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Carmen Heredia
Director
Arizona Health Care Cost Containment System
801 E Jefferson St.
Phoenix, AZ 85034

Dear Director Heredia,

I would like to welcome you to your new role as director of Arizona Health Care Cost Containment System (AHCCCS). I appreciate your dedication to underserved populations and look forward to working with you to ensure millions of Arizonans receive the high-quality health care they need. I am writing regarding the ending of continuous eligibility requirements for Medicaid, and to encourage AHCCCS to take every possible action to ensure Arizonans can smoothly renew coverage, or transition to other available coverage if they are no longer eligible for Medicaid or CHIP.

I appreciate the information released by the AHCCCS on July 14, 2022, which outlined details to prepare for the phasing-out of Medicaid flexibilities and expansions that were implemented during the COVID-19 Public Health Emergency (PHE). As you know, the unwinding will impact an estimated 600,000 Arizonans that are currently at risk of losing coverage because they are either ineligible for Medicaid Coverage or have not responded to requests for information from AHCCCS to continue eligibility.

I am particularly interested in communication and outreach efforts to Arizonans who will need to submit additional information to continue their coverage or who may be eligible to transition to new health coverage. I understand that the AHCCCS has taken steps in the unwinding plan to address this issue, including:

- Utilizing waivers
- Partnering with Trusted Groups
- Streamlining Renewal
- Employing Mass and Targeted Communication Strategies

For programmatic success it's essential to make sure the mechanisms and implementation of these strategies meet the needs of vulnerable groups. Because of this, I have questions regarding unwinding program associated strategies, which are outlined below.

1. Community Partners were referenced in the unwinding plan, but a list of partner organizations was not available. Can AHCCCS provide the list of partner organizations that they are working with to tailor mass and targeted communication?
2. Are there adequate language supports incorporated into all mass and targeted communication tools that meet the diverse communication needs of Arizonans?
3. Has the capacity of the technological systems associated with the unwinding been tested to ensure it is both accessible and able to withstand the hundreds of thousands of Arizonans who will need to utilize the system? Have systems that need to interface been tested to ensure they can properly do so?
4. Are there plans to engage with stakeholders throughout the process to receive real-time feedback on what is working and what problems are arising?

I look forward to hearing from you regarding these items and working to ensure that the AHCCCS unwinding plan works to meet the needs of Arizonans.

Sincerely,



Raúl M. Grijalva
Member of Congress