



Welcome to training: Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness?

You were automatically muted upon entry.

Please only join by phone or computer.

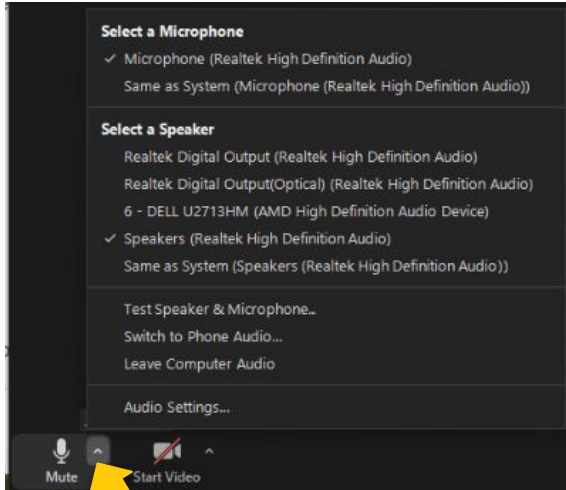
Please use the chat feature for questions or raise your hand.

Thank you.

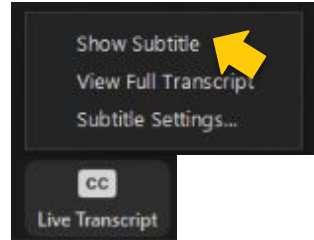
Zoom Webinar Controls

Navigating your bar on the bottom...

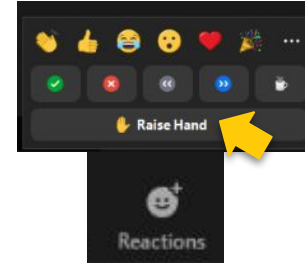
Audio Settings



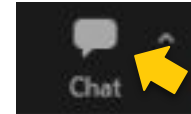
Turn on Closed Captioning



Raise Hand



Chat



KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings

Settings

Audio

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

Welcome!

What to expect during the training:

- Information regarding Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness,
- Real-time answers to Special Assistance questions in the chat, and
- Links to relative sources.

What to expect after the training:

- Concluding with Q&A session,
- Each participant will receive this presentation following the training,
- Contact information for the OHR for questions on other topics, and
- Each participant will receive a survey link.





Why Assess for Special Assistance 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)

January 23, 2024



Frequently Asked Questions

Who is in the audience?

Who can see my chats?

What if I don't want to talk during this meeting but would prefer to talk offline?

Why is this training based on AHCCCS policy and the Arizona Administrative Code?

Agenda

- ❑ Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness?
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)





Overview

Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Alex Demyan
DCAIR Assistant Director

DCAIR Departments

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

Office of Individual and Family Affairs (OIFA)

Peer and Family Support,
and Individual
Engagement

Office of Human Rights (OHR)

Advocacy for persons
with a Serious Mental
Illness

Federal Relations and Special Engagements Team (FRAS)

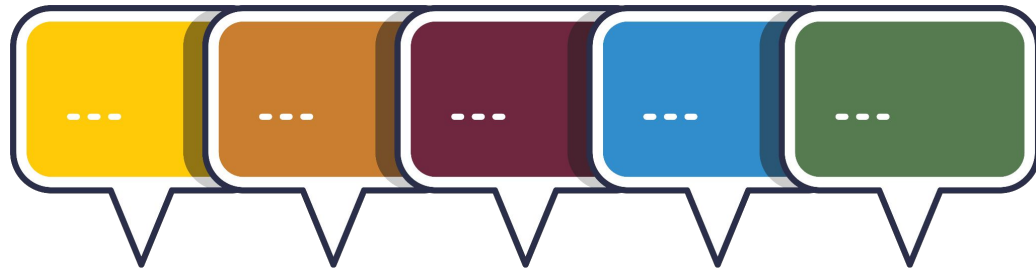
Waiver, State Plan, Tribal Relations

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.



Sources for Feedback

- Public comments on policy,
- Calls received by the Advocate of the Day (AOD),
- Q&A with the community, and
- Other departments at AHCCCS like OIFA.





Overview

The Office of Human Rights (OHR)

Darlene Barnwell, OHR Advocate

The Office of Human Rights

Mission Statement

The OHR Provides advocacy to individuals living with a 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.

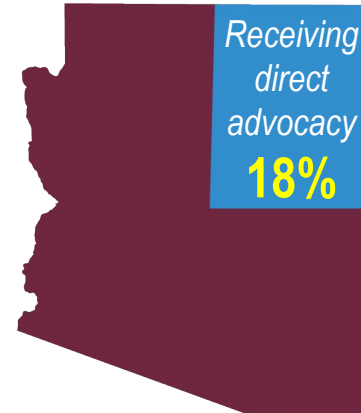
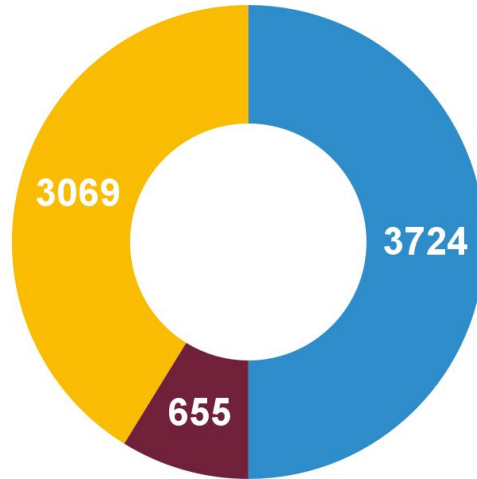


OHR Advocacy at-a-Glance



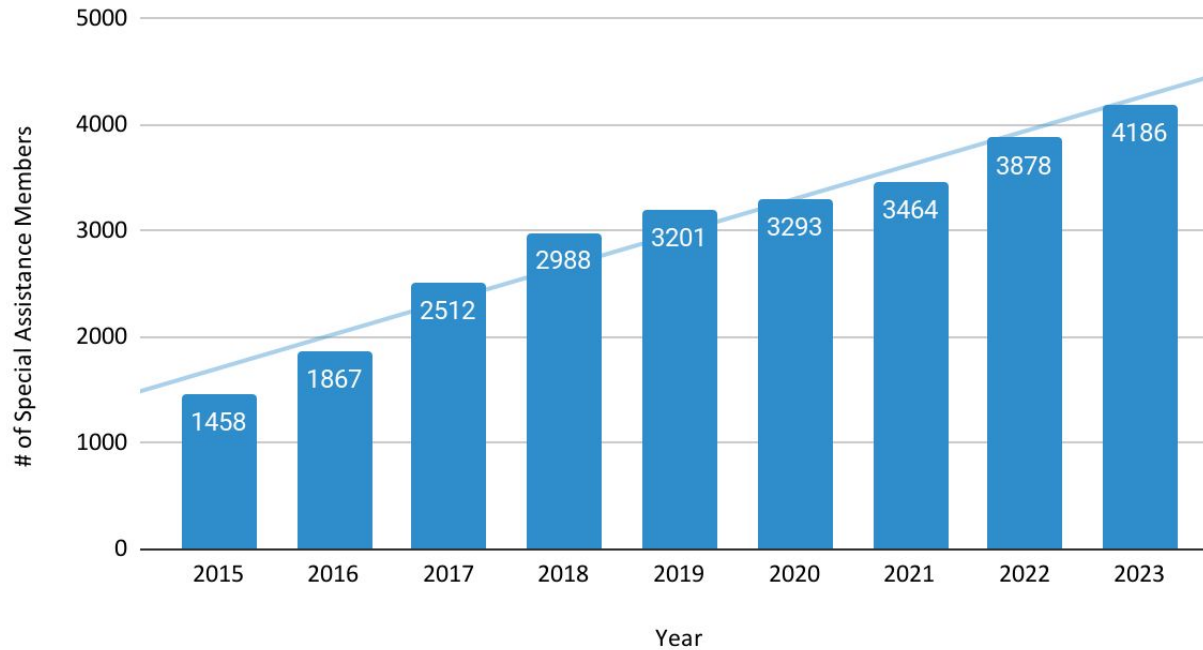
Special Assistance Data as of January 1, 2024

- Total Special Assistance Members
- Served Directly by OHR
- Served by natural support, guardian, other



Education Results in Growth

of Special Assistance Growth Trend





Special Assistance

Kisha Kimber, OHR Advocate

Special Assistance

The support provided to an individual designated with a SMI who is unable to articulate treatment preferences and/or participate effectively in:



- The development of the Individual Service Plan (ISP),
- Inpatient Treatment, and Discharge Plan (ITDP), and
- Grievance and/or appeal processes.

This is due to a cognitive or intellectual impairment and/or medical condition.

Special Assistance Criteria

- SMI determination,
- Has a court appointed guardian or,
- Unable to do any of the following:
 - Communicate preferences for services,
 - Participate effectively in service planning (ISP) or inpatient treatment and discharge (ITDP) planning, or
 - Participate effectively in the appeal, grievance, and/or investigation processes.



It is important to distinguish **unable** from **unwilling** while determining if a person meets criteria for Special Assistance. Resources on Special Assistance criteria are available on our [website](#).

Special Assistance Criteria

The description of the individual's limitations must be linked to one or more of the following categories:

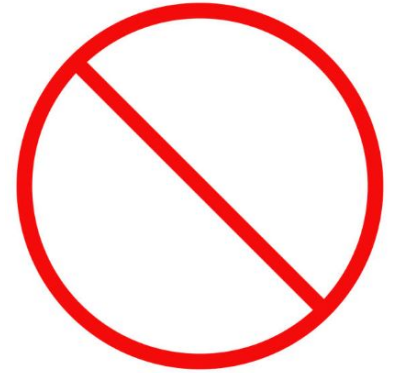
1. Cognitive barrier/limitation,
2. Language barrier,
3. Medical issue,
4. Intellectual capacity, or
5. Guardianship: individuals who are under a general (not limited) guardianship have been found to be “incapacitated” and automatically meet criteria.

Read more about Special Assistance criteria in the [AMPM 320-R](#).

What the Criteria is Not

Per AMPM 320-R, criteria shall not consider an individual who:

- Needs things explained in more basic terms,
- Is able but not willing to participate in treatment, service planning, ITDP, the appeal, grievance or investigation processes,
- Can speak and advocate for themselves but interpersonal issues make coordination of care and treatment planning challenging,
- Needs more regular and effective engagement from the treatment team, or
- Has a special need, (e.g., unable to read or write, needs an interpreter).



Who Can Assess for Special Assistance

Per [the Arizona Administrative Code](#) and [AHCCCS Medical Policy Manual 320-R](#) the following may determine an individual to be in need of Special Assistance:



- Qualified Clinician
- Case Manager
- Clinical Team
- Tribal Regional Behavioral Health Authority
- Regional Behavioral Health Agreement
- Program Director of a subcontracted provider
- AHCCCS Deputy Director
- Administrative Hearing Officer

When to Assess for Special Assistance

At a minimum, and ongoing, basis, member's designated with a Serious Mental Illness must be assessed for Special Assistance criteria and shall occur at the following stages:

- Assessment and annual updates,
- Development of, or update to the service plan,
- Admission to a psychiatric inpatient facility,
- Development of or update to an ITDP,
- Initiation of the grievance or investigation processes
- Filing of an appeal, and
- Existence of circumstances and/or other contributing factors which may be a basis for a grievance, an investigation, or an appeal.



Assessments and Notifications



- All individuals with a SMI designation must be assessed for Special Assistance.
- When an individual is identified as meeting criteria for Special Assistance, notification to the OHR is required within five business days.

[AHCCCS Medical Policy: Special Assistance for individuals with a SMI: AMPM 320-R](#)

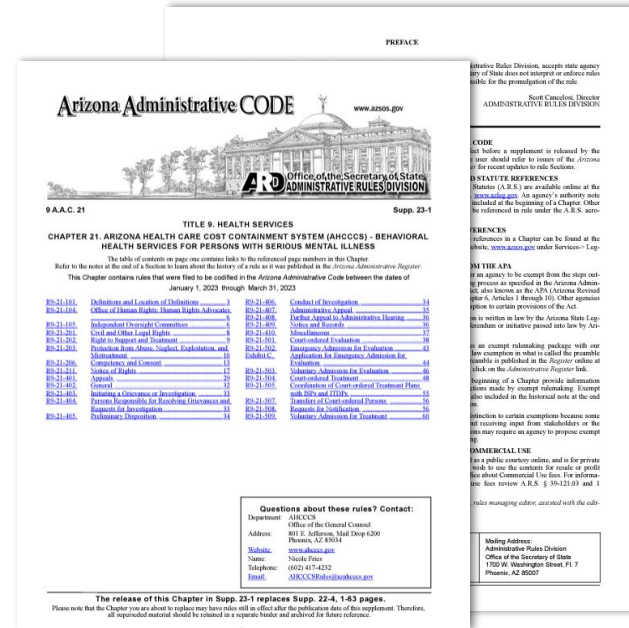


Why Assess for Special Assistance?

Andrea Sitter, OHR Advocate

Required by the Arizona Administrative Code

- In the public behavioral health system in Arizona, individuals living with an SMI have specific rights, including civil rights and other legal rights, in accordance with the Arizona Administrative Code for the [Rights for Individuals Living with a Serious Mental Illness](#).
- Assessing for Special Assistance is a right and requirement as specified in R9-21-301-C.1.A from the Arizona Administrative Code.



Required by AHCCCS Policy

- The [AHCCCS Medical Policy Manual \(AMPM\)](#) provides information to Contractors and Providers regarding services that are covered within the AHCCCS program.
- [AMPM 320-R](#) is where to find the policy on Special Assistance for individuals living with a SMI.

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

Home Plans & Providers Contractor Guides & Manuals AMPM This Page

▼ Oversight of Health Plans AHCCCS Medical Policy Manual (AMPM)

▼ Governmental Oversight

Information Regarding COVID-19

APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS RESOURCES FRAUD PREVENTION CRISIS?

To view AMPM Policies, select Policy from the AMPM Table of Contents below.

Approved Policies not Yet Effective	▼
Chapter 100 - Manual Overview	▼
Chapter 200 - Behavioral Health Practice Tools	▼
Chapter 300 - Medical Policy for Covered Services	▼
Chapter 400 - Medical Policy for Maternal and Child Health	▼
Chapter 500 - Care Coordination Requirements	▼
Chapter 600 - Provider Qualifications and Provider Requirements	▼
Chapter 700 - School Based Claiming Program/Direct Services Claiming	▼
Chapter 800 - Fee-For-Service Quality and Utilization Management	▼
Chapter 900 - Quality Management and Performance Improvement Program	▼
Chapter 1000 - Medical Management (MM)	▼
Chapter 1100 - Federal Emergency Services (FES) Program	▼
Chapter 1200 - ALTCS Services and Setting for Members who are Elderly and/or Have Physical Disabilities and/or Have Developmental Disabilities	▼
Chapter 1300 - Member Directed Options	▼
Chapter 1600 - ALTCS Case Management	▼
Appendices	▼
AMPM Revision Memos	▼

Improves Resiliency

Assessing to identifying members who meet criteria for Special Assistance ensures the person has the support necessary for:



- Communicating preferences for services,
- Participating effectively in ISP or ITDP planning,
- Participating effectively in the appeal, grievance, investigation processes,
- Promoting the use of the [Nine Guiding Principles](#),
- Advancing the Rights of individuals living with a SMI, and
- Navigating Arizona’s integrated behavioral health delivery system.



The Role of Meeting the Special Assistance Needs

Autumn Ross, OHR Advocate

Designated Representative & Health Care Decision Maker



Health Care Decision Maker (HCDM) - An individual who is authorized to make health care treatment decisions and is sometimes filled by guardians. Refer to [AHCCCS Contract and Policy Dictionary](#).



Designated Representative (DR) - An individual, parent, guardian, relative, advocate, friend, or other individual, designated orally or in writing by a member or guardian who, upon the request of the member, assists the member in protecting the member's rights and voicing the member's service needs. Refer to [the Arizona Administrative Code](#). A DR may also be referred to as a “natural support” or Advocate.

HCDM, also known as guardians, differ from the DR due to their legal authority to make treatment decisions. The DR serves as a “loud speaker” to echo the member's voice until such time they no longer meet criteria.

The Role of OHR

- OHR is established by [the Arizona Administrative Code](#) established OHR within AHCCCS, and employs advocates who assist alongside individuals determined to have a SMI with service planning, inpatient discharge planning, and resolving appeals and grievances.
- OHR primarily serves as the designated representative for individuals designated with a SMI and who meet the Special Assistance criteria.



Read from the AHCCCS Medical Policy Manual (AMPM) 320-R for [Special Assistance for individuals with a Serious Mental Illness.](#)

When an OHR Advocate is Assigned

- Support with the SMI appeal and/or grievance processes,
- Education on SMI rights, and
- Ongoing support in the development on self-advocacy skills while navigating the public behavioral health system.



In accordance with the [Arizona Administrative Code R9-21](#)



The Benefits of Advocacy, Education and Support

John Pizzo, OHR Advocate II

The Benefits: Advocacy, Education and Support

- Supports individualized services
- Promotes person-centered and continuity of care
- Ensures appropriate referrals
- Fosters the team approach
- Advances an individual's right to receive behavioral health services
- Educates members and the community about rights and violations
- Closes communication gaps
- Reduces stigma
- Encourages voice and choice



Some treatment planning decisions are made on behalf of members if they have a Health Care Decision Maker (HCDM), as previously defined and in the [AHCCCS Contract and Policy Dictionary](#)

Reassessment Process and Results for Special Assistance

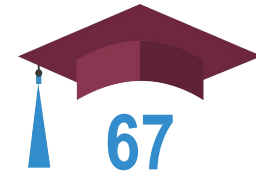
Re-assessment is to be completed on an ongoing basis, but minimally at the following stages:

- Development and review of the ISP,
- Admit or discharge to/from an inpatient psychiatric setting,
- ITDP,
- Investigation, grievance or appeal process, and
- Upon a formal request.

A person who meets criteria for Special Assistance at one time may no longer need the extra support upon a re-assessment.



Successful transitions to self-advocacy



*Successful transitions to self-advocacy
for those served by a Natural Support*

OHR Formal Action in 2023

This table represents the tandem support OHR provided to advance self-advocacy and skills to navigate the behavioral health delivery system.

Action Initiated by OHR	Total 2023
<i>SMI Grievances</i>	60
<i>Potential Quality of Care (QOC)/referrals</i>	6
<i>SMI Appeals</i>	22
<i>Letters Noting Concerns (LNC)</i>	220



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

Advocate of the Day



OHR operates a single statewide phone line during business hours to provide technical assistance to anyone living with a Serious Mental Illness. Technical assistance could include:

**2023
Calls**



- 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



Overview

The Office of Individual and Family Affairs (OIFA)

Cynthia Burr

Children's Behavioral Health Liaison

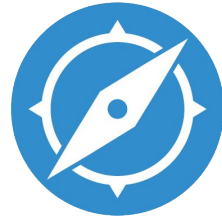
OIFA Mission

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.

Member Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare System Navigation

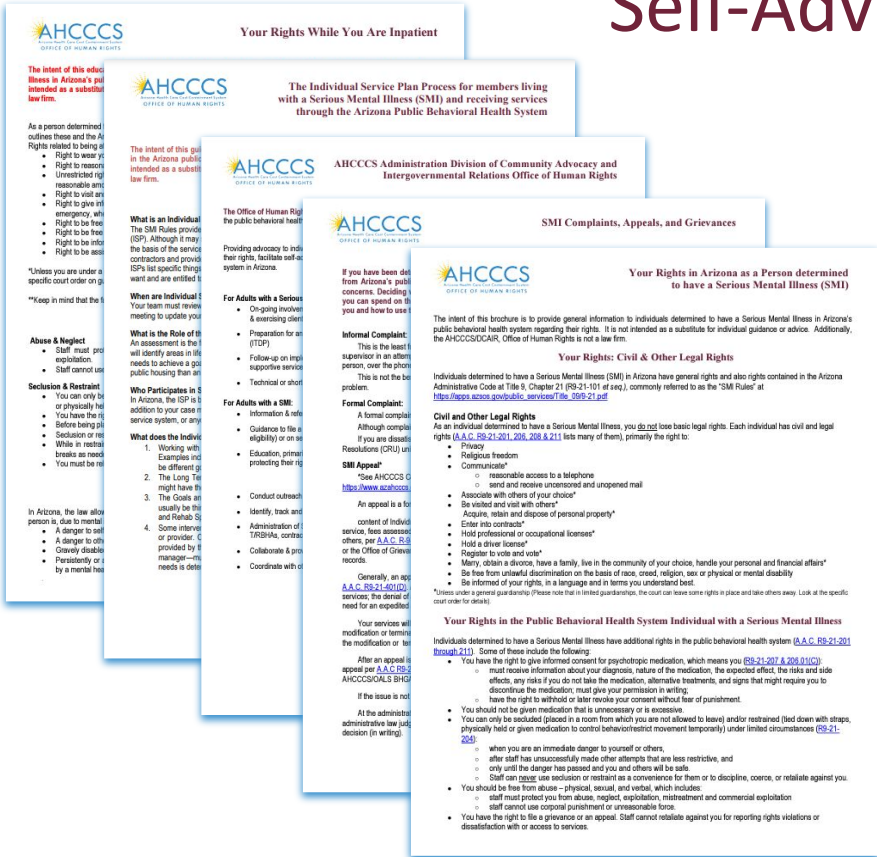
View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCScalendar.html>



Advocacy Resources

Denard Stewart, OHR Advocate

Self-Advocacy Tools



- Provides education on SMI rights in policy and code
- Advances voice and choice, and
- Facilitates collaboration and advocacy which begins with each and everyone of us!

For more self-advocacy tools, visit the [OHR](#) and [OIFA Empowerment Tools](#)

Community Education

OHR hosted 10 community education sessions in the past year, engaging with over **1800 attendees** at these trainings:

- Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness,
- Rights of Individuals living with a Serious Mental Illness,
- Provider Case Management for Individuals living with a Serious Mental Illness,
- The Individual Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness,
- The Role of the Office of Human Rights for Individuals living with a Serious Mental Illness,
- The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness,
- Covered Behavioral Health Services for Individuals Living with a SMI,
- Court-ordered Evaluation and Court-ordered Treatment for Individuals Living with a Serious Mental Illness,
- Inpatient Treatment and Discharge Planning for Individuals with a Serious Mental Illness, and
- The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness

Previous OHR trainings are available [here](#).



AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website



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Advanced search

HOME

AHCCCS INFO

MEMBERS/APPLICANTS

PLANS/PROVIDERS

AMERICAN INDIANS

RESOURCES

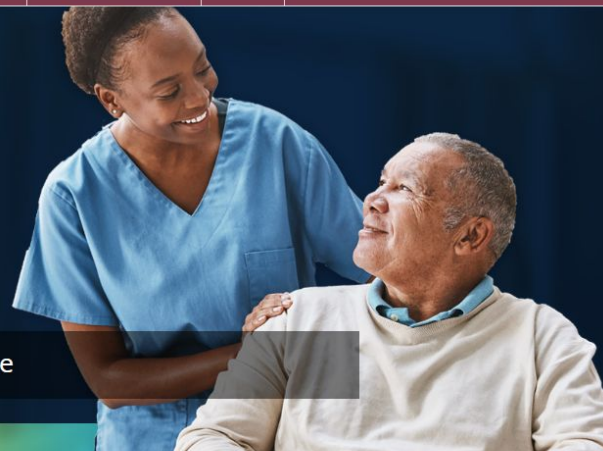
FRAUD PREVENTION

CRISIS?

Transformative Healthcare SCHOLARSHIPS



MARICOPA
COMMUNITY COLLEGES



Building the Health Care Workforce

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](#)

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Navigating the AHCCCS Website



News & Updates

A listing of current AHCCCS News & Updates.



Calendar

A list of upcoming events at AHCCCS



Having a Crisis?

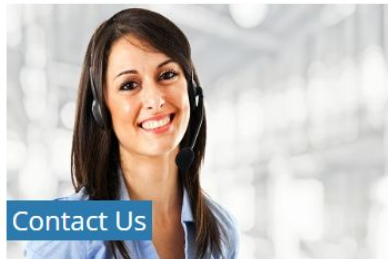
A list of resources to assist you with getting the help you need



Health-e-Arizona PLUS

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
- System Of Care

Governmental Oversight

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

Health Plan Report Card

Reports

- Dashboards
- 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

Public Health

- COVID-19 Information
- Monkeypox Virus and Vaccination Information

Guides - Manuals - Policies

Training

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

Grants

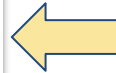
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- Executive Deputy Director's Biography
- News & Press Releases
- Community Presentations
- Strategic Plan

Public Notices

- Private Sector Partners

Program Planning

Healthcare Advocacy

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

Initiatives

- Accessing Behavioral Health Services in Schools
- AHCCCS Complete Care
- AHCCCS Whole Person Care Initiative (WPCI)
- Arizona Olmstead Plan
- Care Coordination & Integration
- Electronic Visit Verification
- AHCCCS Housing Programs
- Health Information Technology (HIT)
- Payment Modernization
- Targeted Investments
- Telehealth Services

Committees and Workgroups

Transparency



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Français

Русский

Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, RBHA or TRBHA	Customer Service	Webpage
Banner – University Family Care LTC	1-833-318-4146	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Care1st Arizona	1-866-560-4042	Care1st Arizona
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
AHCCCS American Indian HP	1-800-654-8713	American Indians-AIHP
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBHA	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 Moutatin Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA

Resources: Rule and Statutes

Arizona Administrative Code:

[Rights for individuals 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](#)

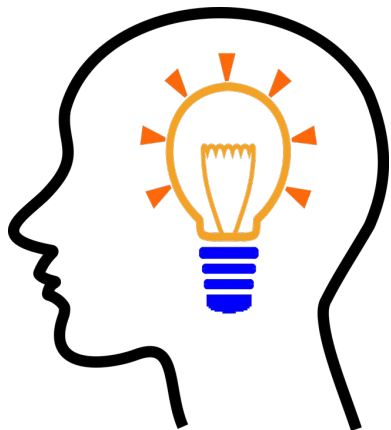
[Case Manager Requirements - AMPM 570](#)

AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

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

[SMI Grievance/Appeal Form](#)



Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)





Upcoming Forums and Trainings

Denard Stewart, OHR Advocate

Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the training!



2/22	<u>The Rights of Individuals Living with a Serious Mental Illness</u>
3/26	<u>Provider Case Management for Individuals Living with a Serious Mental Illness</u>
4/25	<u>The Individualized Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness</u>
5/28	<u>The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness</u>
6/27	<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>
7/23	<u>Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness</u>

Upcoming Forums and Events

Hot Topics (February)

Mon., 2/12, 11:00 a.m. - 11:30 a.m. [Register in Advance](#)

Jacobs Law (February)

Thurs., 2/22, 1:00 p.m. - 3:00 p.m. [Register in Advance](#)

OHR: Rights for Individuals Living with a Serious Mental Illness

Thurs., 2/22, 1:00 p.m. - 2:30 p.m. [Register in Advance](#)

System Navigation (February)

Tues., 2/27, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

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

Handle:

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

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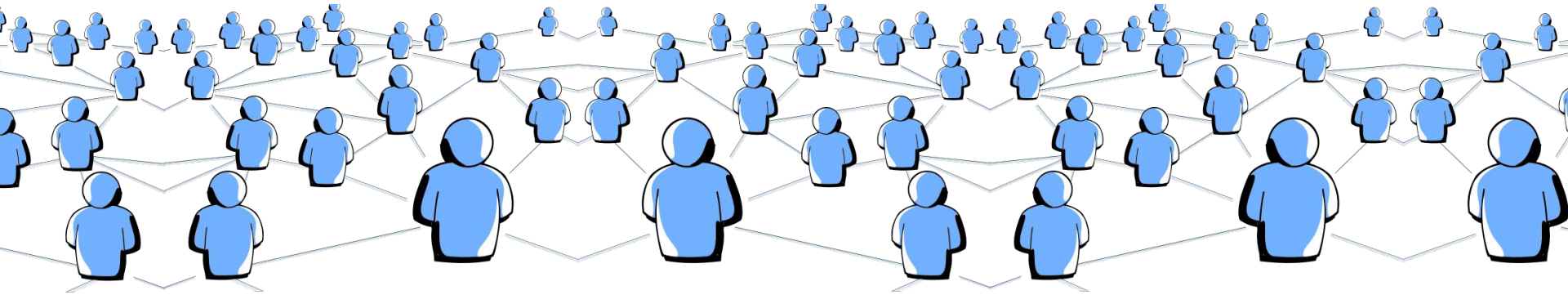
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

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



Questions?

Thank You.