

AHCCCS Central Oversight Committee (IOC)  
Public Meeting Minutes  
Wednesday, August 16, 2023 – 5:00pm to 6:30pm

## Call to Order

Meeting called to order by Co-Committee Chair Holly Geiszl. The date is August 16th at 5:01pm. The meeting was held virtually through Google Meets.

## Welcome and Introductions

### Attendance in Person:

- Holly Geiszl, Co-Chair
- Jack Potts
- Matthew Moody
- Joy Green
- Geraldine Roll, Esq.
- Rachel Streiff
- Sommer Beach

### Absent:

- Matthew Moody

AHCCCS: Fredreaka Graham & Susan Kennard

Arizona Department of Administration (ADOA): Lawrence Allen

### RHBAs:

- Dawn McReynolds with UHC OIFA
- Karen Uhlich with Arizona Complete Health
- Denise Jolley with Molina Healthcare
- Bri Barrios with BCBSAZ Health Choice
- Adonis Deniz Jr with Mercy Care
- Jo Kautzman with BannerHealth

### Public in attendance:

- Crystal Fox

## AHCCCS Central IOC Transcribed Minutes w/out Executive Session (2023-08-16 17:01 GMT-7) - Transcript

### Attendees

+1 480-\*\*\*-\*\*17 (Holly Geisel), +1 480-\*\*\*-\*\*35, +1 480-\*\*\*-\*\*98, +1 520-\*\*\*-\*\*18, +1 602-\*\*\*-\*\*25 (Jack Potts), +1 928-\*\*\*-\*\*31, Adonis Deniz Jr., Alisa Randall, Bri Barrios - BCBSAZ Health Choice, crystal Fox, Dawn McReynolds UHC OIFA, Denise Jolley, Fredreaka Graham, Fredreaka Graham's Presentation, Geraldine Roll, JoAnne Kautzman, Josh Mozell, Joy, Lawrence Allen, Rachel Streiff, Sommer Walter, Susan Kennard

### Transcript

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**+1 480-\*\*\*-\*\*17:** Okay, it's 5:01 pm on Wednesday. August 16, 2023. Holly Geisel and Josh Mozell are present as co-chairs, also present, Dr. Jack Potts, Joy Green.

**+1 480-\*\*\*-\*\*17:** I'm sorry. And Excuse me. I'm very sorry Geraldine.

**+1 480-\*\*\*-\*\*17:** I'm starting. So I believe I will declare a quorum. May I haven't motion to go into executive session where we have just a business regarding new members to take care of.

**Josh Mozell:** Motion to Go into Executive Session. This is Josh Mozell

**Geraldine Roll:** This is Geraldine.

**+1 480-\*\*\*-\*\*17:** all in favor, I

**+1 480-\*\*\*-\*\*17:** All right, we will adjourn to the executive session. There is a separate link and phone number for us to do that. And then I'll call that session to order. Thank you very much.

**Lawrence Allen:** Are there any committee members that need that call in information again? Are you good?

**+1 602-\*\*\*-\*\*25:** Can you hear me Larry?

**Lawrence Allen:** Yes.

**+1 602-\*\*\*-\*\*25:** Larry, what is the number please?

**Lawrence Allen:** 573-723-1145 PIN: 847 083 252#

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00:15:00

Lawrence Allen: Can you hear me, okay?

Josh Mozell: Yeah.

+1 520-\*\*\*-\*\*18: Yeah, we can.

Rachel Streiff: Yeah.

Lawrence Allen: Okay, we are back from executive session and Holly. Did you make it back yet?

Lawrence Allen: It looks like she just joined.

+1 602-\*\*\*-\*\*25: This is Jack, I'm here.

+1 602-\*\*\*-\*\*25: I may just make it short, I'm driving in the wild in Canada.

Lawrence Allen: okay. Nice, I'm jealous.

+1 602-\*\*\*-\*\*25: Yeah, it is nice.

Josh Mozell: Do we have a quorum or?

Lawrence Allen: Yes, you do.

Josh Mozell: We do. Okay.

+1 602-\*\*\*-\*\*25: I like to talk to you about TL. We have a chance, Josh.

Josh Mozell: Okay, I can tell you, I needed to leave five minutes ago so I can call you later Jack, if that's possible.

+1 602-\*\*\*-\*\*25: But yeah maybe later tonight or tomorrow whatever I'm gonna be driving back just I mean I'll be around...

Josh Mozell: Okay.

Joy: Okay.

+1 602-\*\*\*-\*\*25: But yeah.

+1 480-\*\*\*-\*\*17: Hi. Are we all in a general session?

Josh Mozell: Okay.

+1 480-\*\*\*-\*\*17: Can you hear? Okay, perfect.

Lawrence Allen: Yes.

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Joy: Yes.

+1 480-\*\*\*-\*\*17: Okay, Joy is Joy Green.

Joy: I'm here.

+1 480-\*\*\*-\*\*17: Great is Geraldine?

Geraldine Roll: I'm here.

+1 480-\*\*\*-\*\*17: Perfect. Dr. Potts?

+1 602-\*\*\*-\*\*25: Yes, ma'am.

+1 480-\*\*\*-\*\*17: And I'm present and is Josh Mozell present?

Josh Mozell: Yes, present.

+1 480-\*\*\*-\*\*17: All Let's get to our Agenda. First of all, we do have a quorum and I assume I know we have some guests there and welcome to everyone who has attended. I have no update at this point. Josh, do you have an update?

Josh Mozell: I don't have an update.

00:20:00

+1 480-\*\*\*-\*\*17: All right, legislative idea about today. Josh is there anything important to report at this point, or do you want to defer until September? I know there's some things on the horizon. Would that be a better time to do that?

Joy: Last.

Josh Mozell: That would be a better time than probably. I needed to leave seven minutes ago. So if we could rearrange the agenda.

+1 480-\*\*\*-\*\*17: Okay.

Josh Mozell: So we could take the vote and I'd appreciate it. Otherwise, I'm not going to be able to vote.

+1 480-\*\*\*-\*\*17: Okay, We're going to go right to our vote on but, We considered an executive session, the applications from two new potential. Those new members are summer. Mother and Rachel Strife, Dr. Potts moved acceptance of Those applicants as members of the committee, it was seconded by Josh. Dr. Potts, would you move that into an open session?

+1 602-\*\*\*-\*\*25: move that we accept both highly qualified members. Or applicants as full map, full voting members to the central AI IOC.

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**Josh Mozell:** I second

+1 480-\*\*\*-\*\*17: We'll take the vote all in favor.

**Joy:** Hi.

**Geraldine Roll:** All right.

+1 480-\*\*\*-\*\*17: Hearing no opposition vote. We welcome Sommer Motor and Rachel Strife as members of the Central. Arizona, IOC Committee, I want to reiterate what Josh Mozell, who probably has no more families and has met with more family members involved in the SMI community over the past few years.

+1 480-\*\*\*-\*\*17: And he endorsed these people, the potential members not only on The basis of their applications and folklore, but because of their incredibly deep experience in working in the SMI system and their knowledge of the system and they're the strength of their advocacy and commitment. So we are honored Sommer and Rachel to have joined the Central Arizona IOC committee. Thank you. And with that Josh we made you eight minutes late.

+1 602-\*\*\*-\*\*25: by Josh and to the chair, I may disconnect there for, you will still have a quorum that may end up disconnecting.

+1 480-\*\*\*-\*\*17: It. I want to see if summer and if Rachel are also on

**Rachel Streiff:** This is Rachel, I am on.

+1 480-\*\*\*-\*\*17: Hi, Rachel. Summer?

**Rachel Streiff:** Thank you.

+1 480-\*\*\*-\*\*17: I know Summer has been incredibly busy. A few months and is dealing with some personal issues with the family member and some SMI issues. So I believe that Explains what's going on there. So welcome you, welcome Rachel, you are helping us to maintain um. going ahead. We will reserve the legislative update for the Session or possibly later. We have several. I think liaison presence is Lori Goldstein present from the Arizona State Hospital for an IOC update.

+1 480-\*\*\*-\*\*17: Apparently not. Okay, let's go to health plans. I know Arizona complete was on and who is present, I'm on the phone so I can't see hands being raised if somebody can help me out and watch for hands being But I know Arizona's complete was on very timely at five of five.

+1 520-\*\*\*-\*\*18: Thank you.

+1 520-\*\*\*-\*\*18: Thank Karen Uhlich here with Arizona Complete Health. I have no updates for the committee at this time.

+1 480-\*\*\*-\*\*17: Thank you, Karen.

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**JoAnne Kautzman:** Hello Holly, this is Jo Kautzman with Banner Health. I have no updates at this time.

**+1 480-\*\*\*-\*\*17:** Hi Jo, You're always on time and here as well, thank you. We appreciate your participation.

**Dawn McReynolds UHC OIFA:** Hi Holly.

**Denise Jolley:** Denise Jolley

**Dawn McReynolds UHC OIFA:** This is Dawn McReynolds.

**Dawn McReynolds UHC OIFA:** Thanks from United Healthcare IOFA

**+1 480-\*\*\*-\*\*17:** Great. Hi Any update

**+1 480-\*\*\*-\*\*17:** That you're done also for always being here and we appreciate your support as well participation.

**+1 928-\*\*\*-\*\*31:** hi, this is

**Denise Jolley:** This is Denise Jolley from Molina Healthcare. No updates here.

**+1 480-\*\*\*-\*\*17:** Hi, thanks as Molina's always here, we appreciate that. Thank you. Others.

**+1 928-\*\*\*-\*\*31:** Hi. This is Bri Barrios - BCBSAZ Health Choice. Can you hear me? aAwesome. Okay, I had to move my phone. No update tonight. Thank you.

00:25:00

**+1 480-\*\*\*-\*\*17:** Okay, thank you. As always for being here. We appreciate Having Blue present, Other plans

**Adonis Deniz Jr.:** Hey, good evening. This is Adonis Deniz Jr. with Mercy Care and no updates at the moment.

**+1 480-\*\*\*-\*\*17:** Okay, hi, thank you, Adonis for being here. Thanks to Mercy. Others.

**+1 480-\*\*\*-\*\*17:** Any liaison updates from MHA or NAMI.

**+1 480-\*\*\*-\*\*17:** Or all right. Moving to the next item. Adoa in access updates from Larry and Fredreka.

**Lawrence Allen:** Good evening, I don't have any new updates for the committee, the updates that I gave last month on the annual report. Are there any questions on that, please let me know, please or drop me an email at any time when you're ready to start that report And I can certainly help with formatting and whatnot, get everything done for you.

**+1 480-\*\*\*-\*\*17:** Thank you.

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**Lawrence Allen:** Other than that, I don't have any other updates.

**+1 480-\*\*\*-\*\*17:** Thank you Larry, we appreciate your work. You've been wonderful in setting up this meeting tonight where we had to go back and forth between the open session and executive session and you're always available when I have questions and concerns. So I really want to just let everybody know how blessed we are and how nice it is to have Larry and Adoa on the team so to speak. And I just really appreciate your help. As always.

**Lawrence Allen:** My pleasure. Thank you.

**+1 480-\*\*\*-\*\*17:** And Fredreaka from AHCCCS.

**+1 480-\*\*\*-\*\*98:** And I apologize,...

**+1 480-\*\*\*-\*\*17:** Hi.

**+1 480-\*\*\*-\*\*98:** I got kicked out of my Computer. So I'm waiting for it to reboot but I am now on the phone and I do not have any update other than just to let Joy know I did get your request from the QM portal and I have submitted those and as soon as I get a response back, I will forward those on to you. That is all I have.

**Joy:** Thank you.

**+1 480-\*\*\*-\*\*98:** You're welcome.

**+1 480-\*\*\*-\*\*17:** Thank you Fredreaka, and it's great. That Joy, the experience of going on this committee and doing a lot of those reports and with the portal and Fredreaka, thank you for responding to her. And I think it's important to know that I think we have a really good. Collegial relationship going on where a committee member can reach out to Fredreaka and to AHCCCS for help and that helped us there and comes back. So that's really good. And I appreciate AHCCCS helping us stay on top of the requests and all that we need, there's a lot more work that we've got to do in these areas particularly in the Work with support and I really appreciate Fredreaka. You being there for us. Thank you.

**+1 480-\*\*\*-\*\*98:** Welcome Holly.

**+1 480-\*\*\*-\*\*17:** And then moving on.

**+1 602-\*\*\*-\*\*25:** That I'm sure, woman. this...

**+1 480-\*\*\*-\*\*17:** Yes.

**Joy:** Changed.

**+1 602-\*\*\*-\*\*25:** I am in the mountains,...

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+1 602-\*\*\*-\*\*25: I may disconnect and I would like to note that if I do I do not think you have a quorum and I will not be able to give you advance notice to disconnect. I'll stay on as long as I can. Okay.

+1 480-\*\*\*-\*\*17: Okay, thank you. all right,...

+1 602-\*\*\*-\*\*25: Okay.

+1 480-\*\*\*-\*\*17: So I believe we should check our quorum. We have joy, we have Geraldine, Holly and Rachel. Correct.

Joy: Correct.

+1 602-\*\*\*-\*\*25: But the quorum is now five, not four.

+1 480-\*\*\*-\*\*17: No, the quorum is four.

+1 602-\*\*\*-\*\*25: When you have eight members, Correct.

+1 480-\*\*\*-\*\*17: A primary.

+1 602-\*\*\*-\*\*25: I'm just

Joy: Expanding it or not.

+1 602-\*\*\*-\*\*25: It's maturity. Plus it's half plus one.

+1 480-\*\*\*-\*\*17: Yes, it is. So let me just look at this. All right.

Joy: That.

+1 602-\*\*\*-\*\*25: I'm just trying to do it right.

+1 480-\*\*\*-\*\*17: So, you're correct Dr. Potts is because we increased

Joy: It's only coordinate.

+1 602-\*\*\*-\*\*25: We have eight members.

+1 480-\*\*\*-\*\*17: No, we have Josh, Holly,. Joy. Geraldine, we have seven members. and Matthew is, yeah, so it will be five. We will not have a quorum infant when Dr. Potts dropped but let's move along. I think we can probably get through the agenda. We do not have any Visit reports, I don't believe any were done last month and I don't believe any IAD reports were done by Joy.

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Joy: Created. No,...

+1 480-\*\*\*-\*\*17: Am I lav report.

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Joy: I no, I did quite a bit today, and...

+1 480-\*\*\*-\*\*17: Actually.

Joy: I found a few there, just minor issues, just little things and I sent it off to Fredreaka. And she'll get back with me. It's nothing major or outstanding.

+1 480-\*\*\*-\*\*17: All right. How many did you do today?

Joy: My goodness, I don't know. What could have been a word about 25.

+1 480-\*\*\*-\*\*17: And you've communicated those results or any question to have with Fredreaka.

Joy: Yes, I did.

+1 480-\*\*\*-\*\*17: Perfect. I want to thank you, Joy for doing that and communicating directly with Fredreaka and Fredreaka made a point of her responsiveness when she was on earlier. So, we will take this forward to next month. If there's any follow-up, it's great to know that you did 25 and that you found. No problem that Other than mine.

Joy: Correct.

+1 602-\*\*\*-\*\*25: Thank you.

+1 480-\*\*\*-\*\*17: Great, so We will talk about those next month. Matt had asked that we carry forward for today the access response to the request, which Matthew Moody put in Access wanted more detail on Fredreaka. Are you fluent in what the details that AHCCCS needed? And why the Request as submitted was not adequate in detail.

+1 602-\*\*\*-\*\*25: Completed out again.

+1 480-\*\*\*-\*\*98:

+1 480-\*\*\*-\*\*98: Can you hear me? I'm still on the phone.

+1 480-\*\*\*-\*\*17: Yeah.

+1 480-\*\*\*-\*\*98: Okay, I did receive the email back from the contractor and forgive me, I can't get into my system. Still, I'm not sure what's going on. I'm waiting for it to reboot, but I'm not having a good outcome. So unfortunately I can't look at the actual email but they did have a few items on that email that they wanted a response back to I guess. So that they'd be able to give you whatever it is that you requested is Matthew here today, okay.

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+1 480-\*\*\*-\*\*17: He is No, he's out of town at a conference so we'll deal with that. I'm going to just continue this till next month. I will follow up with Matt and then the two of us get in touch with you to see what we need to do, to deal with the requests for more detail. Or we need to escalate the issue. If we think we've provided all the details that either we can or need to provide? Does that?

+1 480-\*\*\*-\*\*98: Okay. That yep.

+1 480-\*\*\*-\*\*17: Is that work?

+1 480-\*\*\*-\*\*98: That sounds great. Once I get back in my system I'll forward the email back to exactly what it is. They were requesting it.

+1 480-\*\*\*-\*\*17: Okay, perfect. Thank you for the drink. I appreciate that.

+1 480-\*\*\*-\*\*98: You're welcome.

+1 480-\*\*\*-\*\*98: No problem.

+1 480-\*\*\*-\*\*17: In terms of new business,...

+1 480-\*\*\*-\*\*17: I had a phone call. It sounded like a horrendous case, it was an access number assigned to one of the plans and I don't want to say the clinic because I don't remember I'm afraid. I will be confused. and I looked at my notes and I have two clinics written down. So that is potentially very confusing because the member was only assigned to one. They were unable to find housing for the members. allegedly, the member needed a birth ment, birth was available.

+1 480-\*\*\*-\*\*17: The case manager, apparently. Told the member. We don't have anything for you, you'll need to go to the shelter or you'll just see on your own, which is in and of itself a bit concerning. The member had been previously at group an Quote, unquote boarding care home if they're known in Tucson but a group home. So he chose to go back there. The case manager said that was fine. The case manager actually visited him at the home As a result of. Complaints by neighbors and so forth. Somehow Phoenix Police got involved. Neighborhood services had been out. I guessed it appears because of the condition of the property. And upon further investigation.

00:35:00

+1 480-\*\*\*-\*\*17: This was a four or five bedroom house with four to five elderly. Adult males. The temperature was in a thermometer. The thermostat was in a locked box and was set at 95 There was no food in the house. There was a lot of competitiveness among the residents. This number was removed. And it's unclear.

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**+1 480-\*\*\*-\*\*17:** The family was not that or the friends are not the best historians here, but I did verify what I told you about what I've reported to the committee. and it sounds like us somebody who was quite vulnerable and simply slipped through the cracks and should not have been in this kind of placement. We're going to be getting details as best we can and talking with the Phoenix police trying to get the hundred percent accurate facts on this. Report and so we'll take that up next time. It's awfully frightening and scary to hear that this happens.

**+1 480-\*\*\*-\*\*17:** I'm also informed that he Had a peer support person and was begging for another peer support person. Somebody he could talk to and have support so that's also equally tragic. When somebody's asking for that kind of support, they don't get it. So we'll have more details on that. I don't want to give exact details until I am 100% sure that I have accurate information. so, We'll take that up next time. Are there any adults?

**Rachel Streiff:** Hey Holly, I just wanted to mention that summer has joined us.

**+1 480-\*\*\*-\*\*17:** S. Yes.

**Rachel Streiff:** She was having trouble with the link but she has called in.

**+1 480-\*\*\*-\*\*17:** I Sommer,...

**Rachel Streiff:** She's on the phone now

**+1 480-\*\*\*-\*\*17:** Welcome to the committee and welcome to the quorum. You may help us be able to wrap up our meeting here. Thank you so much for joining.

**+1 480-\*\*\*-\*\*35:** No, Thank you to Rachel for giving me directions.

**+1 480-\*\*\*-\*\*17:** And Rachel, of course, is an advocate. It's the model of a son with SMI and the huge advocate, and a national expert on clozapine. And also summer joins us Summer is the Guardian and the mother of two autistic, boys and very knowledgeable about the DD system. And then she also is the mom. It's a sister of a patient at Ash who has both autism and SMI and she's becoming expert in the navigation of that system including that of flies, as well as the community system and the ash. So we are blessed to have these two moms joining our mom, Joy, and joining the committee. So thank you. Ladies again,,

**+1 480-\*\*\*-\*\*17:** Public call to Anybody from the public, want to talk about anything.

**Crystal Fox:** Yeah, hi.

**+1 480-\*\*\*-\*\*17:** ...

**Crystal Fox:** This is hello.

**+1 480-\*\*\*-\*\*17:** we're related to the IOC, not women's soccer or politics, that's to the ISC.

**Crystal Fox:** Week, I can do that. Hi, Holly. This is Crystal Fox.

+1 480-\*\*\*-\*\*\*17: 5%. How are you crystal, mom?

**crystal Fox:** Yes, I was asked by Rachel to help out with some things. So her and I have been trying to get together to help with medication errors and stuff. So I'm going to do my background first. I've actually got a couple of things that way, I don't have to repeat the background twice, but I'm a registered psychiatric nurse. I worked at the state hospital for 30 years and retired from there. I have two.

+1 480-\*\*\*-\*\*\*17: Flesh.

**Crystal Fox:** Thank I have two children with autism and one child who gets such an effective disorder, I'm a member of the West Valley IOC for the Department of Developmental Disabilities. And I've been working with Rachel on some concerns that she has regarding some stuff that she's brought up in this meeting as well.

+1 480-\*\*\*-\*\*\*17: Okay.

**Crystal Fox:** So I currently am an RN working at an Acute Mental Health facility. I think it's 80 beds along the lines of Aurora Copper Springs that type of place. I've worked two different places and I've done that for the last six years, so, the situation that Rachel brought to me and has asked me to help with, this is also part of the same concern that I work with Freeman with the IOC again, with the West Valley DDD. And it all has to do with medication transcription, errors Rachel's called it before medication errors. So, what was

00:40:00

**Crystal Fox:** Was that the West Valley IOC? And I'm also part of the PRC. So I review the behavior plans for DDD as well as the Mental Access, Central locene, mental health, Medication errors transcription, errors. Discrepancies and issues with transferring from one facility to another.

**crystal Fox:**

+1 480-\*\*\*-\*\*\*17: Uh-huh.

**Crystal Fox:** What we've discovered in DDD is that the medications are almost never consistent.

**Crystal Fox:** And so the medications we have to review, when we do the PRC, we have to review the behavior plans as well as the PC SP plan, as well as the last doctor's order. So what we found and there are several of us working with this in DDD is that they're never the same. Never there's missing medication dose errors including a few that have been life threatening that what they have transcribed wouldn't even be life sustaining. What Rachel has brought to me is that there's transcription errors during transfers to and from outside facilities, leading to increase hospitalizations disruption of medication which is expressly critical when dealing with clozapine

**Crystal Fox:** So I do this because I'm a nurse, I do this in an S bar form. So this part. The assessment is personally I've observed multiple transcription errors which include MIS medication, wrong route, no indication for the medication listed as well as wrong dose and the DDD behavior plans. Which also includes our DDD members also, many of them are SMI in the most recent MED list as well as the pcsp they don't match up in my assessment. A lot of the issues have to do with that. The people who are receiving this and information are not licensed. Nurses doctors LPs and so they're trying to

**Crystal Fox:** Gather these medications and write them down and they don't know how to do this. They're case managers or their clinics that are not nurses or their behavioral health homes that are not trained and medication management. So what Rachel and I kind of thought would be a good recommendation. Might be a couple of things. One is to create a form. It's consistent that basically each line has to be filled out and it has all the information that's needed. For it to Exactly correct. Preferably electronic.

**crystal Fox:** It would contain the medication, the route, the dosage. It would probably contain both the medication and its generic form as well as its brand name. It would have special instructions.

**crystal Fox:** And it would be filled out, consistently for each transition of care. And for each person, For both DDD and SMI kind of the same way. So that was and again this is my first draft of this. So this is kind of what Rachel and I have been talking about and we've been working on a form that I think Rachel probably can present to the committee. The second.

**+1 480-\*\*\*-\*\*17:** That. Yeah, thank you very much. you've covered so much information. The form idea is really something that I have a feeling may grow legs as they say. That's a wonderful practical suggestion. Thank you. And we'll take that. I'm putting it on the agenda for a presentation by Rachel. And you next time,

**Crystal Fox:** Yeah. we just got to get together for the last little bit of the form and then the other one that I have and again I'm not going to go through my background again. It hasn't changed. But the situation is the transferring of hospitalizations to residential settings to patients not getting their medications correctly. So this is important because it has to do with continuity of care and I don't know what I want to investigate is why DDD does not have this problem, and maybe it does, but nobody's recognizing it. But I guess this is an smi problem. And so it might be related to the SMI clinics or the behavioral homes. I don't know who gets the medication for our patients. from my job of working at the hospital that I work at that, we

00:45:00

**Crystal Fox:** That our doctors only prescribe psychiatric medications. I also know that They get it from the client often. What pharmacy that I met is to go to. I also know that again, one of Rachel's concerns is the closet roll. They don't prescribe any medical meds. So, there's many errors and they don't provide any medication. If the patient comes in, with medication, they give that medication. so, one of the concerns That we have is Rachel had was saying multiple people have left these hospitals with no medications and The hospitals, Once we discharge a patient, we don't really have anything to do with their medications. The doctors often won't even try later to prescribe them. One of the things we do is I've had calls and To change a pharmacy. But again these are patients that are capable of getting their meds and asking for the pharmacy to be changed. So when that happens I'm able to call the doctor, have the pharmacy change, make sure it wasn't filled at another one and then change it to the pharmacy that they would like so that it can be easily picked up. One of the things our doctors do is if they don't have a pharmacy which may happen with some of our SMI clinics or some of our SMI people are more seriously ill they just put it in the pharmacy across the street. So then the cab comes, but the cabs Where the bus is not allowed to go to the pharmacy across the street. What still leads it up to the clinic? Or the birth or whatever you guys call that to fill that prescription.

**crystal Fox:** So a couple recommendations that Rachel and I were thinking of is one. Why can't the outpatient clinics that have a pharmacy or not? Outpatient clinics, I'm sorry, the hospitals that have a pharmacy. Why can I not supply a seven-day supply or 14-day supply to the patients when they leave? The other part is,...

**+1 480-\*\*\*-\*\*17:** Good question.

**crystal Fox:** I think the uber and the veyo and stuff like that, it's highly overused. Why can't the group home people come and pick up their patient? Get to the pharmacy and get the medication.

**Crystal Fox:** And I'm kind of curious. How D does it do? Why they don't have those issues is the medication mailed to them ahead of time.

**Crystal Fox:** I'm not.

**+1 480-\*\*\*-\*\*17:** Right.

**Crystal Fox:** So that's the second thing that Rachel and I are working on. She kind of asked me To kind of talk to you about it in the form that I did it in.

**Rachel Streiff:** Yep. Thank you,...

**+1 480-\*\*\*-\*\*17:** This.

**Rachel Streiff:** Crystal. I'm really quick. I invited her because I'm not imagining things. Crystal works on the inside,...

**+1 480-\*\*\*-\*\*17:** Yeah.

**Rachel Streiff:** and the meds don't make it to the patient. I wanted her to share that. Go ahead. Holly.

# ARIZONA

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**+1 480-\*\*\*-\*\*\*17:** Rachel, you and I talked about this topic and for all those who are still on the call, this is one of the most common complaints that we are hearing. And we're trying to figure out a way to get our arms around it and Rachel sort of has stepped up to take this on but a specific complaint is When a patient leaves when a patient leaves the jail. When a patient, when they go from a birth to another housing set up the medicine, just don't go with them even when they're in a birth. We recently had a situation where one of the births called us and said, We can't get meds for our pat. The providers send out or the contracted pharmacy.

00:50:00

**+1 480-\*\*\*-\*\*\*17:** says they can't get the drug. It was, I don't remember the drugs so The point. It's not the specifics of those issues, but we keep hearing about this issue. The medicines aren't going with the patient. So I think this is going to be a topic that deserves to be delved into. I know Joy, I think you had the experience before as well at least. Several times that I recall, but it's something we're going to want to talk about and I hope our health plan liaison can help us out here. As we try to kind of get to the bottom of Any other comments or comments from the public?

**+1 480-\*\*\*-\*\*\*17:** hearing any, we will be putting this item of the pharmaceutical. Not going with the patient. on the agenda as a special topic, I think for next time and we'll try to coordinate. A good presentation with the tool that we just heard about. If there are any of our health plan reps would like to be involved in discussing this or helping work on a solution. Please contact me. And we would love to have you do that? And joy anything you can contribute, obviously, in Jerry. Also, please let me know if you have any thoughts on this. If it's something that you're seeing in Canal County or hearing about with cases, that you may be involved in the judicial system,

**Geraldine Roll:** I will do that.

**Joy:** Really.

**+1 480-\*\*\*-\*\*\*17:** Thank you. Anything. I'm sorry, Jerry.

**Joy:** No, that was me Joy. I said I'll do the same thing...

**+1 480-\*\*\*-\*\*\*17:** Okay,...

**Joy:** if I hear anything.

**+1 480-\*\*\*-\*\*\*17:** Thank you, you can probably hear the dog in the yard here. I am in rural Tennessee and by that I mean septic tank and the satellite phone. So if you had to leave, hearing me, why? Okay, I think we're the conclusion of our agenda. Do I have A motion to adjourn?

**Geraldine Roll:** I will make a motion to adjourn.

**Joy:** I'll second it.

**+1 480-\*\*\*-\*\*\*17:** Thank you.

# ARIZONA

INDEPENDENT OVERSIGHT  
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**Joy:** Our second.

**+1 480-\*\*\*-\*\*17:** All in favor, say I.

**+1 480-\*\*\*-\*\*17:** And the neighbor's dog vote yet, any known don't hear any. So we adjourned. Thank you all for coming. It was a little bit of a choppy agenda. We're going to have more items. Next month that is more substantive but I do really appreciate the health plan for participating and showing up and of course Fredreka and Larry. Thank you very much. Good night.

**Lawrence Allen:** You're welcome.

**Joy:** Good night.

**Rachel Streiff:** Thank you, Holly.

Meeting ended after 00:53:21 🙌