![Arizona Advisory Council on Indian Health Care logo]

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

November 2024 to April 2025

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**

To request a health education training or a technical support training on a topic of interest, please use the below Google Form:
  - **https://docs.google.com/forms/d/e/1FAIpQLSe8OEOxbhd5yKxEV3SVUBIPJrZTy4ktZmliRYaXxqPROccNJw/viewform?usp=sf_link**

Please note, that while we do our best to accommodate requests, training requests outside of the agency's scope or areas of expertise may not be able to be met. Training requests are reviewed on an individual basis. If our agency is not the appropriate venue for the training request, we will direct your team to an organization that can assist (i.e. AHCCCS, CMS, CDC, etc.)
  - Billing requests for Medicaid members or questions about specific claim denials will be re-directed to the appropriate department at AHCCCS. Our team does not have access to the claims system, so cannot review individual claims.
  - Requests for trainings not yet on our regular schedule and 1:1 training requests require approximately 3 months advance notice.

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Trainings on this Fall/Winter's Schedule include:

Data and Epidemiology Series
- Data Sovereignty
- Epidemiology 101: Part 1
- Epidemiology 101: Part 2

Health Insurance and System Navigation Series
- 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

Policy
- Housing and Health Report

Foundations in Infection Control Series
- Chain of Infection
- Personal Protective Equipment (PPE)
- Mask Wearing 101
- Traveling Safely During a Pandemic or Outbreak of Infectious Illness

Foundations in Virology Series
- Virology 101: What are Viruses?
- Viruses: What's with all the Variants? – Part 1
- Viruses: What's with all the Variants? – Part 2

Everything You Ever Wanted to Know About Vaccines Series
- Vaccines 101: What are Vaccines and How Do They Work?
- Vaccines 101: Vaccine Safety and Manufacturing
- Combatting Vaccine Hesitancy – Part 1
- Combatting Vaccine Hesitancy – Part 2
- Combatting Vaccine Hesitancy – Part 3
- COVID Vaccine
- Flu Vaccine
- RSV Vaccine

Grant Writing 101 Series
- Grants 101: Searching for Grant Opportunities and Grants.gov
- Grants 101: Navigating Grants.gov
- Grants 101: How to Read a Notice of Funding Opportunity (NOFO)

Mental Health Topics
- Burnout
- Self-Care and Mindfulness

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Health Topics
- Sneaking Physical Activity into Your Busy Daily Life
- Long COVID: Part 1
- Long COVID: Part 2

Standing Up Medicaid/Medicare Reimbursement - Billing Series
- CHR Billing – Claim Form and Coding Basics
- CHR Billing – Documentation Basics and Provider Registration
- CHR Billing – Medicare Reimbursable Community Health Integration (CHI) and Principal Illness Navigation (PIN) Services
- Third Party Billing: Part 1
- Third Party Billing: Part 2

Training Series

The AACIHC shall be formatting some training topics into Training *Series*, based on requests from the community.
- These training series consist of multiple sessions designed to build foundational knowledge on the subject material in question.
- By the end of each series, attendees should feel confident in providing thorough health education to community members on the topic of interest, and feel confident in being able to answer their questions.

Foundations in Infection Control Series	Foundations in Virology	Everything You Ever Wanted to Know About Vaccinations	Grant Writing 101
1. Chain of Infection 2. Personal Protective Equipment (PPE) 3. Masks 101 4. Traveling Safely During a Pandemic or Outbreaks of Respiratory Illness	1. Viruses 101: Part 1 of Virology Series 2. Viruses: What's with all the Variants? – Part 1 3. Viruses: What's with all the Variants? – Part 2	1. What are Vaccines and How Do They Work? 2. Vaccine Safety and Manufacturing 3. Vaccine Hesitancy – Part 1 4. Vaccine Hesitancy – Part 2 5. COVID Vaccine 6. Flu Vaccine 7. RSV Vaccine	1. Searching for Grant Opportunities and Grants.gov 2. Navigating Grants.gov 3. How to Read a Notice of Funding Opportunity (NOFO)

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	Virtual Training Schedule	
	November Schedule	
Tuesday 11/5/2024 10:00-11:00 am **Zoom Registration Link**	**Traveling Safely During a Pandemic or Outbreaks of Respiratory Illness** *Part 4 of Foundations in Infection Control Series* 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?	For Community Members, Community Health Representatives, and Any Health Care Provider Interested
Thursday 11/7/2024 10:00-11:30 am **Zoom Registration Link**	**CHR Billing – Documentation Basics and Provider Registration** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Thursday 11/7/2024 11:30-12:30 **Zoom Registration Link**	**CHR Billing – Claim Form and Coding Basics** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Tuesday 11/12/2024 10:00-11:00 am **Zoom Registration Link**	**Epidemiology 101 – Part 2** 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 11/12/2024 11:30am-12:30pm **Zoom Registration Link**	**Third Party Billing 101 (Part 1)** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Tuesday 11/12/2024 1:00-2:00 pm **Zoom Registration Link**	**Third Party Billing 101 (Part 2)** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Wednesday 11/13/2024 10:30-11:45 am	**Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options** With open enrollment coming up, it is important to understand health insurance options. This training covers the Health Insurance	For Providers and Interested Community Members

Zoom Registration Link	Marketplace, the Affordable Care Act, what both of them are, how to sign up for health insurance using the Health Insurance Marketplace, common health insurance terms so you can understand your private health insurance options and compare plans for you and your family, and a high level overview of Medicaid and Medicare.	
Tuesday 11/19/2024 9:00-10:00 am **Zoom Registration Link**	**Data Sovereignty** 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.	For Providers and Anyone Working with Data
Tuesday 11/19/2024 10:00 am - 12:00 pm **Zoom Registration Link**	**Housing and Health Report** The Arizona Advisory Council on Indian Health Care (AACHC) coordinated an assessment to gather insights from Tribal Health stakeholders in Arizona, focusing on two critical areas: health issues and housing challenges in tribal communities. This informational webinar will provide the findings from this project to better understand the intersection between health and housing in Arizona's tribal communities.	For Community Members, Community Health Representatives, and Any Interested Health Care Provider
Tuesday 11/26/2024 10:00-11:00 am **Zoom Registration Link**	**Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options** With open enrollment coming up, it is important to understand health insurance options. This training covers the Health Insurance Marketplace, the Affordable Care Act, what both of them are, how to sign up for health insurance using the Health Insurance Marketplace, common health insurance terms so you can understand your private health insurance options and compare plans for you and your family, and a high level overview of Medicaid and Medicare.	For Providers and Interested Community Members
December Schedule		
Monday 12/2/2024 9:00 –10:00am **Zoom Registration Link**	**Traveling Safely During the Holidays** *Part 4 of Foundations in Infection Control Series* Traveling during the holidays 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?	For Community Members, Community Health Representatives, and Any Health Care Provider Interested
Monday 12/2/2024 11:30 am – 12:30 pm **Zoom Registration Link**	**Mask Wearing 101** *Part 3 of Foundations in Infection Control Series* 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,	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.),

	unless 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 *no* mask was necessary. What we were not told, was *why* we should be doing these things, and why instructions would change week to week, and month to month. This training covers the ***why behind the "Mask Ask"***, 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.	who provide health education to community members
Monday 12/2/2024 1:00 - 2:00 pm **Zoom Registration Link**	**Medicaid Health Insurance Options for American Indians and Alaskan Natives: Managed Care and Fee-for-Service System Navigation** 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.	For Community Members, All Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Tuesday 12/10/2024 9:00-10:30 am **Zoom Registration Link**	**Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options** With open enrollment coming up, it is important to understand health insurance options. This training covers the Health Insurance Marketplace, the Affordable Care Act, what both of them are, how to sign up for health insurance using the Health Insurance Marketplace, common health insurance terms so you can understand your private health insurance options and compare plans for you and your family, and a high level overview of Medicaid and Medicare.	For Providers and Interested Community Members
Tuesday 12/10/2024 11:00 am – 12:30 pm **Zoom Registration Link**	**Viruses 101: Part 1 of Virology Series** *Part 1 of Foundations in Virology Series* This training builds off parts 1 and 2 of the series, providing 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. During the COVID-19 Pandemic, it became very clear that high school education and even many college tracks failed to provide	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to patients

	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.	
Thursday 12/12/2024 8:30 am to 9:30 am **Zoom Registration Link**	**Viruses: What's with all the Variants?** *Part 2 of Foundations in Virology Series* 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.	For Providers, like Community Health Representatives, Nurses, Physicians, etc.; Community Members; and any Health Care Provider who provides health education to community members.
Thursday 12/12/2024 10:00 am- 12:00 pm **Zoom Registration Link**	**Housing and Health Report** The Arizona Advisory Council on Indian Health Care (AACHC) coordinated an assessment to gather insights from Tribal Health stakeholders in Arizona, focusing on two critical areas: health issues and housing challenges in tribal communities. This informational webinar will provide the findings from this project to better understand the intersection between health and housing in Arizona's tribal communities.	For Community Members, Community Health Representatives, and Any Interested Health Care Provider
Tuesday 12/17/2024 11:30 am to 1:00 pm **Zoom Registration Link**	**Viruses: What's with all the Variants? Part 2** *Part 3 of Foundations in Virology Series* This training builds off Part 1 of the training, providing a brief review on how viruses work and evolve, resulting in variants, that have the potential to become different strains of a virus. The training then explains how different variants affect vaccine efficacy and severity of illness, how researchers identify what variants are the most concerning for vaccine development for cold and flu seasons, and how the WHO does monitoring of different emerging viruses and variants.	For Providers, like Community Health Representatives, Nurses, Physicians, etc.; Community Members; and any Health Care Provider who provides health education to community members.
Wednesday 12/18/2024 9:00-10:15 am **Zoom Registration Link**	**Chain of Infection** *Part 1 of Foundations in Infection Control Series* 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 *you* 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	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.),

	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.	who provide health education to patients
Thursday 12/19/2024 9:30-10:30 am **Zoom Registration Link**	**Personal Protective Equipment (PPE)** *Part 2 of Foundations in Infection Control Series* Learn about: - What is PPE? - What is PPE used for? - Different types of PPE - When to use PPE in the community, as either a community member or provider working out in the community (such as CHR's) - How masks work and how they curb community transmission during outbreaks of infectious illness, and the difference between mask-wearing to curb community transmission (i.e. cloth masks) vs. mask wearing to protect yourself from contracting an illness (i.e. N95 mask) Uses of PPE in your daily life during a pandemic or epidemic, and how to explain all of these concepts to community members you work with, family, and friends.	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to community members
<td colspan="3" align="center">**January Schedule**</td>
Thursday 1/2/2025 10:00-11:00 am **Zoom Registration Link**	**Health Insurance Marketplace: Private Insurance, Medicaid and Medicare Options** With open enrollment coming up, it is important to understand health insurance options. This training covers the Health Insurance Marketplace, the Affordable Care Act, what both of them are, how to sign up for health insurance using the Health Insurance Marketplace, common health insurance terms so you can understand your private health insurance options and compare plans for you and your family, and a high level overview of Medicaid and Medicare.	For Providers and Interested Community Members
Tuesday 1/7/2025 9:00-10:30am **Zoom Registration Link**	**COVID Vaccine** *Part 5 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about the COVID vaccine. - 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 vaccine education to patients
Tuesday 1/7/2025	**Flu Vaccine** *Part 6 of Everything You Ever Wanted to Know About Vaccinations*	For Community Members and Health Care Providers (i.e.

11:00 am - 12:30 pm **Zoom Registration Link**	Everything you ever wanted to know about the flu vaccine. • 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?	Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients
Tuesday 1/14/2025 10:00-11:30 am **Zoom Registration Link**	**CHR Billing – Medicare Billing** Principal Illness Navigation and Community Health Integration services by auxiliary personnel (CHRs) became billable under Medicare in 2024. This training covers the specifics.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Thursday 1/16/2025 10:00-11:00 am **Zoom Registration Link**	**Third Party Billing 101 (Part 1)** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Tuesday 1/21/2025 9:00-10:30 am **Zoom Registration Link**	**CHR Billing – Claim Form and Coding Basics** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Tuesday 1/21/2025 11:00 am - 12:30 pm **Zoom Registration Link**	**CHR Billing – Documentation Basics and Provider Registration** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Thursday 1/23/2025 11:30-12:30 pm **Zoom Registration Link**	**Staying Physically Fit in a Busy World** In today's busy word it's hard to move enough to ensure the best health possible, but there are ways we can still manage to fit more and more movement into our daily lives. This training will cover: • Movement Recommendations • Why Physical Activity in Your Daily Life *Matters* & the Unexpected Benefits of Moving More • Desk Job? No Problem! Tips for Getting Active • Easy Exercises for the Beginner	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health and wellness tips to community members. This is open to anyone

		interested in the subject matter.
Tuesday 1/28/2025 9:00-10:30 am **Zoom Registration Link**	**Vaccines 101: What are Vaccines and How Do They Work?** *Part 1 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about vaccines - A brief history on vaccinations - What are the different types of vaccines? - A brief overview of your immune system - How do vaccines work with your immune system to protect you? - Why do vaccines not always work 100% of the time? (A brief discussion on variants.)	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients
Thursday 1/30/2025 11:00 am to 12:00 pm **Zoom Registration Link**	**Vaccines 101: Vaccine Safety and Manufacturing** *Part 2 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about vaccines - A *brief* review of what are the different types of vaccines? - A *brief* review of how vaccines work with your immune system to protect you - How vaccines are made? (The research and testing process shall be covered in detail.) - How are vaccines regulated?	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients
	February Schedule	
Tuesday 2/4/2025 10:00-11:30 am **Zoom Registration Link**	**Chain of Infection** *Part 1 of Foundations in Infection Control Series* 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 *you* 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.	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to patients
Thursday 2/6/2025 10:00-11:30 am **Zoom Registration Link**	**Personal Protective Equipment (PPE)** *Part 2 of Foundations in Infection Control Series* Learn about: - What is PPE? - What is PPE used for? - Different types of PPE - When to use PPE in the community, as either a community member or provider working out in the community (such as CHR's) - How masks work and how they curb community transmission during outbreaks of infectious illness, and the difference between mask-wearing to curb community	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to community members

	transmission (i.e. cloth masks) vs. mask wearing to protect yourself from contracting an illness (i.e. N95 mask) • Uses of PPE in your daily life during a pandemic or epidemic, and how to explain all of these concepts to community members you work with, family, and friends.	
Tuesday 2/11/2025 9:30-10:30 am **Zoom Registration Link**	**Mask Wearing 101** *Part 3 of Foundations in Infection Control Series* 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, *unless* 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 *no* mask was necessary. What we were not told, was *why* we should be doing these things, and why instructions would change week to week, and month to month. This training covers the ***why behind the "Mask Ask",*** 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.	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to community members
Thursday 2/13/2025 9:00-10:30 am **Zoom Registration Link**	**Viruses 101: Part 1 of Virology Series** *Part 1 of Foundations in Virology Series* This training builds off parts 1 and 2 of the series, providing 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. 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 ffully educated when making decisions about things like safety measures and vaccinations.	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health education to patients
Tuesday 2/18/2025 9:30-10:30 am **Zoom Registration Link**	**CHR Billing – Medicare Billing** Principal Illness Navigation and Community Health Integration services by auxiliary personnel (CHRs) became billable under Medicare in 2024. This training covers the specifics.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Thursday	**Burnout**	For Providers

2/20/2025 9:30-10:30 am **Zoom Registration Link**	Learn more about what burnout is, the signs and symptoms of burnout in both yourself and your work partners, risk factors for burnout, and methods to build resilience and rejuvenate your love for your profession.	
Tuesday 2/25/2025 9:30-10:30 am **Zoom Registration Link**	**Staying Physically Fit in a Busy World** In today's busy word it's hard to move enough to ensure the best health possible, but there are ways we can still manage to fit more and more movement into our daily lives. This training will cover: - Movement Recommendations - Why Physical Activity in Your Daily Life *Matters* & the Unexpected Benefits of Moving More - Desk Job? No Problem! Tips for Getting Active - Easy Exercises for the Beginner	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide health and wellness tips to community members. This is open to anyone interested in the subject matter.
Thursday 2/27/2025 9:30-10:30 am **Zoom Registration Link**	**CHR Billing – Open Discussion of Best Practices and Challenges** This will be an open forum for CHR Organizations to share best practices and challenges they have had with the billing process. Materials from prior training may be used to answer questions.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
	March Schedule	
Tuesday 3/4/2025 10:00-11:00 am **Zoom Registration Link**	**Vaccines 101: What are Vaccines and How Do They Work?** *Part 1 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about vaccines - A brief history on vaccinations - What are the different types of vaccines? - A brief overview of your immune system - How do vaccines work with your immune system to protect you? - Why do vaccines not always work 100% of the time? (A brief discussion on variants.)	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients
Thursday 3/6/2025 10:00-11:00 am **Zoom Registration Link**	**Vaccines 101: Vaccine Safety and Manufacturing** *Part 2 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about vaccines - A *brief* review of what are the different types of vaccines? - A *brief* review of how vaccines work with your immune system to protect you - How vaccines are made? (The research and testing process shall be covered in detail.) - How are vaccines regulated?	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients

Tuesday 3/11/2025 10:00-11:00 am **Zoom Registration Link**	**COVID Vaccine** *Part 5 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about the COVID vaccine. - 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 in the COVID vaccine? - 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)	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients
Wednesday 3/12/2025 9:00-10:00 am **Zoom Registration Link**	**Medicaid Health Insurance Options for American Indians and Alaskan Natives: Managed Care and Fee-for-Service System Navigation** 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.	For Community Members, All Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Wednesday 3/12/2025 10:30am – 12:00 pm **Zoom Registration Link**	**Long COVID Updates – Part 1 – What is Long COVID?** 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. 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.	For Community Members and Providers, like Community Health Representatives, Nurses, Physicians, etc.
Thursday 3/13/2025 10:00-11:00 am	**Long COVID Updates – Part 2 (Public Health Considerations)** This training covers what Long COVID is, and the fact that the term "Long COVID" is perhaps a misnomer. Long COVID is, at	For Community Members and Providers, like

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Zoom Registration Link	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. 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.	Community Health Representatives, Nurses, Physicians, etc.
Tuesday 3/18/2025 10:00-11:00 am **Zoom Registration Link**	**RSV Vaccine** *Part 7 of Everything You Ever Wanted to Know About Vaccinations* Everything you ever wanted to know about the RSV vaccine. • What is RSV? • When should you protect yourself against RSV? • How are RSV vaccines made? • What is in RSV vaccines? • How do RSV vaccines work with your immune system to protect you? • Does the RSV 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)	For Community Members and Health Care Providers (i.e. Community Health Representatives, Nurses, Medical Assistants, etc.), who provide vaccine education to patients
Thursday 3/20/2025 9:00-10:30 am **Zoom Registration Link**	**CHR Billing – Documentation Basics and Provider Registration** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
Thursday 3/20/2025 11:00 am -12:30 pm **Zoom Registration Link**	**CHR Billing – Claim Form and Coding Basics** 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.	For Health Care Providers, Billers and Administrative Personnel of IHS/638 facilities
	April Schedule	
Tuesday 4/8/2025 10:00-11:00 am **Zoom Registration Link**	**Burnout** Learn more about what burnout is, the signs and symptoms of burnout in both yourself and your work partners, risk factors for burnout, and methods to build resilience and rejuvenate your love for your profession.	For Providers
Thursday 4/10/2025 10:00-11:00 am	**Grant Writing Series: Part 1** *Part 1 of Grant Writing Series*	For anyone interested in

Zoom Registration Link	This training covers technical portions of the grant submission process, like: • Where to search for grant opportunities • How to register for email alerts on grants.gov • How to navigate the Applicant Center on Grants.gov	applying for grants or writing for grants
Tuesday 4/15/2025 9:00-10:00 am **Zoom Registration Link**	**Grant Writing Series: Part 2** *Part 2 of Grant Writing Series* This training covers technical portions of the grant submission process, like: • How to Start a Grant Application in Grants.gov • How to verify if fields are correct • How to check a grant application's status	For anyone interested in applying for grants or writing for grants
Thursday 4/17/2025 10:30 am to 12:00 pm **Zoom Registration Link**	**Grant Writing Series: Part 3** *Part 3 of Grant Writing Series* This training covers technical portions of the grant submission process, like: • How to read a Notice of Funding Opportunity • Special areas to pay attention to for maximizing success	For anyone interested in applying for grants or writing for grants
Tuesday 4/22/2025 12:00-1:00 pm **Zoom Registration Link**	**Self-Care and Mindfulness** This training covers the importance of self-care and mindfulness on physical and mental health. It also will cover data-backed techniques to help bring self-care and mindfulness into your daily life.	For anyone interested

How to Use Zoom (Web-based Meeting Platform)

Registering for a Meeting

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

Thursday
7/11/2024
10:00-11:00 am
Zoom Registration
Link
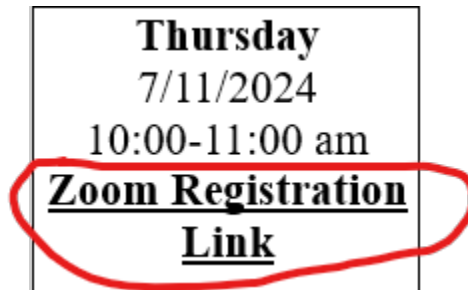
2. This will take you to a registration screen. Fill in the required information and click on "Register" as shown below.

My Webinar

Date & Time   Apr 9, 2024 09:00 AM in Arizona

AHCCCS

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.

Arizona Advisory Council on Indian Health Care

You have successfully registered

Please check the confirmation email sent to ████████**@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

My Webinar
View on Google Calendar

When	Tue Apr 9, 2024 9am – 10am (MST)
Where	https://ahcccs.zoom.us/w/88403859686?tk=cZF8pw_dwSIusjvl2BeMrxLpkHHq0qc7oBjWs_aFhmMDJWaC92MkFyRVhyWUFQSisrZz09&uuic
Who	Alison Lovell*

Yes   Maybe   No
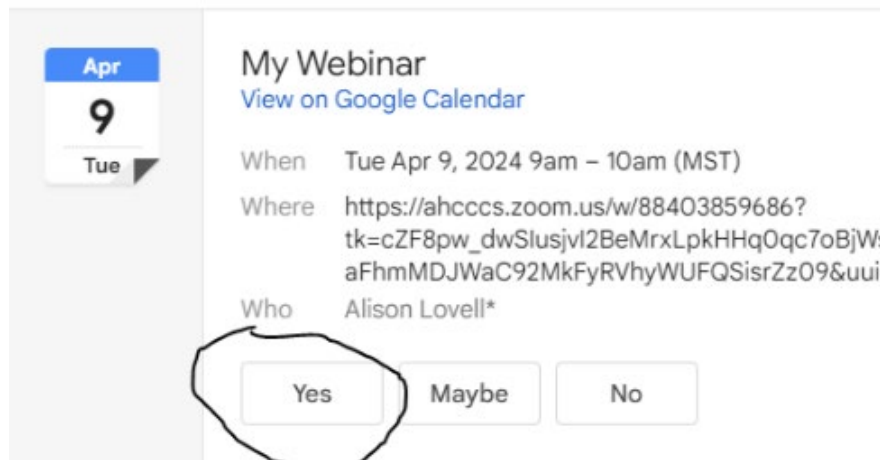
Screenshot 2

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 ███████@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.

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".

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".
  o 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.
  o 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".

avatar

Join Audio   Start Video
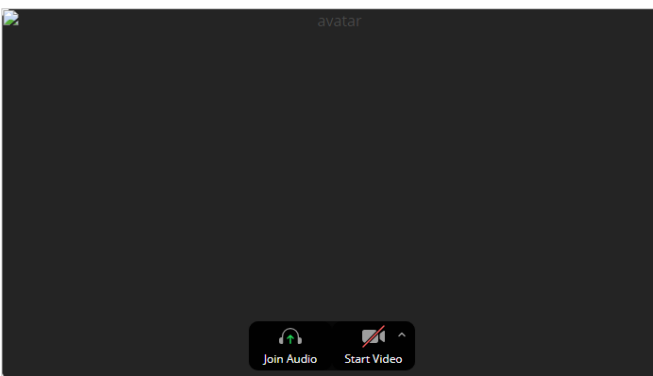
Enter Meeting Info

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.
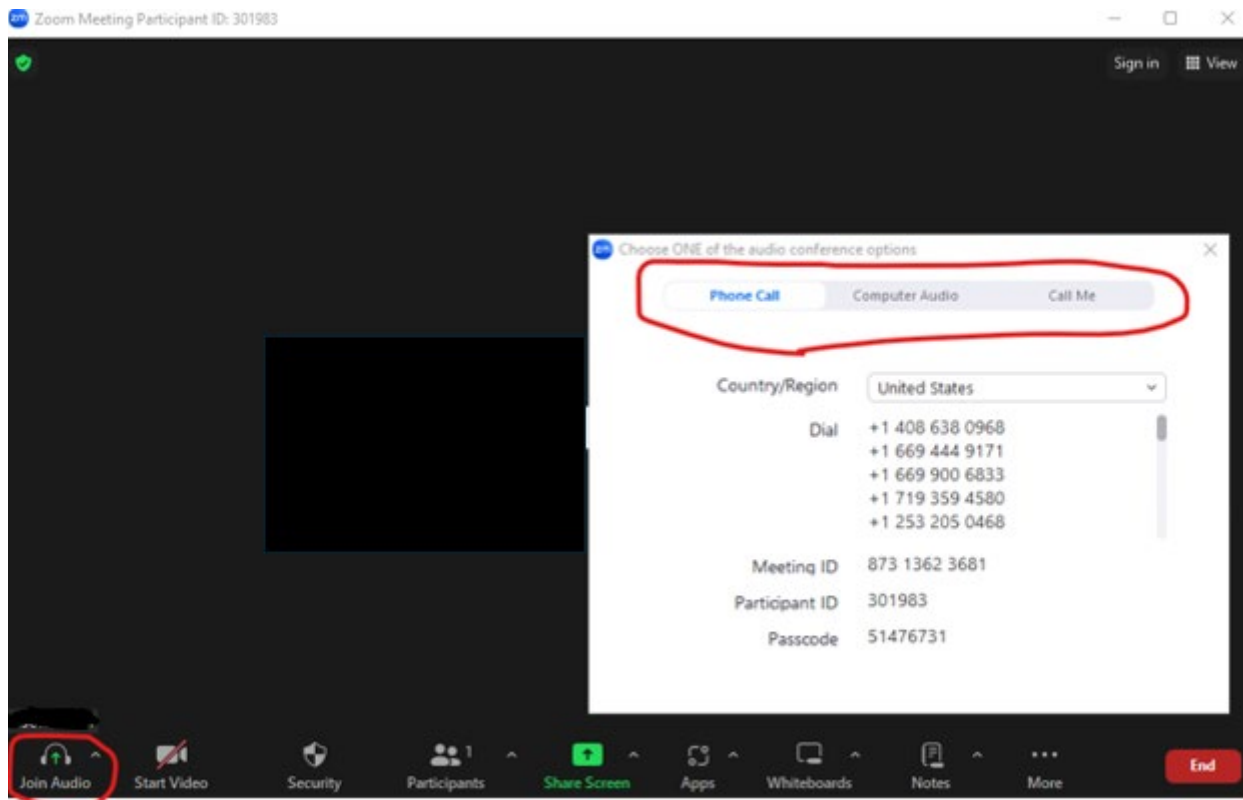
Congratulations! You are now in the meeting!

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.

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.

zm 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.

zm Choose ONE of the audio conference options ✕

| Phone Call | Computer Audio | Call Me |

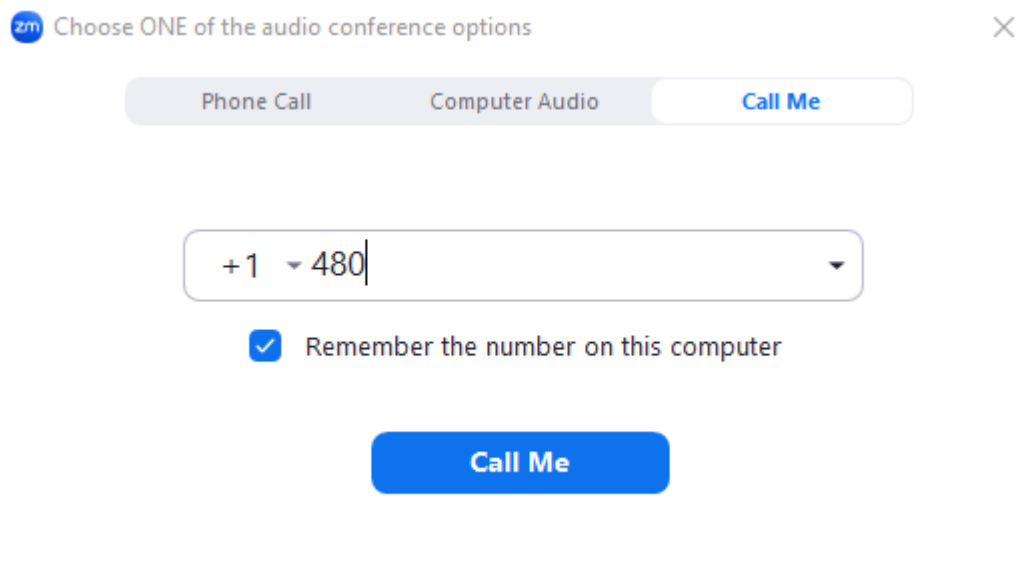**Join with Computer Audio**

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.


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.
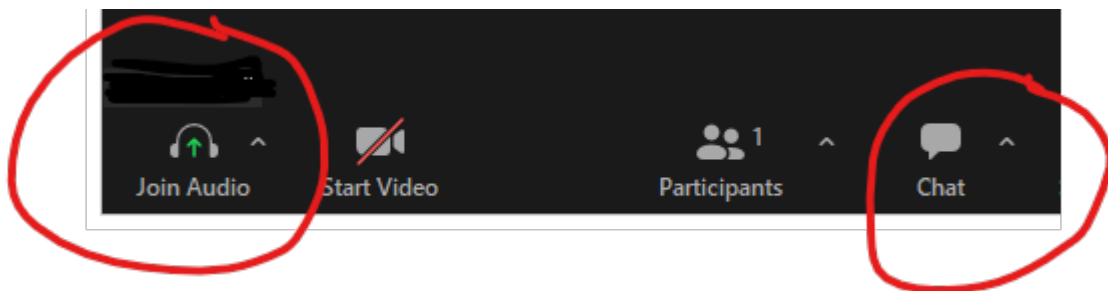
CHR Program Questions

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?