

Required Training

It is required that Behavioral Health contracted ACC/RBHA Providers must ensure that all staff who work in programs that support, oversee, or are paid by the Health Plan contract have access to Relias and are enrolled in the AzAHP Training Plans listed below. This includes, but is not limited to, full time/part time/on-call, direct care, clinical, medical, administrative, leadership, executive and support staff.

Exceptions:

- Any staff member(s) hired for temporary services working less than 90 days is required to complete applicable training at the discretion of the Provider.
- Any staff member(s) hired as an intern is required to complete applicable training at the discretion of the Provider.
- Any Independent Contractor (IC) is required to complete applicable training at the discretion of the Provider.
- Behavioral Health Hospitals
- Federally Qualified Healthcare providers (FQHCs), may request exemption from their contracted Health Plan(s). Exemptions may be granted on a case-by-case basis and will take into account the following: Portion of AHCCCS Members enrolled in the network and served by that provider, geographic area serviced, and number of other service providers in the surrounding area.
- Housing Providers
- Individually Contracted Practitioners
- Prevention Providers
- Transportation Providers

AzAHP – Core Training Plan (90 Days)

1. **Welcome to Relias (Due within 7 days of hire date)**
2. ***AHCCCS – Health Plan Fraud (0.75hrs)**
3. ***AHCCCS – NEO – Rehabilitation Employment (0.5hrs)**
4. ***AzAHP – AHCCCS 101 (2.0hrs)**
5. ***AzAHP – Client Rights, Grievances and Appeals (1.25hrs)**
6. ***AzAHP – Cultural Competency in Health Care (1.0hrs)**
7. ***AzAHP – Quality of Care Concern (1.0hr)**
8. **Corporate Compliance: The Basics (0.5hrs)**
9. **Customer Service (0.5hrs)**
10. **Ethical Decision Making: The Basics (0.5hrs)**
11. **Integrating Primary Care with Behavioral Healthcare (1.25hrs)**
12. **Personalized Learning: Understanding the HIPAA Regulations**

The above Training Plan is set to auto-enroll all NEW Relias users in your system who have been assigned one (or more) of the 7 Health Plans under the “Plan” field in their user profile. If the employee hired has a previous account under another agency, please ensure that you have their transcripts transferred ([Job Aid](#)).

AzAHP – Core Training Plan (Annual)

1. **Personalized Learning: Understanding the HIPAA Regulations Due: January 31st**
2. **Ethical Decisions Making: The Basics (0.5hrs) Due: March 31st**
3. **Abuse and Neglect: What to Look For and How to Respond (1.5hrs) Due: April 30th**
4. **Corporate Compliance: The Basics (0.5hrs) Due: May 31st**
5. ***AzAHP – Cultural Competency in Health Care (1.0hrs) Due: June 30th**
6. ***AHCCCS – Health Plan Fraud (0.75hrs) Due: October 31st**
7. ***AzAHP – Quality of Care Concern (1.0hr) Due: December 31st**

The above Training Plan is set to auto-enroll all Relias users in your system who have been assigned one (or more) of the 7 Health Plans under the “Plan” field in their user profile.