



Arizona Advisory Council on Indian Health Care

Arizona Advisory Council on Indian Health Care (AACIHC) Training Schedule

****Updated 7/28/2024**

The AACIHC’s Health Education team and the COVID-19 Health Disparities grant team holds virtual training sessions for:

- 1) Community members seeking to learn more about health topics, such as managing chronic diseases, health and wellness (e.g. nutrition and exercise), navigating the healthcare system, health insurance, and general health literacy topics (e.g. how vaccines work, what are viruses and how do they transmit from person-to-person, what is Personal Protective Equipment and how can you use it in your daily life?) etc.
- 2) Health care providers serving the American Indian and Alaska Native (AI/AN) community.

All training sessions are held via ZOOM.

Zoom is a web-based meeting platform. To participate in a training session, community members and providers alike, must click on the registration link, and register in advance.

Zoom training reminders are emailed via AACIHC email alert 1 week, 1 day, and 1 hour ahead of the scheduled training session. The training schedule is subject to change and participants will be notified of any changes.

A brief Zoom tutorial is at the bottom of the training schedule: [Zoom Tutorial](#)

- [Registering for a Zoom Meeting/Webinar](#)
- [Joining a Zoom Meeting/Webinar](#)
- [Audio Options](#)

CHR Programs:

We can do 1:1 trainings with your team and program. To request and set up a date/time please email alison.lovell@aacihc.az.gov. For additional information go [here](#).

Trainings on this Summer’s schedule include:	
For Health Care Providers and Billers:	For Community Members:
<ul style="list-style-type: none"> • CHR Billing – Claim Form and Coding Basics • CHR Billing – Documentation Basics and Provider Registration • Data Sovereignty • The “Four Walls” and Billing • Combatting Vaccine Hesitancy • Long COVID: Provider Edition • Third Party Billing 101 • Epidemiology 101 	<ul style="list-style-type: none"> • Traveling Safely During a Pandemic or Outbreak of Infectious Illness • Viruses 101 • Long COVID: Community Members Edition • Medicaid Health Insurance Options for American Indians and Alaskan Natives: Managed Care



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<ul style="list-style-type: none"> • Medicaid Health Insurance Options for American Indians and Alaskan Natives: Managed Care and Fee-for-Service System Navigation • Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options • Viruses: What’s with all the Variants? • Mask Wearing 101 • Chain of Infection • Flu Vaccine 101 • COVID Vaccine 101 	<ul style="list-style-type: none"> • and Fee-for-Service System Navigation • Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options • Viruses: What’s with all the Variants? • Mask Wearing 101 • Chain of Infection • Flu Vaccine 101 • COVID Vaccine 101
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Virtual Training Schedule

June Schedule

<p>Tuesday 6/4/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Data Sovereignty</u> This training session discusses Indigenous Data Sovereignty, what it is and why it is important. It explores insights into the historical and contemporary significance of Indigenous communities' rights over their data within our state's unique context. Learn why state agencies should prioritize data sharing to foster collaboration with Tribes and Indigenous partners, ensuring that tribal partners have equitable access to critical information.</p>	<p>For Providers and Anyone Working with Data</p>
<p>Thursday 6/6/2024 9:00-10:00 am Zoom Registration Link</p>	<p><u>CHR Billing – Claim Form and Coding Basics</u> An introductory course on billing codes, number of units permitted per month, how to fill out certain “tricky” claim form fields, and reimbursement rates. This training is specifically for CHR programs new to Medicaid billing.</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Thursday 6/6/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Traveling Safely During a Pandemic or Outbreaks of Respiratory Illness</u> Traveling during a pandemic (or any outbreak of respiratory illness) presents a host of challenges. How can you reduce your chances of coming into contact with a contagious illness, when you are surrounded by people in often crowded, enclosed spaces? How can you use personal protective equipment (PPE) available to the public to protect yourself? What can you do to reduce your odds of spreading the illness?</p>	<p>For Community Members, Community Health Representatives, and Any Health Care Provider Interested</p>
<p>Tuesday 6/11/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>The “Four Walls” and Billing</u> The “Four Walls” of an IHS/638 clinic refer to the physical building that the clinic operates within. Where a service is provided can have implications on whether or not an IHS/638 provider can bill at the All Inclusive Rate (AIR) or the Fee for Service (FFS) rate. These billing implications stem from the CMS interpretation of section 1905(a)(8) of the Social</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>



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	<p>Security Act, in 42 CFR 440.90, which specifies that “clinic services” do not include any services delivered outside of the “four walls” of the clinic, except if services are provided to a homeless individual.</p> <p>This training covers what the “Four Walls” are, how they apply to billing scenarios and different provider types, the extension of the grace period for the “Four Walls”, and allows an open question and answer time frame for providers.</p>	
<p>Thursday 6/13/2024 9:00-10:00 am Zoom Registration Link</p>	<p><u>CHR Billing – Documentation Basics and Provider Registration</u> An introductory course on what documentation and records you should keep on hand regarding CHR visits, and how to get ready to register with AHCCCS as the CH provider type. This is for CHR programs new to Medicaid billing.</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Thursday 6/13/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Combatting Vaccine Hesitancy – Part 1</u> This training identifies methods for engaging Tribal communities and Tribal stakeholders in the identification of primary causes for vaccine hesitancy and addresses head-on the distrust of mainstream sources of information, that can occur in populations who have suffered historical trauma. This training will point to several examples of educational materials designed for indigenous communities that address the concerns of Tribal community members head on, regarding vaccinations. It also explains important points to hit when engaging with members of the community, such as the need to explain the: (1) benefits of vaccines and potential risks of not vaccinating, while taking historical trauma and mistrust into account; (2) importance of vaccines in public health and in protecting Tribal communities as a whole; (3) common myths and misconceptions about vaccines, while effectively responding with culturally sensitive and accurate, data-driven information; and (4) how to evaluate reliable sources of information.</p>	<p>For All Providers and Interested Community Members</p>
<p>Tuesday 6/18/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Long COVID Updates – Part 1 – What is Long COVID?</u> This training covers what Long COVID is, and the fact that the term “Long COVID” is perhaps a misnomer. Long COVID is, at its root, post-viral infectious syndrome, which is not a new syndrome.</p> <p>This training will cover what this is, how it happens, how viruses are theorized to cause it, how it can be identified, and how treatment can begin. This will also cover what are common signs and symptoms, and how to self-advocate for yourself or your family, if you suspect they have Long COVID. It will also cover what you, as a community member, can do to reduce you and your family’s odds of winding up with one of the conditions categorized under the “Long COVID” umbrella.</p>	<p>For Community Members and Providers, like Community Health Representatives, Nurses, Physicians, etc.</p>



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<p>Thursday 6/20/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Long COVID Updates – Part 2 (Public Health Considerations)</u> This training covers what Long COVID is, and the fact that the term “Long COVID” is perhaps a misnomer. Long COVID is, at its root, post-viral infectious syndrome, which is not a new syndrome. This training will cover what this is, how it happens, how viruses are theorized to cause it, how it can be identified, and how treatment can begin.</p> <p>As healthcare providers our time with patients is often limited. This will cover what signs and symptoms to be on the lookout for when talking with patients, so as to help you better identify cases of this within the community. It will also cover how to best link patients with the proper resources to help them regain their health, while providing context on the patient’s (often long and frustrating) journey for answers.</p>	<p>For Community Members and Providers, like Community Health Representatives, Nurses, Physicians, etc.</p>
<p>Monday 6/24/2024 9:00-10:00 am Zoom Registration Link</p>	<p><u>CHR Billing – Documentation Basics and Provider Registration</u> An introductory course on what documentation and records you should keep on hand regarding CHR visits, and how to get ready to register with AHCCCS as the CH provider type. This is for CHR programs new to Medicaid billing.</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Thursday 6/27/2024 9:00-10:00 am Zoom Registration Link</p>	<p><u>CHR Billing – Claim Form and Coding Basics</u> An introductory course on billing codes, number of units permitted per month, how to fill out certain “tricky” claim form fields, and reimbursement rates for CHR programs new to Medicaid billing.</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Thursday 6/27/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Third Party Billing 101 (Part 1)</u> Third party billing is often a confusing process for providers and billers alike. This training covers what is Third Party Liability (TPL), how to identify it, and what to do with healthcare claims when TPL is identified.</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
July Schedule		
<p>Tuesday 7/9/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Third Party Billing 101 (Part 2)</u> This training is part 2 of our TPL series, and reviews what is Third Party Liability (TPL), how to identify it, and what to do with healthcare claims when TPL is identified. It then goes deeper into examples of what to do when a member has both Medicaid and Medicare, Medicaid and an employer-sponsored health insurance (HMO, PPO, etc.), and Medicare and an employer-sponsored insurance.</p>	<p>For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Thursday 7/11/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Medicaid Health Insurance Options for American Indians and Alaskan Natives: Managed Care and Fee-for-Service System Navigation</u> Did you know that Medicaid health insurance options work slightly differently for America Indians and Alaska Natives (AI/AN)? Well they do, and most people don’t know that they</p>	<p>For Community Members, All Health Care Providers, Billers and Administrative</p>



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	<p>have more options in choosing their health insurance. This training provides information on: (1) Medicaid health insurance options for AI/AN peoples; (2) how health literacy is related to health insurance choice and use; (3) why it is important to have health insurance, even though I/T/U's are available for American Indians and Alaska Natives to use; (4) the key points of differences between FFS and MCO healthcare models; and (5) what the freedom of choice for AI/AN community members is, and how it applies to FFS and MCO programs.</p>	<p>Personnel of IHS/638 facilities</p>
<p>Tuesday 7/16/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Epidemiology 101 – Part 1</u> This training provides a brief introduction to the field of epidemiology, introducing definitions and goals of epidemiology. This will explain how epidemiological principles are applied in the real world for the betterment of public health.</p>	<p>For Providers, like Community Health Representatives, Nurses, Physicians, etc.</p>
<p>Tuesday 7/16/2024 12:00-1:00 pm Zoom Registration Link</p>	<p><u>Forensic Healthcare in Rural Hospitals</u> <i>Hosted by the American Indian Health – Area Health Education Center (AIH-AHEC)</i> Presenter: Anna Lennox BSN RN FNE SANE-A, SANE/SART Coordinator at Whiteriver Service Unit Emergency Department Description of Topic: An overview of best practices in the ER for treating domestic violence and child abuse victims.</p>	<p>For Providers</p>
<p>Wednesday 7/17/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Data Sovereignty</u> This training session discusses Indigenous Data Sovereignty, what it is and why it is important. It explores insights into the historical and contemporary significance of Indigenous communities' rights over their data within our state's unique context. Learn why state agencies should prioritize data sharing to foster collaboration with Tribes and Indigenous partners, ensuring that tribal partners have equitable access to critical information.</p>	<p>For Providers and Anyone Working with Data</p>
<p>Thursday 7/18/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Viruses: What's with all the Variants? – Part 1</u> This training provides information on how viruses work and evolve, resulting in variants (different strains of each virus). The training then explains the difference between variants and new virus strains, and provides an easy exercise that can be done with community members (and even healthcare providers) to show how easy it is for variants to develop. The training then links the learned concepts together, to show why preventative measures, such as masking and vaccination, are important to slow the transmission of viruses within communities: because every person who contracts a virus, regardless of whether or not they are symptomatic, becomes a new opportunity for a new variant to develop.</p>	<p>For Providers, like Community Health Representatives, Nurses, Physicians, etc.; Community Members; and any Health Care Provider who provides health education to community members.</p>
<p>Tuesday 7/23/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Mask Wearing 101</u> Did you know that there are different, legitimate uses for each type of protective face mask? During the pandemic, we would be told one week to wear a face mask, and then the next that there was no need to wear a mask,</p>	<p>For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical</p>



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	<p><i>unless</i> you were immunocompromised or lived with someone who was at high risk of severe illness, and then the next week we would be told to wear a mask, but then the following month that <i>no</i> mask was necessary. What we were not told, was <i>why</i> we should be doing these things, and why instructions would change week to week, and month to month.</p> <p>This training covers the <i>why behind the “Mask Ask”</i>, the different types of masks (i.e. N95, KN95, cloth masks, surgical masks, etc.), and why some people should wear them and others shouldn’t - there are actual, logical immune system-related reasons after all! It shall also cover what community levels of transmission are, and how those affect mask wearing guidance. Use examples shall be provided, along with an opportunity for questions.</p>	<p>Assistants, etc.), who provide health education to community members</p>
<p>Thursday 7/25/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Viruses 101</u> This training provides general science information on what a virus is, how they replicate, and how they spread from person-to-person, and even between animals and people.</p> <p>During the COVID-19 Pandemic, it became very clear that high school education and even many college tracks failed to provide basic information about viruses. Knowledge of virology is not common sense, and when we don’t understand how a virus that can cause severe disease works, it becomes difficult to make informed decisions about how to best protect ourselves and our families against it. This course provides foundational knowledge, so to help and empower individuals, so that they are fully educated when making decisions about things like safety measures and vaccinations.</p>	<p>For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide flu vaccine education to patients</p>
<p>Tuesday 7/30/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Chain of Infection</u> Did you know that the path to contracting a contagious illness is not always obvious? This training covers real life examples, such as how your family member could get sick from a sneeze on the other side of the room <i>you</i> were in (and they were not in), how you could get sick from touching a coworker’s pen, and the danger of the bathroom ‘soap dispenser’. It covers how to keep you and your family safe, such as by using proper handwashing principles, and covers the use of personal protective equipment, like face masks, when community levels of infectious respiratory illnesses are high.</p>	<p>For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide flu vaccine education to patients</p>
August Schedule		
<p>Thursday 8/1/2024 10:00-11:15 am (1 hour and 15 minutes presentation) Zoom Registration Link</p>	<p><u>Combatting Vaccine Hesitancy – Part 2</u> This training identifies methods for engaging Tribal communities and Tribal stakeholders in the identification of primary causes for vaccine hesitancy and addresses head-on the distrust of mainstream sources of information, that can occur in populations who have suffered historical trauma. This training will point to several examples of educational materials designed for indigenous communities that address the concerns of Tribal community members head on, regarding vaccinations. It also explains important points to hit when engaging with members of the</p>	<p>For All Providers and Interested Community Members</p>



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	community, such as the need to explain the: (1) benefits of vaccines and potential risks of not vaccinating, while taking historical trauma and mistrust into account; (2) importance of vaccines in public health and in protecting Tribal communities as a whole; (3) common myths and misconceptions about vaccines, while effectively responding with culturally sensitive and accurate, data-driven information; and (4) how to evaluate reliable sources of information.	
Tuesday 8/6/2024 10:00-11:00 am Zoom Registration Link	<u>Flu Vaccine</u> Everything you ever wanted to know about the flu vaccine. <ul style="list-style-type: none"> • What is the flu and how is it different than the common cold? • Why is it important to protect yourself against the flu? • How are flu vaccines made? • How do flu vaccines work with your immune system to protect you? • Does the flu vaccine protect you against all variants, and if not, why it is still important to get? (i.e. reduce severity of illness for other variants) • What is in the flu vaccine? 	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide flu vaccine education to patients
Thursday 8/8/2024 10:00-11:00 am Zoom Registration Link	<u>COVID Vaccine</u> Everything you ever wanted to know about the COVID vaccine. <ul style="list-style-type: none"> • How is COVID different from the common cold and flu? • Why is it important to protect yourself against COVID? (e.g. because it has the potential to be far worse than a cold and can have long lasting health effects) • How are COVID vaccines made? • What is mRNA technology and how do they work with your immune system to protect you ? • Does the COVID vaccine protect you against all variants, and if not, why it is still important to get? (i.e. reduce severity of illness for other variants) • What is in the COVID vaccine? 	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide flu vaccine education to patients
Tuesday 8/13/2024 10:00-11:00 am Zoom Registration Link	<u>Epidemiology 101 – Part 2</u> This follow-up training provides a brief introduction to the statistical side of the field of epidemiology. Using these foundations, we can apply them to the goals of epidemiology as they relate to their statistical background. This will be illustrated through the basic calculations and a brief overview of how/when they are used.	For Providers, like Community Health Representatives, Nurses, Physicians, etc.
Tuesday 8/13/2024 12:00-11:00 pm Zoom Registration Link	<u>Engaging Patients In Advance Care Planning Conversations And The Use Of The Arizona Advance Directives Registry</u> Join Arizona Telemedicine Program, Southwest Telehealth Resource Center and the American Indian Health-Area Health Education Center for a session focusing on how healthcare professionals can engage patients in conversations on advance care planning, and how the Arizona Advance Directives Registry can make sure their wishes are recorded and available to all their providers.	For Providers



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<p>Thursday 8/15/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Viruses 101</u> This training provides general science information on what a virus is, how they replicate, and how they spread from person-to-person, and even between animals and people.</p> <p>During the COVID-19 Pandemic, it became very clear that high school education and even many college tracks failed to provide basic information about viruses. Knowledge of virology is not common sense, and when we don't understand how a virus that can cause severe disease works, it becomes difficult to make informed decisions about how to best protect ourselves and our families against it. This course provides foundational knowledge, so to help and empower individuals, so that they are fully educated when making decisions about things like safety measures and vaccinations.</p>	<p>For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide flu vaccine education to patients</p>
<p>Tuesday 8/20/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Medicaid Health Insurance Options for American Indians and Alaskan Natives: Managed Care and Fee-for-Service System Navigation</u> With open enrollment coming up, it is important to understand health insurance options.</p> <p>For instance, did you know that Medicaid health insurance options work slightly differently for America Indians and Alaska Natives (AI/AN)? Well they do, and most people don't know that they have more options in choosing their health insurance. This training provides information on: (1) Medicaid health insurance options for AI/AN peoples; (2) how health literacy is related to health insurance choice and use; (3) why it is important to have health insurance, even though I/T/U's are available for American Indians and Alaska Natives to use; (4) the key points of differences between FFS and MCO healthcare models; and (5) what the freedom of choice for AI/AN community members is, and how it applies to FFS and MCO programs.</p>	<p>For Community Members, All Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Thursday 8/22/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options</u> With open enrollment coming up, it is important to understand health insurance options. This training covers the Affordable Care Act, private health insurance options, and a high level overview of Medicaid and Medicare.</p>	<p>For Community Members, All Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities</p>
<p>Tuesday 8/27/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Traveling Safely During a Pandemic or Outbreaks of Respiratory Illness</u> Traveling during a pandemic (or any outbreak of respiratory illness) presents a host of challenges. How can you reduce your chances of coming into contact with a contagious illness, when you are surrounded by people in often crowded, enclosed spaces? How can you use personal protective equipment (PPE) available to the public to protect yourself? What can you do to reduce your odds of spreading the illness?</p>	<p>For Community Members, Community Health Representatives, and Any Health Care Provider Interested</p>



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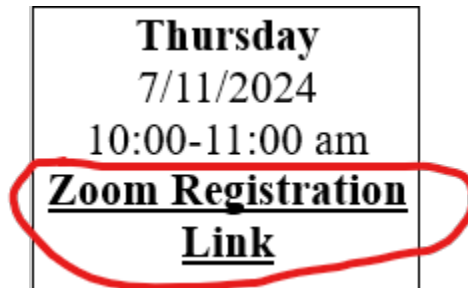
<p>Thursday 8/29/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Mask Wearing 101</u> Did you know that there are different, legitimate uses for each type of protective face mask?</p> <p>During the pandemic, we would be told one week to wear a face mask, and then the next that there was no need to wear a mask, <i>unless</i> you were immunocompromised or lived with someone who was at high risk of severe illness, and then the next week we would be told to wear a mask, but then the following month that <i>no</i> mask was necessary. What we were not told, was <i>why</i> we should be doing these things, and why instructions would change week to week, and month to month.</p> <p>This training covers the <i>why behind the “Mask Ask”</i>, the different types of masks (i.e. N95, KN95, cloth masks, surgical masks, etc.), and why some people should wear them and others shouldn't - there are actual, logical immune system-related reasons after all! It shall also cover what community levels of transmission are, and how those affect mask wearing guidance. Use examples shall be provided, along with an opportunity for questions.</p>	<p>For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to community members</p>
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How to Use Zoom (Web-based Meeting Platform)

Registering for a Meeting

1. In the training schedule above, click on “Zoom Registration Link”.



2. This will take you to a registration screen. Fill in the required information and click on “Register” as shown below.

My Webinar

Date & Time Apr 9, 2024 09:00 AM in [Arizona](#)



Webinar Registration

First Name*

Your Name

Last Name*

Here

Email Address*

Email@aacihc.az.gov

Information you provide when registering will be shared with the [account owner](#) and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

Register

3. You will next see a confirmation screen and receive a confirmation email.



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You have successfully registered

Please check the confirmation email sent to [REDACTED]**@gmail.com

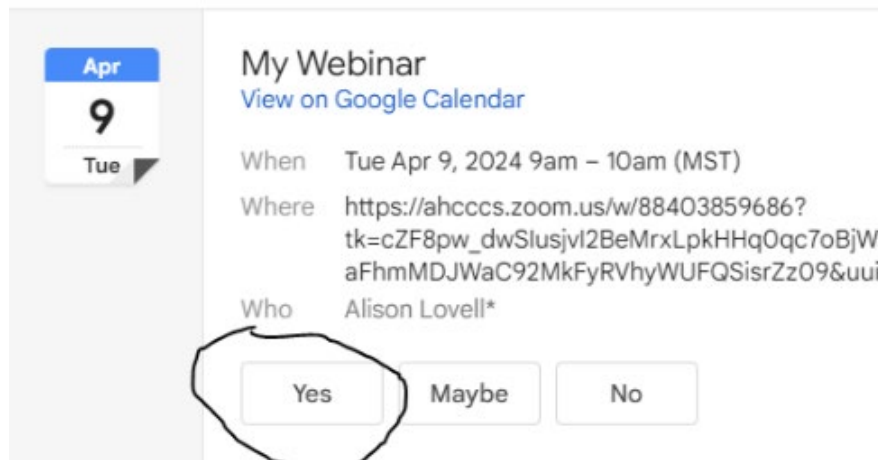
Topic	My Webinar
Date & Time	Selected Sessions: Apr 9, 2024 09:00 AM

Didn't get an email? Click [here](#) to resend

IMPORTANT: Seeing this screen means you are *registered for the event, but it is NOT on your calendar.* This is the step that is most likely to be missed.

- **In order to get this on your calendar, so you remember when the training occurs, check your email.**
- The email should be from No-reply@zoom.us and you should check your spam folder. When you open your email, it will be a calendar invite for the date and time of the event.
- NOTE: This may look different for different people. You will need to either click on **YES** as shown below in screenshot 1, or click on the appropriate calendar logo (Google, Outlook or Yahoo) as shown in screenshot 2.

Screenshot 1





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Screenshot 2

My Webinar

Date & Time	Apr 9, 2024 09:00 AM Arizona
Webinar ID	884 0385 9686
Passcode	=v66QDWM

Add to: [Google Calendar](#) [Outlook Calendar\(.ICS\)](#) [Yahoo Calendar](#)

To edit or cancel your registration details, click [here](#). You can cancel your registration before Apr 9, 2024 09:00 AM.

Please submit any questions to [\[REDACTED\]@aacihc.az.gov](mailto: [REDACTED]@aacihc.az.gov)

Thank you!

4. Once this is added to your calendar, you are all set to join the webinar.

Joining a Meeting

You can join a Zoom meeting either via the Zoom app, or direct from your browser.

1. When it is time for the training to start, go to your calendar and click on the **ZOOM** meeting invite.
 - This can be confusing in some calendars. For instance, Google Calendars will sometimes “add” a Google Meets meeting automatically to all calendar invites (depending on what your settings are). If you see a Google Meets invite on your AACIHC Training invite, do not join the Google Meets meeting. Instead, scroll down to the “Event details”. The link should be in there. Click on this.



Arizona Advisory Council on Indian Health Care

Apr 9, 2024 3:00pm to 4:00pm Apr 9, 2024 (GMT-07:00)

All day Every 2 weeks on Tuesday, until May 7, 2024

[Event details](#) [Find a time](#)

B *I* U | ☰ ☰ | 🔗 ✖

[Redacted] is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
<https://us02.zoom.us/j/919123456789>

Meeting ID: [Redacted]
Passcode: [Redacted]

2. If the link does not open an app or web page immediately, you can copy and paste it into your browser and hit “Enter” to go to the link. You may need to do this, depending on your browser set up.
 - Pro Tip: You may want to download the Zoom Client App (free) if you are going to attend a lot of trainings.

Zoom Client App Path:

When you click on Launch Meeting, you may be prompted to allow it to open the app. Click “Okay” or “Yes” and it should open for you.

Web Browser Path:

Once you have opened the link or copied and pasted it into the web browser, it should look something like the below Screenshot. Click on “Launch Meeting”.

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)



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When you click on “Launch Meeting” it will either:

- a) Open up the Zoom App, *or*
- b) Give you a “Join from Your Browser Option”.
 - To get this option, you typically have to refresh the webpage. It will then give you a new webpage, with a Zoom option that looks very similar to the first page (see below screenshot), but has an additional option of “Join from Your Browser” that was not previously there.
 - If you do not have the Zoom app downloaded, or wish to join from your web browser, click on “Join from Your Browser” instead of “Launch Meeting”. (Clicking on Launch Meeting will result in it trying to open the Zoom Client app.

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

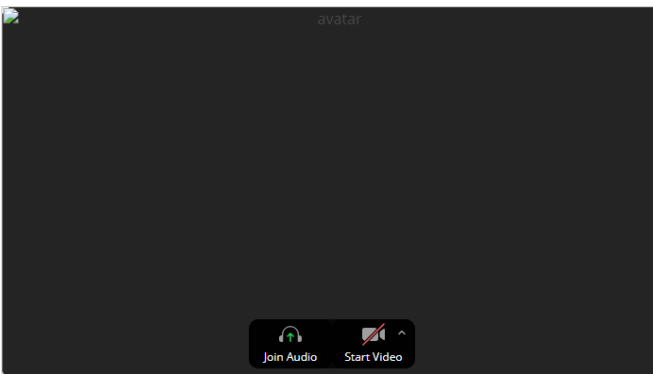
By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

3. Once you click on this, it will open the Zoom page and will look something like the below screenshot. Put your screenname in and click on “Join”.



Enter Meeting Info

Your Name

YOUR NAME HERE

Join



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If prompted to enter a password, please enter the password/passcode provided in your registration email.

Congratulations! You are now in the meeting!

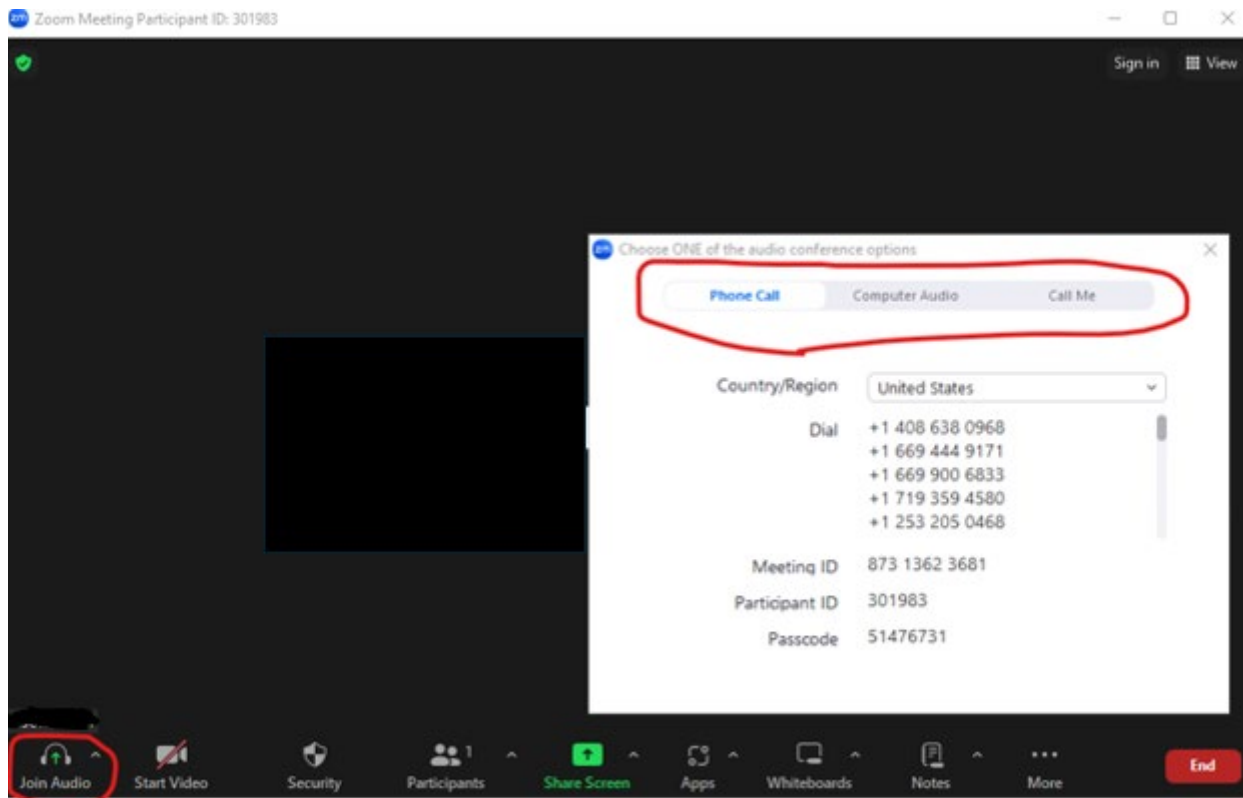
Audio Options

Whether you join via the web browser page or the Zoom Client App, you will need to select an audio option. Audio options may vary, based on how the host set the meeting up.

You will typically see the below audio options:

- Phone Call
- Computer Audio
- Call Me

The below screenshot shows the Zoom pop up box for audio options. If audio options do not appear, then you will need to take your mouse cursor and hover it over the bottom of the Zoom box. A bar should pop up, showing “Join Audio”, “Start Video”, etc. Click on “Join Audio” and the box should pop up with the options available.

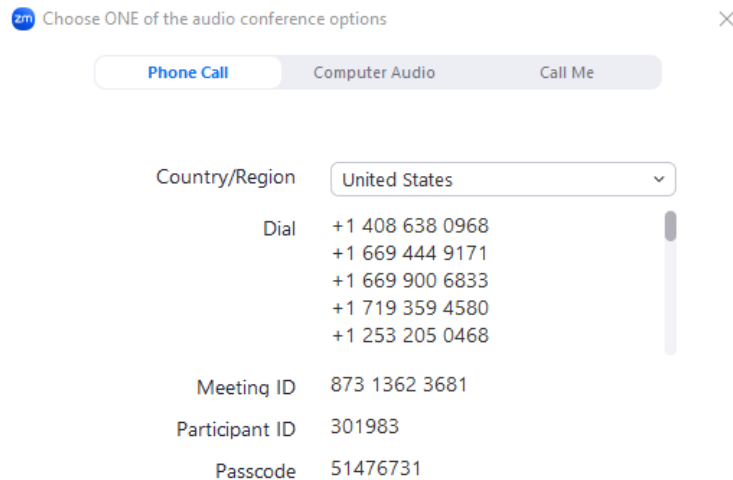




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Phone Call: You click on “Phone Call” and then you will see a list of numbers and passcodes. You will need to manually dial one of the phone number options (there are multiple available). Then you will need to follow the prompts. You will need to enter in the Meeting ID, and *may* need to enter in a Participant ID and/or Passcode, depending on how the meeting was set up.

**** If you live in a rural area, or in an area prone to internet connectivity disruptions, then this is an excellent option to use. If you use this option, then if your internet goes out, you will still be able to hear the meeting on your phone. You can use *6 to mute and unmute yourself, even if the internet is out.



Choose ONE of the audio conference options

Phone Call Computer Audio Call Me

Country/Region: United States

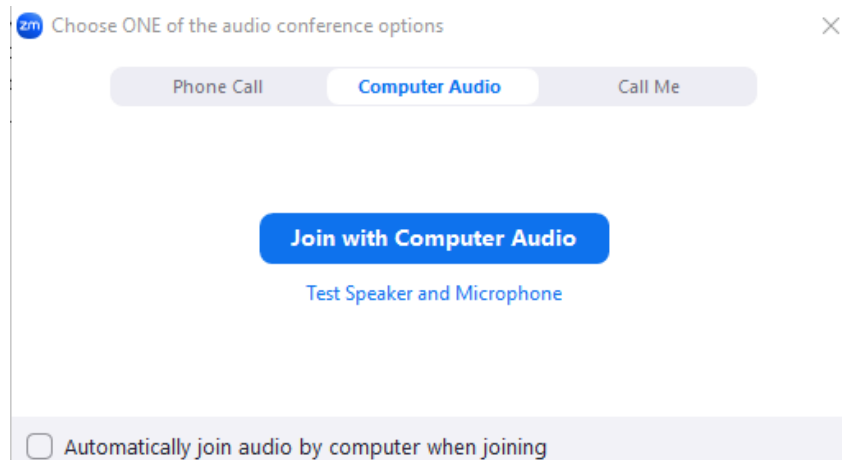
Dial: +1 408 638 0968
+1 669 444 9171
+1 669 900 6833
+1 719 359 4580
+1 253 205 0468

Meeting ID: 873 1362 3681

Participant ID: 301983

Passcode: 51476731

Computer Audio: You click on “Join with Computer Audio” and if your computer has a microphone and speaker, you will be able to hear the meeting. Please make sure to *mute yourself* on the bottom toolbar if you use computer audio.



Choose ONE of the audio conference options

Phone Call **Computer Audio** Call Me

Join with Computer Audio

Test Speaker and Microphone

Automatically join audio by computer when joining



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Call Me: You may also use the “Call Me” option. If you select this option, enter your phone number in the empty box and include your area code. Please note, that you will need to make sure that if your phone is in Do Not Disturb mode, or if your phone is set up to deny all unknown callers, then the Zoom call might be sent straight to voice mail.

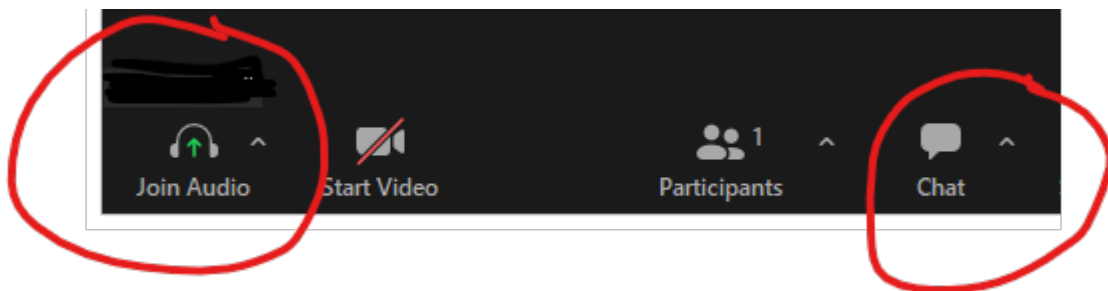
**** If you live in a rural area, or in an area prone to internet connectivity disruptions, then this is an excellent option to use. If you use this option, then if your internet goes out, you will still be able to hear the meeting on your phone. You can use *6 to mute and unmute yourself, even if the internet is out.

A screenshot of the Zoom 'Call Me' options dialog box. At the top, it says 'Choose ONE of the audio conference options'. There are three buttons: 'Phone Call', 'Computer Audio', and 'Call Me'. Below these is a phone number input field containing '+1 480'. A checkbox labeled 'Remember the number on this computer' is checked. A large blue 'Call Me' button is at the bottom. A close button (X) is in the top right corner.

Pro Tip: If you have unreliable internet that is prone to going out, or if you have a lot of background noise at your home, chose the “Phone Call” option and dial in manually. This means that even if your computer glitches out or if you have an interruption internet service, that you will still be able to hear the presentation without interruption.

If Audio Drops...

If your audio drops out for any reason, you can click on “Join Audio” in the bottom tool bar and it will allow you to rejoin the audio. You can also use the “Chat” feature to ask questions.





CHR Program Questions

To request a 1:1 training to stand up Medicaid reimbursement with your specific agency, we recommend the following:

1. Attend the 1-part CHR Training Billing Series:
 - a. CHR - Claim Form and Coding Basics
 - b. CHR - Documentation Basics and Provider Registration

2. Email Alison Lovell at alison.lovell@aacihc.az.gov to request a 1:1 training. Please include the following in the email:
 - a. Dates that your team has attended the first two trainings (pre-requisites)
 - b. What phase model your program is using for billing – phase 1 (billing under an existing provider type) or phase 2 (planning to register as the CH provider type and bill under your own provider type).
 - c. Has your team already billed for CHR services to Medicaid? Successfully or unsuccessfully?
 - d. Does your team have a professional biller/coder on staff?
 - e. In-person or virtual training preference?
 - f. Future dates that your team is available?