOCs will occur at least 1x per month for all Health Homes unless there are no provider agenda items and no performance issues or open CALs
    ▪ JOCs may be needed more often depending on the needs of the Health Home
    ▪ JOC agenda items will be partially owned and created by the PNS
    ▪ Agenda items should be sent to the assigned PNS in advance to ensure items can be resolved in the JOC
    ▪ JOCs will involve Cenpatico SMEs when needed to ensure timely resolution of issues
  o JOCs will be utilized to also address progress on meeting expectations outlined in open Corrective Action Plans
    ▪ Health Homes must be prepared to discuss this progress in each JOC
- Provider Network Specialists are no longer required to approve all RCAs and CAPs
- CAPs that are denied should involve PNS feedback for improvements
  - JOCs will be utilized to address Cenpatico projects such as claims, demographics or other initiatives
  - Health Homes will ensure the appropriate staff are present to address Cenpatico Initiatives

Linda J Weinberg (Prevention Manager)

- **Health Literacy**
  - The degree to which an individual has the capacity to obtain, communicate, process, and understand basic health information and services in order to make appropriate health decisions.
  - 12% of the adults have proficient health literacy
  - 9 out of 10 people lack the skills needed to manage their health and prevent disease
  - 14% of adults have below basic health literacy

- **Health literacy skills are needed to:**
  - Find information and services.
  - Process the meaning and usefulness of the information and services.
  - Understand choices, consequences, and context of the information and services
  - Communicate needs and preferences and respond to information and services
  - Decide which information and services match needs and preferences decide on the action.

- **Literacy Levels**
  - **Below Basic** - no more than the most simple & concrete literacy skills
  - **Basic** - skills needed to perform simple, everyday literacy activities
  - **Intermediate** - skills needed to perform moderately challenging activities
  - **Proficient** - skills needed for more complex & challenging literacy activities

- **Health Literacy Impacts Members’ Abilities**
  - *Reading and writing*
    - Reading and comprehending instructions
    - Completing applications
    - Understanding health/medical coverage
Listening and verbal communication
- Understanding and remembering instructions
- Following directions
- Explaining symptoms
- Ability to provide medical history in sequential order

Numeracy - computation, interpreting risks
- Administering medications – measuring, quantity, and frequency
- Lab results, A1C levels, blood pressure
- Appointment times and transit schedules
- Nutrition tables
- Co-pays

Self-efficacy
- Medical decisions
- Asking medical provider questions
- Taking charge of one’s health

- Low Literacy Impact
  - Higher risk of death
  - More emergency room visits and hospitalizations
  - Increased medical visits
  - Poor self-management skills for chronic health conditions
  - Medication errors
  - Less use of preventative services
  - Increased healthcare costs

- Health Literacy Guidelines
  - Do not dummy-down/smarten up
  - Commonly-used terminology
  - Center for Disease Control and Prevention guidelines
    https://www.cdc.gov/healthliteracy/index.html
  - http://www.plainlanguage.gov/
  - Pilot materials to target group & revise
  - Provide the most useful information
    - 3 – 5 bulleted items
    - Easily recognizable pictures, icon, graphics
    - Action-oriented verbiage
Suicide Prevention

- 2017 End to Suicide in Arizona State Plan
  - Healthy individuals and communities
  - Ready access to prevention resources for clinicians and communities
  - Treatment and support services available to clinicians, communities and survivors
  - Continued evaluation and monitoring of prevention programming

- 2017 Cenpatico Integrated Care Plan
  - Workforce Training
  - Stakeholder and Provider Training
  - Assessment of Health Home Services for Members Presenting with Suicidal Ideation
    - August and September
  - Suicide Prevention Awareness Campaign

Employment Services

- Provider Agencies Employment Deliverables

ADES/RSA- VR Program

- AHCCCS/ADES ISA Collaborative Protocol is updated for FY17-18.
- Bi-Annual VR Taskforce Meetings will be held in Tucson (Nov. 15) and Yuma (Nov. 2). Save the Dates have been sent with specifics.

Housing Services

- Continuation Funding for Supported Housing
  - Bridge Subsidy Project concludes on December 31, 2017
  - HQS Inspections will occur in FY17-18 Q1 &Q2 in conjunction Permanent Supported EBP Reviews
  - SB 1616 Rehab. and Acquisition Funding for Adults determined Seriously Mentally Ill
SAMHSA EBP Fidelity

- FY17-18 review schedule (including the applicable city) has been established with EBP reviews starting in FY17Q1 in October
  - Electronic notification will be sent to the Provider Agency contacts 3 weeks in advance of the scheduled review date.
  - Any changes to the Provider Agency contacts for EBP please contact a member of the Fidelity Team.

Healthy Food & Diabetes

- CDC National Diabetes Prevention Program

BHMP Appointments for members on Court Ordered Treatment

- Per the Provider Manual:
  - Individuals on COT must be seen every 30 days by the Medical Director or designee (must be a Prescriber)
  - It is the expectation that providers will re-engage within 24 hours of a missed appointment and continue frequent re-engagement efforts until such a time as the member is re-engaged and adherent with treatment. If a member misses a BHMP appointment, the provider should reschedule the member to see the BHMP within two business days.
  - BHMP emergency appointment slots should be utilized to accommodate this appointment.
  - Any barriers to attending appointments should be assertively and creatively addressed.

- As we complete our monthly validations of appointments for members on Court Ordered Treatment, our Health Home Title 36 Liaisons are reporting that these protocols are not being followed.
  - “BHMP appt. on 8/3/2017 was cancelled and rescheduled on 9/5/2017”
  - “BHMP appt. on 8/25/2017 was rescheduled for 9/14/2017 per Dr out of office”
  - “COT start date 5/1/17- Scheduled 8/2/17 no showed, re-scheduled 8/4/17 no showed (no other attempts to reschedule in August noted)”
  - “Last BHMP on 7/24/17 - Member is scheduled for soonest BHMP on 9/8/2017”
  - “Last BHMP appt. 7/21/2017. Member is scheduled for soonest BHMP on 9/22/2017”
  - “Won’t see BHMP but comes in for medication injections and sees treatment team”.

- There were at least 50 such explanations for missed BMHP Appointments noted last month. We will be monitoring these appointments and will issue Corrective Actions if compliance with the Provider Manual Requirements for BMHP appointments does not improve in the next 30 days.

Maria Soosai, Title 36 Coordinator

(Attachment 01)
Some recommendations to reduce multiple appointments are as follows:

- The 45-90 day annual review can be scheduled on a BHMP Appointment if the BHMP is in attendance and then can be counted as both the 45-90 day annual review as well as the BMHP Appointment.
- Hospital Discharge appointments if with the Treatment Team, BHMP and member can be counted as a BHMP appointment
- Same applies for members who are released from Jail. Since an appointment is required post release, the appointment with a BMHP can be counted as the BMHP appointment.

Please feel free to contact me at msoosai@cenpatico.com if you have any questions.

Culturally Appropriate Care for Transgender and Gender Diverse Members

- Transgender members may seek treatment due to their gender identity, or due to unrelated mental health concerns. Discrimination, bullying, loss of support systems, and other related issues may contribute to distress and mental health concerns for transgender members. Allow members to identify the concerns and contributing factors rather than assuming that they are seeking care due to their gender identity.
- When a member identifies as transgender, you must ensure that you are utilizing the member’s preferred name and pronouns in treatment and when coordinating care with other service providers or discussing the member’s needs within your agency.
- The pronouns the member uses should be utilized in documentation. The member’s preferred name can be used by adding it alongside the member’s legal name in quotes in documentation.
- The member’s preferred name and pronouns should be utilized in calling the member from your lobby into an appointment; your agency is encouraged to create a system that allows the member’s preferred name to be available when identifying the member.
- Transgender members under 18 may not be “out” to their parents or caregivers; for the member’s safety, work with them to determine how they would like this issue to be addressed when discussing the member with their parents or caregivers.
- Resources for more supportive information include:
  - SAMHSA provides resources for treatment of transgender people: https://www.samhsa.gov/behavioral-health-equity/lgbt
  - The Human Rights Campaign has several resources to support transgender individuals - http://www.hrc.org/explore/topic/transgender
• November 20th is the annual Transgender Day of Remembrance, where we remember and honor transgender people around the world whose lives have been lost to anti-transgender violence. Additionally, during the week before, individuals and organizations around the country participate in Transgender Awareness Week activities to raise the visibility of transgender and gender non-conforming people and address the many challenges they face. Arizona has several events, for more information:

ACA 1557-A Refresher: One Year Later

• Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). The law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in health programs or activities that receive Federal financial assistance.
• Prohibits the denial of health care or health coverage based on an individual's sex, including discrimination based on pregnancy, gender identity, and sex stereotyping. The final rule also requires covered health programs and activities to treat individuals consistent with their gender identity.
• Some key points include that Providers must:
  o Post nondiscrimination notices in lobbies and on websites. Notices must include:
    ▪ The availability of interpretive assistance for members with Limited English Proficiency (LEP).
    ▪ The availability of auxiliary aids and services for individuals with disabilities, including informing them how to obtain the aids and services.
    ▪ The availability of a grievance procedure for discrimination complaints and information about how to file a complaint.
    ▪ Information regarding how to file a discrimination complaint with the HHS Office of Civil Rights (OCR).
  o Take reasonable steps to provide meaningful access to each individual with Limited English Proficiency:
    ▪ Post taglines in lobbies and on websites that notify individuals of the availability of language assistance and must include taglines in at least the top 15 languages utilized in Arizona.
    ▪ Taglines and nondiscrimination notices must be included in correspondence sent to the member.
    ▪ Offer language assistance at no cost to the member; this includes oral interpretation and written translation.

• For more information- AZCulturalAffairs@centene.com or (520) 809-6500.

Debbie Yancer (Grant Writer)
(Attachment 02)

Provider Manual Updates

• The Cenpatico Provider Manual has been updated effective 10/1/2017. Attached is a Summary of the Changes that have been made to the manual.
• Starting October 2017, acronyms are being spelled out throughout the Provider Manual.
The Final Version, a Redline Version, and the Summary of Changes have been posted to the Cenpatico website at: https://www.cenpaticointegratedcareaz.com/providers/provider-resources/provider-manual.html

Provider Manual Forms, Attachments, and Deliverable templates are also on the Cenpatico website at https://www.cenpaticointegratedcareaz.com/providers/provider-resources/provider-forms.html

Training Updates:

Rodney Staggers (Senior Manager, Training and Workforce Development)

October 2017

- CASII Training PO-C - Pima County - Abrams Bldg., 3950 S. Country Club Rd. 3rd floor, Tucson, AZ 85713 - 10/4/2017 9:00AM - 4:00PM
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ 85746 - 10/4/2017 1:00PM - 4:30PM
- The Golden Thread of Medical Necessity - COPE Community Services, 1485 W Commerce Court, Tucson, AZ 85746 - 10/5/2017 9:00AM - 12:30PM
- Question, Persuade and Refer - Cenpatico - IC 1501 W Fountainhead Pkwy, 5th Floor Sunset Room, TEMPE AZ - 10/5/2017 10:00AM - 11:30AM
- Question, Persuade and Refer - Cenpatico - IC 1501 W Fountainhead Pkwy, 5th Floor Sunset Room, TEMPE AZ - 10/5/2017 1:00PM - 2:30PM
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/5/2017 9:00AM - 12:30PM
- CC200: LGBTQ Part 1 Live - Cenpatico Integrated Care, 1876 E Sabin Dr, C, Casa Grande, AZ, 85122 - 10/5/2017 1:00PM - 4:30PM
- Core Health Care Coordinator Skills - COPE Community Services, 1485 W Commerce Court, Tucson, AZ 85746 - 10/5/2017 1:00PM - 5:00PM
- Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/10/2017 9:00AM - 4:00PM
- ASAM Technical Assistance Webinar - https://attendee.gotowebinar.com/rt/4870826995054970882 - 10/10/2017 10:00AM - 11:30AM
- CASII TA Webinar - https://attendee.gotowebinar.com/rt/8703319904255380740 - 10/10/2017 1:00PM - 2:30PM
- Motivational Interviewing Overview - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor - 10/11/2017 1:00PM - 4:30PM
- Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor - 10/12/2017 9:00AM - 4:00PM
- Question, Persuade and Refer - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/12/2017 10:00AM - 11:30AM
- Question, Persuade and Refer - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/12/2017 1:00PM - 2:30PM
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor - 10/13/2017 8:30AM - 12:30PM
- ASAM LIVE WEBINAR PART ONE - Webinar-Remote Access - 10/16/2017 10:00AM - 11:30AM
- The Golden Thread of Medical Necessity - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - 10/17/2017 9:00AM - 12:30PM
- Core Health Care Coordinator Skills - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - 10/17/2017 1:00PM - 5:00PM
- CASII Training PO-C - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - 10/18/2017 9:00AM - 4:00PM
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/18/2017 1:00PM - 4:30PM
- The Golden Thread of Medical Necessity - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/19/2017 9:00AM - 12:30PM
- Question, Persuade and Refer - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/19/2017 10:00AM - 11:30AM
- Question, Persuade and Refer - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - 10/19/2017 1:00PM - 2:30PM
- Motivational Interviewing Overview - Horizon Health and Wellness, 210 E Cottonwood, Casa Grande, AZ. 85222 - 10/19/2017 1:00PM - 4:30PM
- Core Health Care Coordinator Skills - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/19/2017 1:00PM - 5:00PM
- ASAM LIVE WEBINAR PART TWO - Webinar-Remote Access - 10/23/2017 10:00AM - 11:30AM
- CASII Training PO-C - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - 10/24/2017 9:00AM - 4:00PM
- The Golden Thread of Medical Necessity - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/25/2017 9:00AM - 12:30PM
- Motivational Interviewing Overview - CODAC, 1650 E. Fort Lowell, Tucson, AZ, 85719 - 10/25/2017 9:00AM - 12:30PM
- The Golden Thread of Medical Necessity - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor 10/25/2017 1:00PM - 4:30PM
- Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - 10/25/2017 1:00PM - 5:00PM
- Question, Persuade and Refer - Cenpatico - IC 1501 W Fountainhead Pkwy, 5th Floor Sunset Room, TEMPE AZ - 10/25/2017 10:00AM - 11:30AM
- Core Health Care Coordinator Skills - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/25/2017 1:00PM - 4:30PM
• Cultural Competency 101: Embracing Diversity - SEABHS, 611 W Union, Benson, AZ, 85602 - 10/25/2017 8:00AM - 12:00PM
• CC200: LGBTQ Part 1 Live - SEABHS, 611 W Union, Benson, AZ, 85602 - 10/25/2017 1:00PM - 10/25/2017 4:00PM
• The Golden Thread of Medical Necessity - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor - 10/25/2017 1:00PM - 4:30PM
• Question, Persuade and Refer - Cenpatico - IC 1501 W Fountainhead Pkwy, 5th Floor Sunset Room, TEMPE AZ - 10/25/2017 1:00PM - 2:30PM
• Core Health Care Coordinator Skills - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364-In Foothills Bank building on the 2nd floor - 10/26/2017 8:30AM - 12:30PM
• Cultural Competency 101: Embracing Diversity - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/26/2017 9:00AM - 1:00PM
• Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - 10/26/2017 9:00AM - 4:00PM
• Intermediate Motivational Interviewing Series 1-5 - Our Family Services 3830 Bellevue St. Tucson, AZ 85716 - 10/26/2017 9:00AM - 11/20/2017 12:00PM
• CC200: LGBTQ Part 1 Live - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - 10/26/2017 1:30PM - 4:30PM