



Welcome to training for: The Inpatient Treatment and Discharge Planning for Individuals Living with a Serious Mental Illness

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

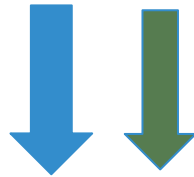
Please use the chat feature for questions or raise your hand.



Thank you.

Zoom Webinar Controls

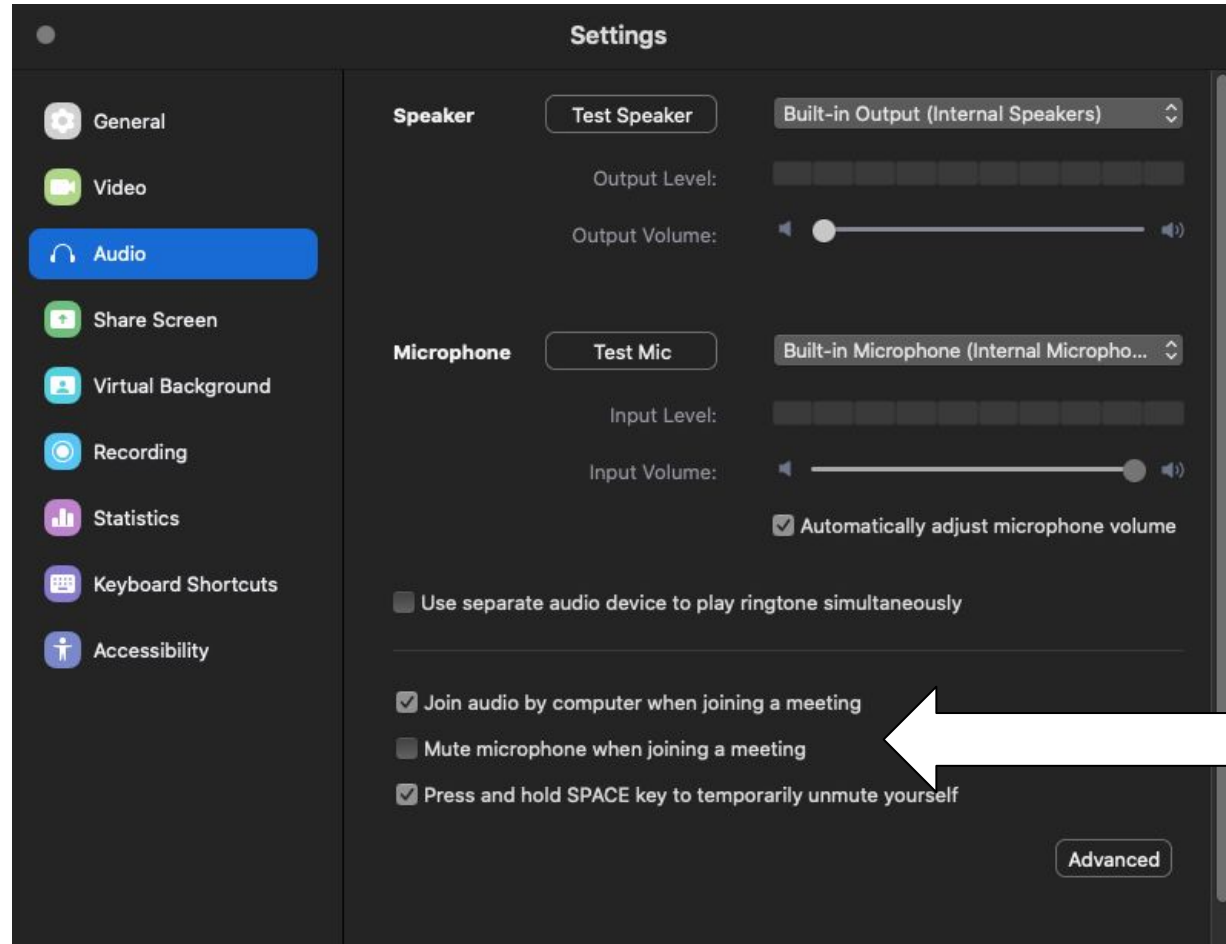
Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.

A screenshot of the Zoom control bar and its audio settings menu. The control bar is dark grey and contains icons for 'Chat' (speech bubble), 'Raise Hand' (hand), and a red 'Leave' button. The 'Select a Speaker' menu is open, showing options: 'Same as System', 'Built-in Output (Internal Speakers)' (checked), 'Test Speaker & Microphone...', 'Leave Computer Audio', and 'Audio Settings...'. A white arrow points from the 'Audio Settings...' option to the 'Audio Settings' button in the bottom left corner of the Zoom interface.

Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' selected and highlighted in blue. The main content area is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for the output device (set to 'Built-in Output (Internal Speakers)'), an 'Output Level' indicator, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for the input device (set to 'Built-in Microphone (Internal Micropho...)'), an 'Input Level' indicator, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are several checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). An 'Advanced' button is located at the bottom right of the settings panel. A white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

Settings

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Tips for successful ZOOM PARTICIPATION



MUTE your mic
when you're not
speaking



BACKGROUND
NOISE watch when
turning on mic



Limit the
DISTRACTIONS
around you



Look at the
CAMERA
not your screen



PREPARE & queue
docs or links that
you plan to share



Stay FOCUSED by
not texting or side
conversations



Use GALLERY
VIEW to see all
participants



Use CHAT to ask
questions or share
resources



The Inpatient Treatment and Discharge Planning (ITDP) Process for Individuals Living with a Serious Mental Illness.

Presented by:

The Office of Human Rights (OHR)

The Office of Individual and Family Affairs (OIFA)

AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR)

September 22, 2022

Agenda

- ❑ Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Inpatient Treatment and Discharge Planning Process
- ❑ Why is the ITDP Important?
- ❑ Rights While Inpatient
- ❑ Navigating the Rights of Individuals with a Serious Mental Illness
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources



[AHCCCS Acronyms Guide](#)



Overview

Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Alex Demyan

DCAIR Deputy Assistant Director

DCAIR Departments

The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our members, family members and other stakeholders. These areas are very important as they ensure the voice of the community is heard.

DCAIR includes:

Office of Individual and
Family Affairs (OIFA)

Office of Human Rights
(OHR)

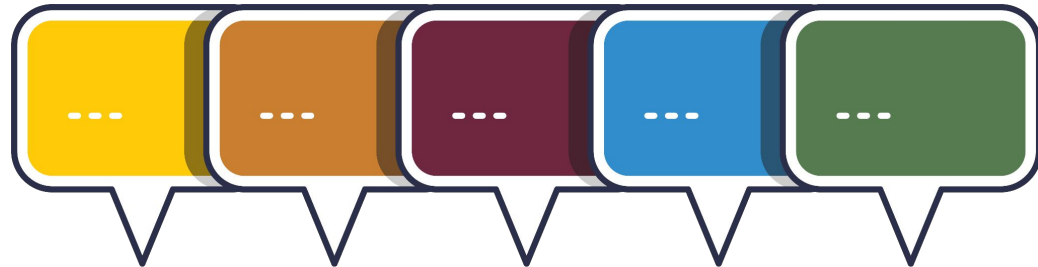
Office of Federal
Relations and
Communications (FRAC)

DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from members, families, providers, and stakeholders. We also facilitate or participate in workgroups & committees to address health care needs including:

- Behavioral Health Planning Council
- Arizona Council of Human Service Providers
- OIFA Advisory Council
- The State Medicaid Advisory Committee

See the [AHCCCS Community Events Calendar](#) for more public events.





Overview

The Office of Human Rights (OHR)

John Pizzo

OHR Advocate II

The Office of Human Rights

Mission Statement

Providing advocacy to individuals living with a Serious Mental Illness (SMI) to help them understand, protect and exercise their rights, facilitate self-advocacy through education and obtain access to behavioral health services in the public behavioral health system in Arizona.



Special Assistance

Special Assistance is a term used to describe additional supports reserved for those with a SMI who are determined by the clinical or inpatient team and meet specific criteria.

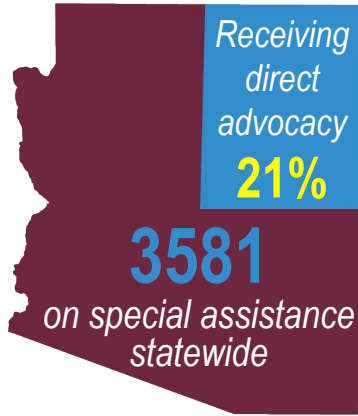
Members living with a SMI are to be assessed to see if they meet criteria in accordance with R9-21-101(B)(13) of [the Arizona Administrative Code](#).

Many individuals have a family member or natural support that will meet the special assistance needs and OHR will assign an advocate if there is not anyone available to meet the individual's needs.

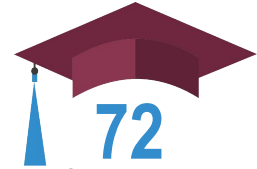
[AHCCCS Policy: Special Assistance for Members with a Serious Mental Illness](#)



Office of Human Rights 2022 Year-to-Date Highlights



10,502
member engagements



72
successful graduations for
members to advocate on their own

65
transitions to natural supports!

OHR participated in . . .



178 hospital discharges statewide



14 jail discharges statewide.

OHR was able to assist . . .



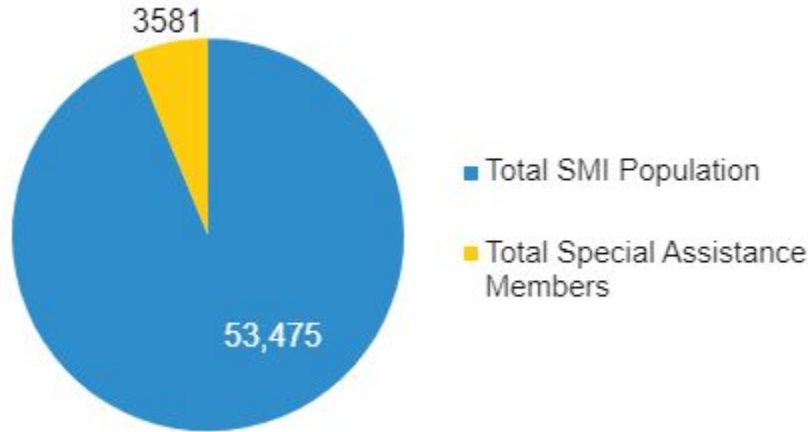
77 members to avoid homelessness



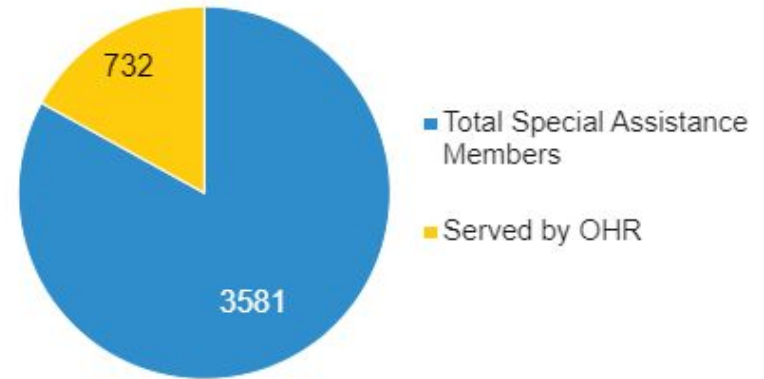
67 members to a lower level of care,
promoting least restrictive environment.

Special Assistance Data as of September 1, 2022

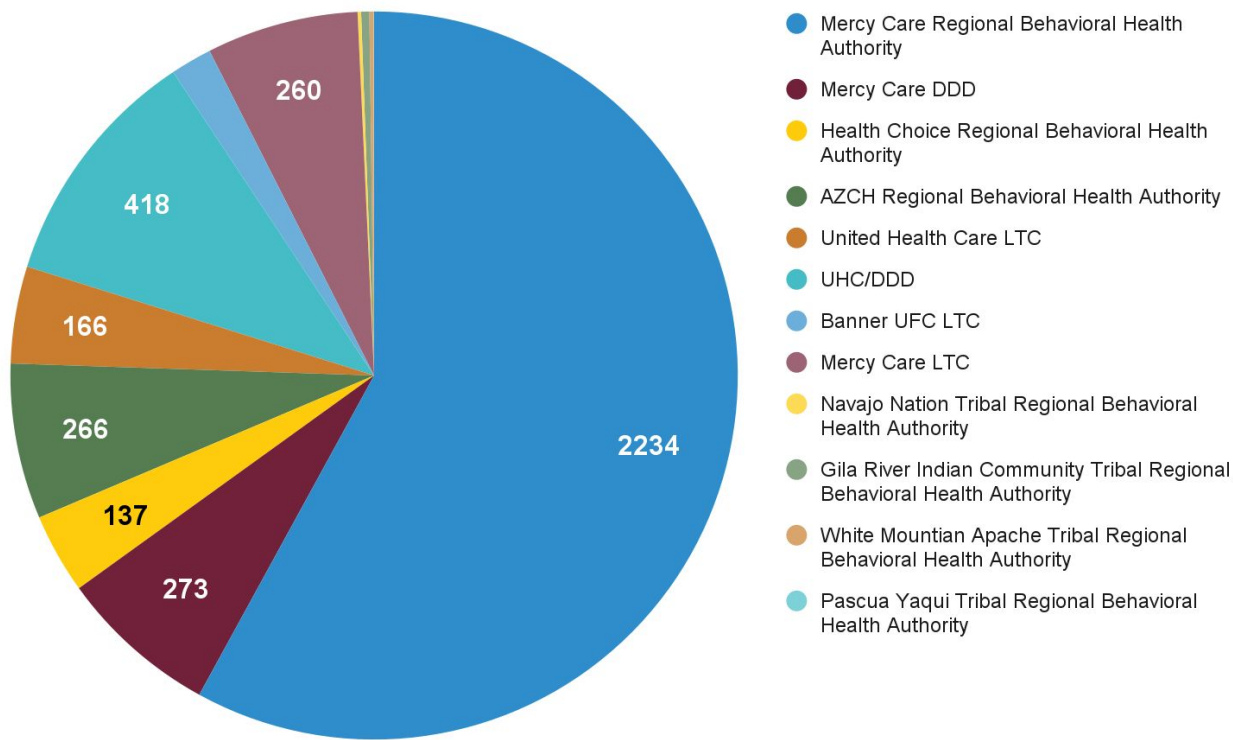
SMI Population and Special Assistance



Special Assistance Served by OHR



Special Assistance Members by Health Plan





Inpatient Treatment and Discharge Plan (ITDP) Process for Individuals Living with a Serious Mental Illness

Lia Ballesteros
OHR Lead Advocate

What is an ITDP?

The following definitions are in accordance with Arizona Administrative Code for the rights of individuals living with a serious mental illness:

- **“Inpatient treatment and discharge plan” or “ITDP”** means the written plan for services to a client prepared and implemented by an inpatient facility.
- **“Discharge plan”** means a hospital or community treatment and discharge plan prepared.
- **“Inpatient facility”** means the Arizona State Hospital, the County Annex, or any other inpatient treatment facility registered with or funded to provide behavioral health services, including psychiatric health facilities, psychiatric hospitals, and psychiatric units in general hospitals.

[Arizona Administrative Code](#)



Process Overview



- Discharge planning shall begin at the time of admission.
- Every individual with a SMI at an inpatient facility must have an ITDP, also known as “discharge plan.”
- A preliminary ITDP must be developed within three days and a full ITDP within seven days after admittance to the facility.*

This process is in accordance to [the Arizona Administrative Code R9-21-312](#)

*Where a person’s anticipated stay is less than seven days, a preliminary ITDP must be developed within one day and a full ITDP within three days of admission.

ITDP Meeting

- The ITDP must be developed by the inpatient facility's treatment team, the case manager and other members of the clinical team, with the person's fullest participation and with participation from any designated representative and/or guardian.
- The ITDP shall be written in language which can be easily understood by a lay person.
- Effectively communicate needs, strengths, goals, and preferences for services.



ITDP Meeting



- The ITDP meeting shall include discussion of the following:
 - review of the Individual Service Plan's (ISP) long term view,
 - current goals & objectives,
 - the Individual's preferences regarding services, and
 - services that need to be in place **before** discharge.
- The person or guardian has the right to accept or reject the ITDP, request other services, or appeal the ITDP or any aspect of the ITDP.

Developing the ITDP

- The case manager is responsible to ensure that each inpatient facility develops an ITDP that is integrated and consistent with the Individualized Service Plan (ISP) and includes the following:
 - Individual's preferences, strengths, and needs,
 - A description of the most appropriate and least restrictive to meet the needs,
 - Short-term objectives that lead to attainment of overall goals,
 - Expected dates of completion for each objective,
 - Persons responsible for each objective, and
 - Services that maximize the person's strengths, independence, as well as a plan for person's discharge and integration into the community.

After the ITDP Meeting

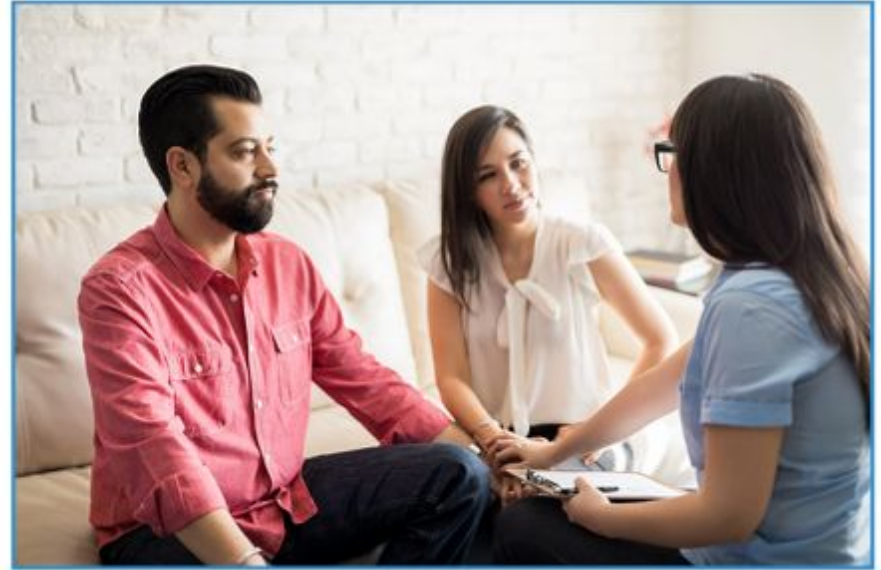


This process is in accordance to [the Arizona Administrative Code R9-21-312](#)

- Within three days of the ITDP meeting, the inpatient treatment team coordinator shall prepare and distribute the ITDP.
- The case manager shall present the ITDP to the individual, the designated representative and/or guardian if applicable.
- The ITDP shall be mailed or otherwise distributed to the person's designated representative and guardian, if any, case manager, members of the outpatient clinical team and inpatient facility's treatment team.

After Discharging from the Hospital

- The clinical team, with the assistance of the inpatient facility's treatment team, shall be responsible for implementing the plan for the person's discharge.
- The case manager shall:
 - meet with person within five days after discharge to ensure that the plan is being implemented



Post Discharge

3
Days

A post-discharge follow-up call to the member/Health Care Decision Maker (HCDM), Designated Representative within three business days of discharge to confirm the member's well-being and the progress of the discharge plan according to the member's assessed and anticipated clinical (behavioral and physical health) and social needs,

7
Days

Discharge planning, coordination, and management of care shall include but are not limited to:

a. Follow-up appointment with the Primary Care Provider (PCP) and/or specialist within seven business days,

Read more about the AHCCCS policy for [Utilization Management](#) for more discharge information.



Why is the ITDP Important?

Brenda Morris
OHR Bureau Chief

The Importance of the ITDP

- The ITDP is a right for individuals living with a serious mental illness.
- It identifies services that maximize strengths, independence and integration into the community.
- It belongs to the individual receiving the services and should be centered on their needs.
- It is used to enforce the services and as a tool for the formal SMI grievance and appeal process, which is also a right.

The ITDP Supports Recovery and Outcomes

- It maintains achievements during the course of treatment while inpatient,
- It promotes continuity of care between the outpatient and inpatient teams,
- It ensures appropriate referrals to outpatient care settings,
- It provides a pathway to meeting additional needs such as housing, employment, and the need for supplemental security income,
- It increases successful outcomes by having supports in place that may decrease relapses or re-admissions,
- It encourages the team approach and integrated care,
- It ensures the individual's right to receive services that are adequate, appropriate, consistent with their individual needs, and least restrictive, and
- The ITDP is the basis of the services and **MUST** include member choice and voice.



Navigating the Rights of Individuals Living with a Serious Mental Illness

You Have Rights While Inpatient*

- Right to wear your own clothing and to keep and use your personal possessions**
- Right to give informed consent for medication (unless you are under a court order for treatment (COT) or due to an emergency, when staff can force you to take a medication. Read more about the AHCCCS policy for [Seclusion & Restraint](#). **
- Right to be free from unnecessary or excessive medication
- Right to be free from unlawful discrimination on the basis of race, creed, religion, sex or physical or mental disability
- Right to be informed of your rights in a language and in terms you best understand, and
- Right to be assisted (at your own expense) by an attorney or designated representative and the right to meet in private
- AHCCCS has an [Educational Document](#) for inpatient rights and the ITDP process

*General or limited guardianship may affect these rights. Look at the specific court order for details.

**Keep in mind that the facility can place reasonable restrictions on these rights.

Navigating SMI Rights

There are several ways individuals can protect their SMI rights:

- Informal approach (provider),
- Complaint,
- Appeal, and/or
- Grievance.

Staff **cannot** retaliate against a person for self-advocating and/or using the processes in place to address problems.

R9-21-203.A.8

The SMI Grievance and Appeals Process

SMI Grievance: A complaint that is filed by an individual with a Serious Mental Illness (SMI) designation or other concerned individual alleging a violation of an SMI member's rights or a condition requiring an investigation.

SMI Appeal: A request for review of an adverse decision by a Contractor or AHCCCS.

[Arizona Administrative Code-Article 4: Appeals, Grievances and Requests for Investigation](#)

Action Initiated by the OHR	Total Y-T-D as of September 7, 2022
<i>SMI Grievances</i>	144
<i>Potential Quality of Care (QOC)/referrals</i>	5
<i>SMI Appeals</i>	62
<i>Letters Noting Concerns (LNC)</i>	48

[Additional Actions by the Office of Human Rights](#)



Overview

The Office of Individual and Family Affairs (OIFA)

Susan Kennard
OIFA Bureau Chief

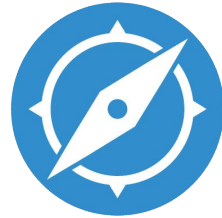
OIFA Mission

The Office of Individual and Family Affairs promotes **recovery, resiliency, and wellness** for individuals whose lives have been impacted by mental health and/or substance use challenges.



Office of Individual and Family Affairs (OIFA)

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping members and family members in the public health care system. OIFA is dedicated to three core areas:



Our actions, initiatives, and successes drive us toward our core goals.

Lived Experience



The OIFA office requires staff to have “lived experience.”

Behavioral health challenges have touched the lives of each member of the OIFA Team as peers and/or family members.

This lived experience provides us deeper understanding and empathy for members’ concerns and challenges.

Online Information and Resources

- OIFA Public Web Page (www.azahcccs.gov/oifa)
 - Events Calendar
 - Subscribe to the OIFA Weekly Newsletter
 - Feedback form
 - Resource page Links for Family Support, Peer Support, Foster Care, Stigma, and more.
 - Empowerment Tools

System Navigation Meetings



Fight Stigma

Discrimination can affect a person's willingness to seek or continue treatment for behavioral health challenges.

OIFA seeks to end stigma through:

- Talking openly about mental health,
- Educating on person-first language, and
- Role modeling by sharing our personal recovery journeys.



Member Voice and Education Events

 AHCCCS Community Forums

 Community Policy Workgroup

 AHCCCS Hot Topics

 Jacob's Law Training

 Healthcare System Navigation

View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCSalendar.html>



Advocacy Resources

Shannan Ortiz
OHR Lead Advocate

Self-Advocacy While Inpatient

- Attend ITDP meeting(s) and give input.
- Questions or concerns about treatment?
 - Talk with the social worker, nurse or patient advocate at the facility and explain the issue in detail.
 - Call the OHR at 1-800-421-2124 for assistance in understanding, exercising & protecting SMI rights.
 - File a grievance or appeal.
- The person can choose to accept or reject all or a part of the ITDP.
- If not in agreement with the discharge plan (ITDP), and the person and the team do not find a solution, the person can file an appeal.

Self-Advocacy While Inpatient



- When done correctly - and with the person's fullest participation - the ITDP will list specifically what is needed and ensure services to support recovery.

Some treatment planning decisions are made on behalf of individuals if they have a Health Care Decision Maker (HCDM), which is defined as: An individual who is authorized to make health care treatment decisions and is sometimes referred to as a guardian. [AHCCCS Contract and Policy Dictionary](#)

Advocate of the Day

The Office of Human Rights takes calls during business hours to provide technical assistance to anyone living with a serious mental illness. Technical assistance could include:

- Providing education and resources for behavioral health services in Arizona,
- Helping a person understand their rights as an individual living with a serious mental illness,
- Helping an individual to understand their treatment options, and
- Educating about the grievance and/or appeal process.

1-800-421-2124





AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website

Learn more about coronavirus (COVID-19)

AHCCCS
Arizona Health Care Cost Containment System

ENHANCED BY Google
Advanced search

HOME AHCCCS INFO MEMBERS/APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS?

Behavioral Health Contractor Changes Coming Oct. 1

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

[Notice of Non-Discrimination \(Aviso De No Discriminación\)](#)

Español Diné Bizaad Tiếng Việt 繁體中文 العربية Tagalog 한국어 Deutsch Srpsko-hrvatski 日本語 Français Русский

فارسی מודרנית Ndée

Hello there! I am AVA, your AHCCCS Virtual Assistant. How can I help you



News & Updates

A listing of current AHCCCS News & Updates.



Calendar

A list of upcoming events at AHCCCS



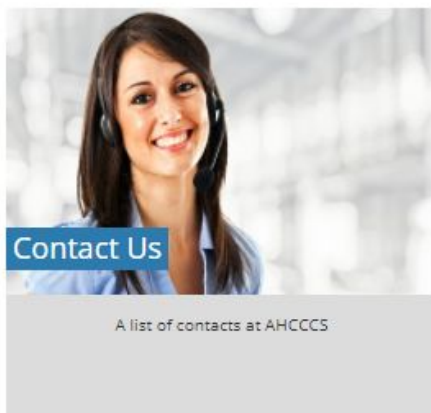
Having a Crisis?

A list of resources to assist you with getting the help you need



Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus



Contact Us

A list of contacts at AHCCCS



Public Notices

View demonstration projects, notices, meeting/hearing dates and provide comments



Oversight of Health Plans

- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Operational Reviews
- Quality and Performance Improvement
- Request to Lift Enrollment CAP



Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals
- County Acute Care Contributions



Health Plan Report Card



Reports

- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports



Solicitations & Contracts

- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Guides - Manuals - Policies

Training

- Fee-for-Service Provider Training
- MCO Provider Training



Grants

- Federal Funding Accountability and Transparency Act

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

Acronyms
 AHCCCS Programs
 Awards & Studies
 COVID-19 Information
 Description of AHCCCS Programs
 Director's Biography
 News & Press Releases
 Strategic Plan



Initiatives

AHCCCS Whole Person Care Initiative (WPCI)
 AHCCCS Complete Care
 Care Coordination & Integration
 Payment Modernization
 Health Information Technology (HIT)
 Private Sector Partners
 Targeted Investments
 Electronic Visit Verification
 Accessing Behavioral Health Services in Schools
 AHCCCS Works Community Engagement
 Program
 Emergency Triage, Treat and Transport (ET3)



Public Notices

Program Planning

Healthcare Advocacy

Mental Health First Aid
 Office of Human Rights
 Office of Individual and Family Affairs
 Resources for Foster/Kinship/Adoptive Families

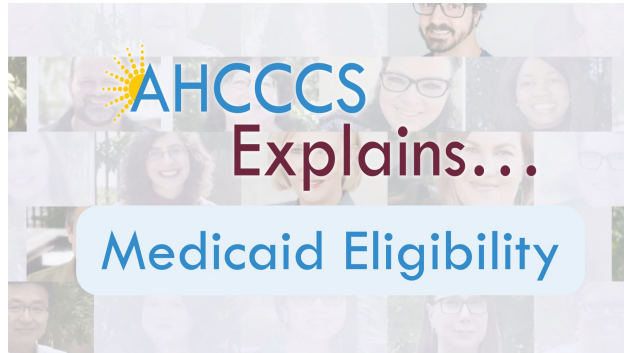


Committees and Workgroups

Transparency



Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

Health Plans, RBHA and TRBHA Contacts

Health Plans, RBHA or TRBHA	Customer Service	Webpage
Health Choice Arizona	1-800-322-8670	Health Choice of Arizona
Banner – University Family Care LTC	1-833-318-4146	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBA	1-520-562-3321	Gila River TRBHA
Pascua Yaqui TRBHA	1-520-879-6060	Pascua Yaqui TRBHA
Navajo Nation TRBHA	1-928 871-6000	Navajo Nation TRBHA
White Mountain Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA
Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)	1-844-770-9500	www.azdes.gov/ddd

Resources: Rule and Statutes

Arizona Administrative Codes:

[Rights for Members Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#)

Arizona Revised Statutes:

[Court Ordered Evaluation and Treatment-A.R.S. Articles 4 & 5, 520-544](#)

[Confidential Records-A.R.S. 36-509](#)

[Guardianship of Incapacitated Adults- Title 14, Chapter 5, Article 3](#)



Resources: Policies and Manuals

AHCCCS Medical Policy Manual (AMPM)

[Discharge Planning - AMPM 1020/Utilization Management](#)

[Special Assistance for Members with a SMI - AMPM 320-R](#)

[Behavioral Health Covered Services- AMPM 310-B](#)

[Medical Records and Communication - AMPM 940](#)

[Case Manager Requirements - AMPM 570](#)

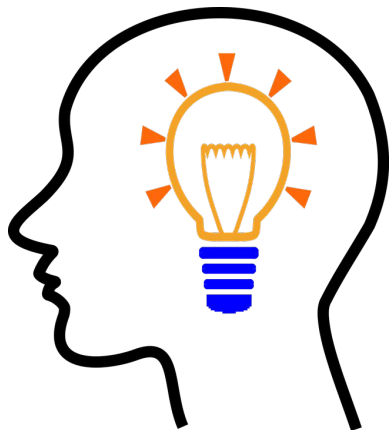
[Seclusion & Restraint - AMPM 962](#)

AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

[SMI Grievance and Investigations-ACOM 446](#)

[Appointment Availability and Transportation Timeliness-ACOM 417](#)



Additional Advocacy Resources

[AHCCCS OHR Webpage](#)

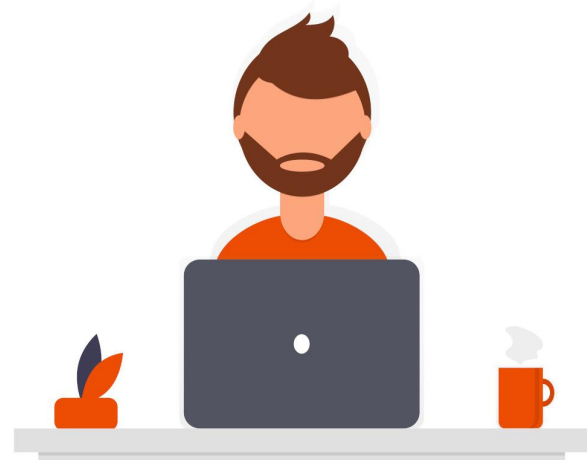
[AHCCCS OIFA Webpage](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)

[AHCCCS QM OHR Portal User Guide](#)





Upcoming Forums and Trainings

Brenda Morris
OHR Bureau Chief

Upcoming Forums and Events

OIFA System Navigation Event (September):

Tues., 9/27, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

AHCCCS Community Forum:

Mon., 10/17, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

OIFA System Navigation Event (October):

Tues., 10/25, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

Upcoming AHCCCS Advocacy Training

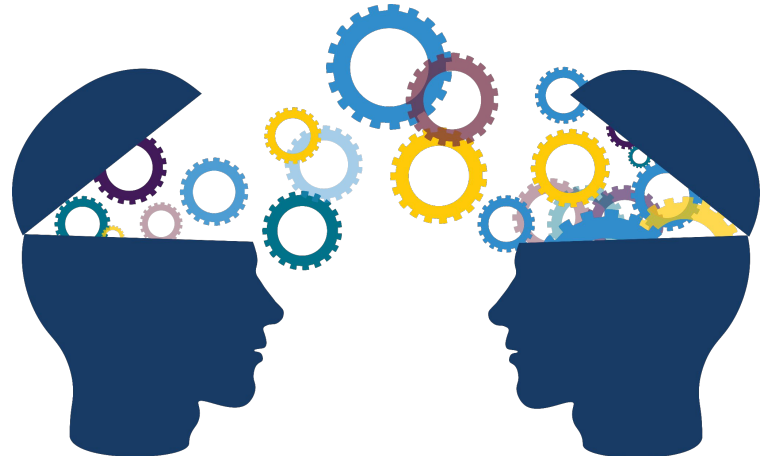
Register for upcoming trainings by clicking on the name of the course.

<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>	10/27/2022
<u>The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness</u>	12/8/2022
<u>Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness</u>	1/26/2023

Previous AHCCCS Advocacy Training

Click [here](#) to view previous trainings, including:

- Rights for Individuals Living with a Serious Mental Illness,
- COE/COT for Individuals Living with a Serious Mental Illness,
- The ISP and Why it Matters.



Follow & Support AHCCCS on Social Media

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LinkedIn

 YouTube

Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

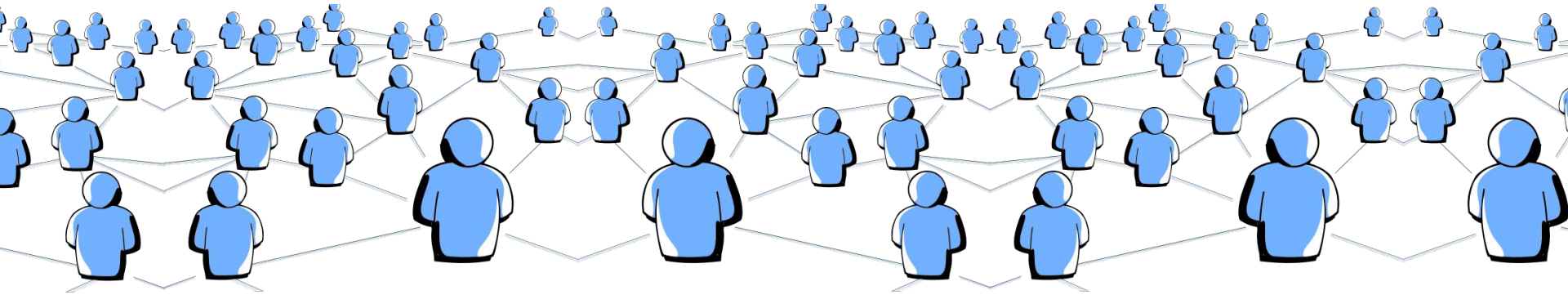
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)



Questions?



Thank you