

# Quarterly Newsletter

## CENTERED SPIRIT PROGRAM



### Here's what has happened in the last month and what's to come!

Welcome to CSP's Quarterly Newsletter! Where we post our community events, CSP Group Calendars, and introduce you to new staff on board and spotlight a new program to introduce you to our CSP family!

January is Mental Health Month. As we enter the new year, we think about new resolutions to make, new outlook on life, and looking forward to whatever comes our way. Remember that our emotional and psychological well-being is just as important as our physical health.

February is Children's Mental Health Awareness Day. An estimated 1 in 5 youth has a diagnosable mental, emotional, or behavioral disorder. Yet, many do not receive the help they need. And these mental health challenges can significantly impact their ability to learn and develop. Centered Spirit offers services to Tribal Members from 0 to 25 years old on the Child and Family Team. Services include individual

therapy, family therapy, various groups, and several events throughout the year.

March 30th is World Bipolar Day. This day is to raise global awareness about bipolar disorder and its impact. Bipolar disorder is a mental illness that causes dramatic shifts in a person's mood, energy and ability to think clearly. People with bipolar, experience high and low moods-known as mania and depression-which differ from the typical ups-and-downs most people experience. If left untreated, bipolar disorder usually worsens. However, with a good treatment plan including psychotherapy, medications, a healthy lifestyle, a regular schedule and early identification of symptoms, many people live well with the condition.

#### In this newsletter you can expect:

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Behavioral Health Awareness Months

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Community Updates

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CSP Group Calendars

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Welcome new staff

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AHCCCS Information

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Staff Profile Spotlights

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## Community News

Sewa Uusim's We Embrace Life Suicide Prevention Program, hosted a conference entitled Protection & Healing on March 3rd&4th 2025. Our very own, Olivia Estrada, from the Crisis Team, was a part of the panel. She gave insight on the communities we serve that are in distress and see the Crisis Team on a walk-in basis as a community resource. CSP has been collaborating with PY Police and Fire since 2021. Creating this partnership with the two departments is crucial to identify the needs of our community that may have experience suicidal crisis's. Several CSP staff were able to attend this conference. Those who completed the QPR Training became certified and were presented a certificate. It was a great turn out open to the community and employees as well.



# CSP Group Calendars

**CENTERED SPIRIT, CHILD & FAMILY TEAM GROUPS- 2025**



Day	Activity	Location	Time	Facilitator
M	Seeking Safety		4-5:30	
T	Growing Through Grief	Location: Old Health Building Large Conference Room 7490 S. Camino De Oeste	4:00-5:00	Seeking Safety 4-5:30
W	White Bloom: Understanding the Purpose of Life	Location: Old Health Building Lobby 7490 S. Camino De Oeste	Ages 13-19 4:00-5:00	Art Therapy Ages 7-11 4:00-5:00
TH			Seeking Safety 4-5:30	Location: Centered Spirit 4367 W. Tetakusim Rd.
FR				For more information, please contact 520-879-6060

**Centered Spirit Program Guadalupe Weekly Group Calendar**

Mon.	Tue.	Wed.	Thu.	Fri.
		<p>ili Hamuchiam: Little Women</p> <p>Ages 7-11</p> <p>5PM-6PM</p>	<p>T'uhul Sevem- Girl's Group</p> <p>Adolescent Girls</p> <p>Ages 13-19</p> <p>6PM- 6PM</p>	<p>YEETE YO DINE: BOY'S GROUP</p> <p>ADOLESCENT BOYS</p> <p>AGES 12-18</p> <p>5PM- 6PM</p>

New Beginning Clinic 7490 S. Camino De Oeste TUCSON, AZ 85757

**COMING FIRST WEEK OF FEBRUARY 2025**

MONDAY MORNING		*OPTIONAL CURRICULUM		
0930-1030 am	Talking Circle	Christopher Flores	Wellbriety	Cultural Connection
1030-1130 am	Finance and Budgeting	Cassandra Figueroa	Wellness and Recovery	Healthy Life Style
TUESDAY MORNING		*OPTIONAL CURRICULUM		
0930-1030 am	Mindfulness	Anna Pena	Emotional Support	Cultural Heritage and Traditions
1030-1130 am	Safe Space	Adan Montijo	Stress management & relaxation	Job readiness and career development
WEDNESDAY MORNING		*OPTIONAL CURRICULUM		
0930-1030 am	Wellbriety	Christopher Flores	Cultural Connection	Talking Circle
1030-1130 am	Healthy Relationships / SAMHSA Anger Management	Nikki DeVito	Trauma-Focused CBT (TF-CBT)	Relationship building and Effective Communication
THURSDAY MORNING		*OPTIONAL CURRICULUM		
0930-1030 am	W.R.A.P	Anna Pena	Coverage for	Nikki DeVito
1030-1130 am	Acudetox	Michael Lidell	Outing →	Adan Montijo
Twice monthly Equine group @ Ranch - 0900 Departure - TBD & announced by instructor in timely manner for participants preparedness.				
FRIDAY MORNING		*OPTIONAL CURRICULUM		
0930-1030 am	Addiction awareness	Fernando Garcia	Peer Connections	Social gathering through Art and Music
1030-1130 am	Motivational interviewing	Christopher Torres	Mind over matter	Basic Life Skills
FURTHER INFORMATION AND INSTRUCTIONS				
*Optional Curriculum - Changed determined by Facilitator, added variety. Lynda Meyer will be running an afternoon group once a month, date to be determined and announced - Nutrition and healthy living, a road to recovery.				

## 2025 CSP Member Handbook

MAR TAKA NA'ASUKU  
PASCUA YAQUI  
**CENTERED SPIRIT PROGRAM**



Member Handbook  
2025



## Market Place News

### Alert: Unauthorized Agent and Broker Activity on ACA Marketplace

The Health Insurance Marketplace is seeing an increase in suspicious activity by some agents and brokers selling Marketplace coverage. This may include signing you up for coverage without your knowledge or switching you out of a plan you already have and into a new one.



Agents and Brokers are individuals and organizations that help enroll customers in coverage and plan payments from insurance plans.

#### What you need to know to protect yourself

- Agents and brokers **must get your permission** when signing you up or making changes to your insurance plan.
- Health insurance ads on social media or elsewhere that offer you cash gifts or other perks, could be a scam. Don't give out personal information that might be used without your consent.
- Use trusted, official sources to find legitimate help comparing and enrolling in Marketplace insurance. Go to "find local help" on [HealthCare.gov](https://www.healthcare.gov) or call the Marketplace Call Center at 1-800-318-2596 to find help in your area.

#### What to do if you suspect changes were made on your account

- You may discover a potential problem with your coverage when you get mail or a call, or visit the doctor and try to use your insurance.
- If you believe you were enrolled in or switched to a plan without your knowledge, call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-888-4325) or our official Marketplace representatives can resolve any coverage issues. Wait times are low and a representative will be able to help answer your questions.

#### How the Marketplace can help

- If the Marketplace representatives determine you have been enrolled or had your plan switched without your knowledge, our representatives can work with your insurer and the Internal Revenue Service (IRS) to:
- Make sure the unauthorized plan is cancelled
  - Make sure you're reenrolled in a plan that you choose
  - Have inaccurate costs repaid to you
  - Get corrected tax forms.

Health Insurance Marketplace



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## Welcome New Staff

Welcome



**FELIPE FLORES**  
**PEER SUPPORT AIDE SEP**  
**TRANSFER TO NEW**  
**BEGINNING**

**FRANCINE VALENCIA**  
**PATIENT SUPPORT TECHNICIAN**

## A Few Notes To Remember



**Veronica Register**  
**BHC 1**  
**Crisis Program**

**NAIDELYN ALVAREZ**  
**PATIENT SUPPORT TECHNICIAN**

- We currently have job openings. Please click this link:
- CSP Employee Family Fun Day coming up April 26th. Please see a TBC member for more info

[Job Opportunities | Sorted by Job Title ascending | Career Opportunities](#)

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# Important AHCCCS Information

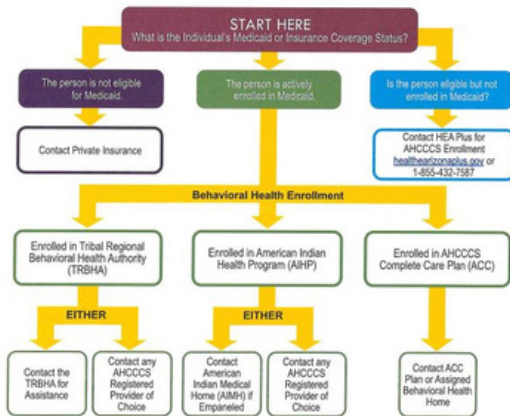


DOES THE INDIVIDUAL APPEAR TO BE AN IMMEDIATE DANGER TO SELF OR OTHERS?  
**CALL 911**

DOES THE INDIVIDUAL APPEAR TO BE IN NEED OF MENTAL HEALTH ASSISTANCE RIGHT AWAY?  
**SEE CRISIS NUMBERS ON PAGE 2**

## How to Access Behavioral Health Service for American Indian/Alaskan Native (AI/AN) Individuals

Regardless of insurance coverage, AI/AN individuals may always receive care at any Indian Health Service Facility, Tribally-Operated 638 Health Program, or Urban Indian Health Program (IUH). You may contact the nearest IUH for assistance with behavioral health needs or referrals. Individuals may also access crisis services regardless of insurance coverage.



See page 2 for resources and contact information.

## False Claims Act Information

**Purpose of the Deficit Reduction Act (DRA):** to eliminate Fraud, Waste, and Program Abuse in Medicaid.

**False Claim Act (FCA):** also known as the "Lincoln Law", dates back to the Civil War. The original law included "qui tam" provisions that allowed private persons to sue those who defrauded the Government and receive a percentage of any recovery from the defendant. The FCA covers fraud involving any federally funded contract or program, with the exception of tax fraud.

Liability for violating the FCA: Three times the dollar amount that the Government is defrauded and civil penalties of \$5,500 to \$11,000 for each false claim.

How and when can an individual receive an award for blowing the whistle under the FCA? You must file a qui tam lawsuit, informing government is not enough. The whistleblower that files a False Claims Act suit receives an award only if, and after, the Government recovers money from the defendant as a result of the lawsuit. An individual can receive money for filing a qui tam lawsuit. The award may be between 15 to 30 percent of the total recovery from defendant. The whistleblower is protected under the FCA section 3730(h).

Phone numbers to report fraud, waste, and program abuse:

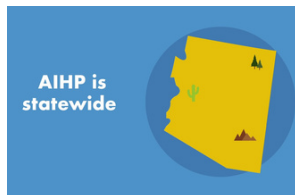
**Tucson CSP Office:** 520-879-6065

**Guadalupe CSP Office:** 480-768-2000

**CSP Corporate Compliance Officer:** 520-879-6092

**AHCCCS Member Fraud Line:** 602-417-4193 or 1-888-487-6686

The Centered Spirit Program would like you to help us stop fraud, waste and program abuse. If you have information regarding a member or provider who has been dishonest with us in order to receive CSP services or Benefits we ask you to contact one of the following: CSP Office: 520-879-6065, Guadalupe 480-768-2000 Corporate Compliance Officer, Network Services 520-879-6092 AHCCCS Member Fraud Line 602-417-4193 or 1-888-487-6686. **DEFINITIONS FRAUD:** an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal, State, or Tribal law. **WASTE:** is overutilization of services or other practices that, directly or indirectly, result in unnecessary costs to the health care system. **ABUSE:** A CSP Staff who's practice is not consistent with business or medical practices, and result in an unnecessary cost to the Program, or in reimbursement for services that are not medically necessary or fail to meet professionally recognized standards for health care. It also includes members who's services in an unnecessary cost to the Program. **ABUSE OF MEMBER:** any intentional, knowing or reckless infliction of physical harm, injury caused by negligent acts or omissions, unreasonable confinement, emotional or sexual abuse, or sexual assault.



## AHCCCS Health Insurance Information

What does AHCCCS cover?  
 Depending on the program, AHCCCS Health Insurance may cover:

- Doctor's Visits
- Specialist Care
- Transportation to Doctor
- Hospital Services
- Emergency Care
- Pregnancy Care
- Podiatry Services
- Surgery
- Immunizations
- Physical Exams
- Behavioral Health
- Family Planning
- Lab & X-rays
- Prescriptions
- Dialysis
- Eye Exams & Glasses
- Dental Services
- Hearing Aids & Exams

What is AHCCCS Health Insurance?

AHCCCS Health Insurance was established by the State of Arizona to provide Health Care to Arizona residents.  
[www.azahcccs.gov](http://www.azahcccs.gov)

How do I apply for AHCCCS Health Insurance?

- In person  
 7490 S. Camino De Oeste  
 Walk-ins welcome Monday, Wednesday, Thursday, and Friday between the hours of 8:00AM-10:45AM and 1:00PM-3:45PM. Closed on Tuesdays.
- On Line  
 Health-e-Arizona ([healthearizonaplus.gov](http://healthearizonaplus.gov))

## HIPAA Starts with You

- Protecting each person's privacy is a key part of quality care
- Privacy matters
- Protecting PHI is everyone's job, PHI is not everyone's business
- To access records one must have a business need to know
- Respect the privacy of our patients/clients



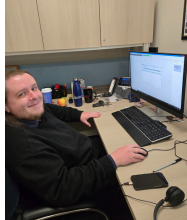
### Provider Advocacy

The PY TRBHA Centered Spirit Program encourage it's Providers and subcontracted Providers to advise or advocate on behalf of the behavioral health recipient for the following:

- Behavioral Health Recipient's health status, medical care or treatment options, including any alternative treatment that may be self-administered.
- Information the Behavioral Health Recipient needs to decide among treatment options.
- Risks, benefits and consequences of treatment of non-treatment
- Behavioral Health Recipient's right to participate in treatment decisions regarding his or her behavioral health care, including the right to refuse treatment.

# Spotlight

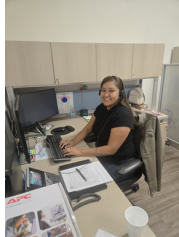
## HIM Informatics



FROM LEFT TO RIGHT;  
LUC, CRYSTAL, AND MICHAEL

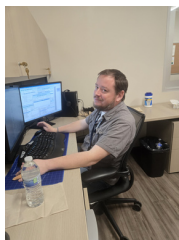
### Luc LeFrancois:

Hello! My name is Luc LeFrancois, and I am the Clinical Application Coordinator for Centered Spirit Program. My role consists of assisting multiple departments and programs with Claimtrak, Methasoft and other EHRs through reporting and troubleshooting issues when they do arise. I am the supervisor for the HIMs department in Centered Spirit Program, which includes the CSP branch of IT. I began as the CSP Training Coordinator and utilize an educational skillset to train employees about Claimtrak and other EHRs to improve and streamline their day-to-day workflow. My favorite thing about working for Centered Spirit Program is to come in everyday and learn something new and challenging, and to assist in any way possible.



### Crystal:

My name is Crystal Mendez, I am the Applications Support Analyst for Centered Spirit. Since starting in September of 2024, I have very much enjoyed being a part of the team. My favorite part, the Food! :D All jokes aside my favorite part is seeing the pride each of you take in helping, clients and the program. I have many, many years of IT experience, along with my AA in Network Administration from Pima Community College. I am glad to put my knowledge to use here at CSP. I enjoy my role in helping to make your IT needs and troubles less daunting.



### Michael:

Hey everyone, My name is Michael Johnson, I have three kids that are my life. I graduated from the U of A in 2014 with my bachelor's degree. I am a huge nerd. I am the Clinical Applications Analyst for CSP. I am a recent hire and have been acclimating myself to all the new clinical systems that I will help support. I am excited to get to take on additional roles and responsibilities. I love to be challenged. Don't hesitate to reach out to me if you are having an issue with Claimtrak. I look forward to expanding my knowledge of Methasoft, RPMS and the other systems. I can't wait to get to know everyone better.

*Thank you for reading!*

CENTERED SPIRIT PROGRAM	520-879-6060
<a href="https://www.pascuayaqui-nsn.gov/health-services/centered-spirit/">https://www.pascuayaqui-nsn.gov/health-services/centered-spirit/</a>	4567 W. Tetakusim Rd Tucson, AZ 85757