

Foster and Kinship Caregivers Resources



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CONTACT INFORMATION

Children in foster care are enrolled with Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) for physical, dental, and behavioral health services.

Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP)

Mercy Care DCS CHP Member Services:

602-212-4983 or
toll-free 1-833-711-0776(TTY/TDD 711)

Children's Liaison:

480-751-8471 or

Call Mercy Care DCS CHP Member Services at 602-212-4983 or 1-833-711-0776 (TTY/TDD 711) and ask for the children's liaison.

You can also email DCS@mercycares.org.

24hr Nurse Line:

602-212-4983 or toll-free 1-833-711-0776 and select the option for the Nurse Line.

Email: DCS@mercycares.org

Website: <https://www.mercycares.org/members/chp-members/>

Transportation: 602-212-4983 or toll-free 1-833-711-0776(TTY/TDD 711) For Behavioral Health (BH) services call the assigned behavioral health clinic.

AHCCCS – Clinical Resolution Unit

Phone: 1-800-867-5808

Website: www.azahcccs.gov/foster

Department of Child Safety

DCS Warm Line:

1-877-KIDS-NEEDU or 1-877-543-7633

DCS After Hours (DCS Child Abuse Hotline):

1-888-SOS-CHILD or 1-888-767-2445

DCS CHP System of Care: 602-351-2245, toll free at 1-800-201-1795

CHPSystemofCare@AZDCS.gov

DCS CHP Resource Liaison: 602-351-2245, toll free at 1-800-201-1795

CHPResourceLiaison@AZDCS.GOV

IMPORTANT INFORMATION – Fill In & Save

MEMBER INFORMATION

| MEMBER NAME: | DOB: | |
|---|---------------------------------------|--------|
| AHCCCS ID: | MERCY CARE DCS CHP ID or ALTCS ID: | |
| PROGRAM INVOLVEMENT: <input type="checkbox"/> Dept. of Child Safety <input type="checkbox"/> Division of Developmental Disabilities <input type="checkbox"/> Juvenile Probation | | |
| MEDICATIONS: | | |
| DIAGNOSES: | | |
| ALLERGIES: | | |
| PROVIDER CONTACT INFORMATION | | |
| ASSIGNED BEHAVIORAL HEALTH CLINIC: | EMAIL: | PHONE: |
| BH CASE MANAGER NAME/ HIGH NEEDS CASE MANAGER: | EMAIL: | PHONE: |
| BH CASE MANAGER'S SUPERVISOR NAME: | EMAIL: | PHONE: |
| PRIMARY CARE PROVIDER (PCP) NAME: | ADDRESS: | PHONE: |
| DENTAL HOME PROVIDER NAME: | ADDRESS: | PHONE: |

PHYSICAL & BEHAVIORAL HEALTH PLAN INFORMATION

| | |
|---|---|
| <p>Mercy Care DCS CHP Foster Care Hotline: 602-633-0763 Children's Liaison: 480-751-8471 Member Services: 1-833-711-0776 24-hour Nurse Line: 1-833-711-0776 Email: DCS@mercycaresaz.org www.mercycaresaz.org/members/chp-members/</p> <p>AHCCCS - Clinical Resolution Unit Phone: 602-364-4558 In-State Toll Free: 1-800-867-5808 www.azahcccs.gov/foster</p> <p>Arizona Long Term Care Health Plans United Health Care Phone: (800) 293-3740 Email: www.uhcommunityplan.com</p> <p>Mercy Care Plan Phone: (800) 624-3879 Email: www.mercycaresplan.com</p> <p>Banner University Family Care Phone: (833) 318-4146 Email: www.bannerufc.com/altcs</p> | <p>Department of Child Safety Phone: 1-602-255-2500 DCS Warm Line: 1-877-543-7633 DCS Child Abuse Hotline: 1-888-767-2445 Email: GeneralInquiries@AZDCS.gov https://Dcs.az.gov</p> <p>CRISIS Central Arizona Crisis Line (serves Maricopa County): 602-222-9444 or 1-800-631-1314 (toll-free) TTY: 602-274-3360 or 800-327-9254 Northern Arizona Crisis Line (serves Apache, Coconino, Gila, Mohave, Navajo, and Yavapai Counties): 1-877-756-4090 Southern Arizona Crisis Line (serves Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, and Yuma Counties or the San Carlos Apache Reservation): 1-866-495-6735 Gila River and Ak-Chin Indian Communities: 1-800-259-3349 Salt River Pima Maricopa Indian Community: 1-855-331-6432</p> |
|---|---|

PHYSICAL HEALTH Q&A

How does a foster or kinship caregiver request a Primary Care Provider (PCP) appointment?

A child in foster care can go to any AHCCCS registered provider in the Mercy Care DCS CHP Provider Network. To find a provider go to www.mercycareaz.org/findaprovider or call Mercy Care DCS CHP Member Services 602-212-4983 or 1-833-711-0776 (TTY/TDD 711). You can then call the provider and make an appointment.

Mercy Care DCS CHP assigns a PCP when a member comes into the health plan, based upon your geographic location. However, you can change your assigned PCP and Dental Home provider by contacting Mercy Care DCS CHP Member Services at 602-212-4983 or 1-833-711-0776 (TTY/TDD 711).

A caregiver can call Mercy Care DCS CHP for assistance with locating a PCP and/or scheduling an appointment.

To find a provider or pharmacy close to you please visit www.mercycareaz.org/findaprovider or call Mercy Care DCS CHP Member Services 602-212-4983 or 1-833-711-0776 (TTY/TDD 711).

How do I arrange transportation to a medical, dental, or behavioral health appointment?

Call Mercy Care DCS CHP Member Services 602-212-4983 or 1-833-711-0776 (TTY/TDD 711) to arrange transportation services for physical health and dental services. For behavioral health (BH) services call the assigned behavioral health clinic. If you do not know who the assigned behavioral health clinic is or if you are having trouble scheduling transportation call Mercy Care DCS CHP Member Services, Phone: 602-212-4983 or 1-833-711-0776 (TTY/TDD 711)

Should I pay for any medical services, dental services, or prescriptions?

No. Do not ever pay for medical services, dental services, or prescriptions even if you are asked to do so. Contact Mercy Care DCS CHP Member Services 602-212-4983 or 1-833-711-0776 (TTY/TDD 711) if the provider has any questions.

How soon after placement should I have the child in my home seen by a doctor/dentist?

Children are required to see a doctor and a dentist within 30 days of entry into foster care. This requirement is so that their comprehensive evaluation also known as a well check (Early and Periodic Screening, Diagnostic and Treatment - EPSDT) visit and the preventative dental visit are completed in the first 30 days. For emergent needs, urgent dental care or medication needs, an acute visit with a doctor or dentist is recommended within the first three days, followed by a well check (EPSDT) visit, and preventative dental visit within the first 30 days.

How often should a child in foster care visit a doctor/dentist?

Children are required to see a doctor and a dentist within 30 days of entry into foster care. This requirement is so that their comprehensive evaluation, also known as a well check (EPSDT) visit, and the preventative dental visit are completed in the first 30 days. A child in foster care should be seen by a dentist by one year of age followed by a preventative dental visit every 6 months.

A child or youth in foster care should have a well check (EPSDT) visit with their PCP as recommended by The Bright Futures/American Academy of Pediatrics (AAP) Recommendations for Preventive Pediatric Health Care, also known as the "Periodicity Schedule". This Periodicity Schedule is a schedule of screenings and assessments recommended at each well check (EPSDT) visit from infancy through adolescence.

For children up to 3 years of age this includes well check (EPSDT) visits at:

- Birth
- 2 weeks
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months (2 years)
- 30 months
- 36 months (3 years)

Children and youth over 3 years of age should have a well check (EPSDT) visit every year.

Children in foster care should also follow an enhanced visit schedule with their PCPs. The recommended visit schedule is below. These additional visits are recommended so the PCP can provide increased foster parent support and education, monitor for the impact of transitions, uncertainty, and ongoing adaptation to placement, and address emerging behavioral, emotional, developmental, and educational issues.

| Newborn Infant to 6 months of age at the time of entry into foster care | 6 months to 2 years of age at the time of entry into foster care | 2 years and older at the time of entry into foster care |
|--|--|--|
| Monthly visits with PCP for the first 6 months of life. | Monthly visits with PCP for the first 3 months after entry into foster care. | Monthly visits with PCP for the first 3 months after entry into foster care. |
| Followed by visits with the PCP every 3 months from 6 to 24 months of age. | Followed by visits every 3 months until 24 months of age | N/A |
| Followed by visits every 3-6 months (Mercy Care DCS CHP recommends 3-4 times a year which is the same as every 3-4 months) | Followed by visits every 3-6 months (Mercy Care DCS CHP recommends 3-4 times a year which is the same as every 3-4 months) | Followed by visits every 3-6 months (Mercy Care DCS CHP recommends 3-4 times a year which is the same as every 3-4 months) |
| These visits may be the required EPSDT visits or follow up visits with the PCP. | These visits may be the required EPSDT visits or follow up visits with the PCP. | These visits may be the required EPSDT visits or follow up visits with the PCP. |

I do not have a Mercy Care DCS CHP member identification (ID) card for a child placed with me. How do I get one?

If you do not have a Mercy Care DCS CHP ID card, contact Mercy Care DCS CHP to have a card mailed to you. You may contact Mercy Care DCS CHP Member Services by phone 602-212-4983 or 1-833-711-0776 (TTY/TDD 711).

What do I do if I am at the pharmacy and the child is not in the system?

If the child is not in the system, do not pay for any prescriptions. Contact Mercy Care DCS CHP Member Services at 602-212-4983 or 1-833-711-0776 (TTY/TDD 711), who will be able to assist you 24/7.

What types of physical health services can I consent to for children placed in my care by the Department of Child Safety (DCS)?

The foster or kinship caregiver can consent to and request assessment, evaluation, and treatment for routine medical and dental treatment and procedures. Examples of health services caregivers **can consent** to include:

- Evaluation and treatment for emergency conditions that are not life threatening,
- Routine medical and dental treatment and procedures, including early periodic screening diagnosis and treatment services, and

- Services by health care providers to relieve pain or treat symptoms of common childhood illnesses or conditions.

The foster or kinship caregiver **cannot consent** for:

- Inpatient admission
- Any surgical procedure
- General anesthesia
- Blood transfusions, and
- Abortions

The caregiver must notify their DCSSpecialist and the caregiver’s licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a child in foster care to be seen by any medical provider.

If you experience any difficulty accessing needed health services or have any concerns regarding the quality of those services, we encourage you to contact Mercy Care DCSSHP by email DCS@MercyCareAZ.org or by phone 602-212-4983 or 1-833-711-0776 (TTY/TDD 711), and AHCCCS Clinical Resolution Unit by email DCS@azahcccs.gov or by phone 1-800-867-5808. Additional information on physical and behavioral health services for children in foster care can be found on the AHCCCS website: www.azahcccs.gov/foster

What physical health services require DCS consent?

DCS consent is required for:

- Inpatient admission
- Any surgical procedure
- General anesthesia
- Blood transfusions
- Abortions (subject to additional requirements)

How quickly can a child in foster care access health services?

Providers who care for children in foster care are required to see them within certain timeframes of a request.

Physical health appointment standards for children in foster care are as follows:

- Routine care PCP appointments – within 21 days of request.
- Urgent Care PCP appointments – within 2 days of request.
- Emergency PCP appointments – same day of request.

DCS requires that each member receive a comprehensive medical examination (EPSDT) within 30 days after entry into foster care.

Specialty Appointment Standards for children in foster care are as follows:

- Emergency appointments will be available within 24 hours of referral.
- Urgent care appointments will be available within 3 days of referral.
- Routine appointments will be available within 45 days of referral.

Dental Appointment Standards for children in foster care are as follows:

- Emergency appointments will be available within 24 hours of request.
- Urgent care appointments will be available within 3 days of request.
- Routine appointments will be available within 30 days of request.

DCS requires that each member receive an initial comprehensive, preventative dental examination within 30 days of entering foster care.

Prenatal Care Appointment Standards for children in foster care are as follows:

- First trimester (the first 3 months of pregnancy), appointments will be available within 14 days of request.
- Second trimester (the second 3 months of pregnancy), appointments will be available within 7 days of request.
- Third trimester (the last 3 months of pregnancy), appointments will be available within 3 workdays of request.
- Appointments for high-risk pregnancies will be available within 3 days of identification of high risk to the maternity care provider, or immediately if an emergency exists.

The behavioral health appointment standards for children in foster care are as follows:

- 72 hours from time of request for an Integrated Rapid Response Assessment (2 hours for a crisis response) – An initial in-home assessment for children entering into the Department of Child Safety (DCS) custody may be requested by DCS or the caregiver.
- 7 calendar days for a Behavioral Health Assessment (24 hours for an urgent need) – An appointment for an assessment by an assigned service provider after an initial referral or a request for ongoing behavioral health services.
- 21 calendar days for a service appointment – Following the determination of a medically necessary behavioral health need, the first appointment must be within 21 calendar days of the assessment. Behavioral health services should be provided at least monthly for the first six months after a child enters DCS custody. Services should also start within 21 days of a Child and Family Team meeting in which a medically necessary service is requested.

For Non-Emergency Medical Transportation (NEMT)

- A member should arrive on time for an appointment, but no sooner than one hour before the appointment.
- A member should not have to wait more than one hour after the end of treatment for transportation home.

If you experience any difficulty accessing needed health services or have any concerns regarding the quality of those services, we encourage you to contact Mercy Care DCS CHP by email DCS@MercyCareAZ.org or by phone 602-212-4983 or 1-833-711-0776 (TTY/TDD 711), and AHCCCS Clinical Resolution Unit by email DCS@azahcccs.gov or by phone 1-800-867-5808. Additional information on physical and behavioral health services for children in foster care can be found on the AHCCCS website: www.azahcccs.gov/foster

BEHAVIORAL HEALTH Q&A

What types of behavioral health services can I consent to for children placed in my care by the Department of Child Safety (DCS)?

The foster or kinship caregiver can consent to and request assessment, evaluation, and treatment for routine medical and dental treatment and procedures, including behavioral health services. Examples of behavioral health services caregivers **can consent** to include:

- Integrated Rapid Response Assessment
- Assessment and Service Planning
- Counseling and therapy
- Rehabilitation services
- Medical services
 - Psychiatric evaluation
 - Psychotropic medication
 - Laboratory devices
- Crisis Intervention Services
- Behavioral Health Day Programs
- Support services
 - Case management
 - Personal care services
 - Family support
 - Peer support
 - Respite
 - American Sign language or oral interpretation services
 - Transportation

The caregiver must notify their DCS Specialist and the caregiver's licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a child in foster care to be seen by a doctor of medicine, physician assistant, or registered nurse practitioner.

If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact Mercy Care DCS CHP by email DCS@MercyCareAZ.org or by phone 602-212-4983 or 1-833-711-0776 (TTY/TDD 711), and AHCCCS Clinical Resolution Unit by email DCS@azahcccs.gov or by phone 1-800-867-5808. Additional information on physical and behavioral health services for children in foster care can be found on the AHCCCS website: www.azahcccs.gov/foster

What behavioral health services require DCS consent?

DCS consent is required for:

- Inpatient assessment
- Inpatient psychiatric care services
- Behavioral Health Inpatient Facilities (BHIF; formerly known as residential treatment centers)
- Behavioral Health Residential Facilities (BHRF; formerly known as therapeutic group homes)
- Therapeutic Foster Care (TFC)
- Ending/closure of a service
- Transfer of services from one agency to another

How can I secure behavioral health services for a child in foster care?

Children in foster care are enrolled with Mercy Care DCS CHP for physical health and behavioral health services. If the child does not already have an assigned behavioral health clinic, a caregiver may request an Integrated Rapid Response Assessment to initiate needed services and providers. If the caregiver is experiencing difficulty in identifying a provider or scheduling an appointment, he or she should contact the DCS Specialist for support in securing an appointment or Mercy Care DCS CHP 602-212-4983 or toll-free 1-833-711-0776 (TTY/TDD 711). If the caregiver is not satisfied with Mercy Care DCS CHP's responsiveness he or she should contact DCS CHP System of Care Team at CHPSystemOfCare@AZDCS.GOV and AHCCCS Clinical Resolution Unit at 602-364-4558.

If a behavioral health service has been determined medically necessary and is not initiated within 21 calendar days, the caregiver must notify both the Mercy Care DCS CHP Children's Liaison **and** AHCCCS Clinical Resolution

Unit. After notification, any AHCCCS registered provider may be seen for the recommended services (even when outside of the health plan's network). List of AHCCCS registered providers can be found at: www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/

What is an Integrated Rapid Response Assessment?

Integrated Rapid Response teams assess immediate health needs and triage any crisis or trauma-related issues. Services provided by this team may include but are not limited to: a behavioral health assessment, physical health screening, screening for developmental delays, support to the child/family placement, and connection to ongoing services.

DCS must refer all children to Mercy Care DCSCHP for an Integrated Rapid Response Assessment within 24 hours from the time they enter DCS out-of-home care. An Integrated Rapid Response Assessment must be completed within 72 hours of the Integrated Rapid Response Referral receipt.

Can I request a Rapid Response Assessment for a child in foster care in my home?

Yes — the caregiver may submit a request to Mercy Care DCSCHP for a rapid response assessment based on the need of the child. Assessments are required to take place within 72 hours after notice is received. If an urgent need warrants a crisis response, a crisis mobile team may be dispatched to arrive within 2 hours of the caregiver request. The caregiver should always notify the DCS Specialist as soon as is possible if you make a referral or contact crisis response.

How quickly can a child in foster care access behavioral health services?

The behavioral health appointment standards for children in foster care are as follows:

- 72 hours from time of request for an Integrated Rapid Response (2 hours for a crisis response) – An initial in-home assessment for children entering into the Department of Child Safety (DCS) custody may be requested by DCS or the caregiver.
- 7 calendar days for a Behavioral Health Assessment (24 hours for an urgent need) – An appointment for an assessment by an assigned service provider after an initial referral or a request for ongoing behavioral health services.
- 21 calendar days for a service appointment – Following the determination of a medically necessary behavioral health need, the first appointment must be within 21 calendar days of the assessment. Behavioral health services should be provided at least monthly for the first six months after a child enters DCS custody.

What are a Crisis Services?

A crisis is any situation in which a person's behaviors puts them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available. This service is available to all Arizonians. In a behavioral health emergency, contact your provider (if you have one) or call the Crisis Line (noted at the beginning of this document) available at no cost, 24 hours a day, 7 days a week. If needed, the Crisis Line can connect you to in-home supports within 2 hours in most areas of Arizona.

Crisis Line Services include dispatch of a mobile team, stabilization services over the phone, as well as warm transfers to representatives of the health plans.

If the crisis mobile team does not respond within two hours, call the crisis line (phone numbers are at the beginning of this document) and Mercy Care DCSCHP Children's Liaison.

What is a Child and Family Team (CFT)?

A CFT is a group of individuals that includes, at a minimum, the child and his or her family/guardian, foster or kinship caregiver, DCS Specialist, and a behavioral health representative. It may also include teachers, extended family members, friends, family support partners, healthcare providers, coaches, community resource providers, representatives from faith communities, other service systems like the Department of Child Safety (DCS), Juvenile Justice (JJ), the Department of Economic Security's Division of Developmental Disabilities (DDD), and any individuals important in the child's life that are identified and invited to participate by the child and family.

Does DCS have to be kept updated on health services provided to children in foster care?

Yes, as part of the Child and Family Team (CFT), the DCS Specialist must have immediate knowledge concerning behavioral health services being provided to foster care for children on his/her caseload. If a DCS Specialist is not able to attend a CFT, he or she will receive an update from the CFT facilitator. The DCS Specialist should be notified of any other health services provided to the children in foster care, such as well visits, immunizations, dental visits, urgent care or emergency room visits, changes in medications, therapies, or providers.

Can a Child and Family Team (CFT) still meet if the DCS Specialist is not available to attend in person or by phone?

Yes, although it is very important that the DCS Specialist continue to be involved in the CFT process, the foster or kinship caregiver can consent to changes in the service plan through the CFT.

How long does Mercy Care DCS CHP have to respond to a request for behavioral health treatment in an out-of-home treatment setting?

Mercy Care DCS CHP will respond as expeditiously as a child's health condition warrants. A response will be made no later than 72 hours after a request made by the foster or kinship caregiver for a child's placement in a behavioral health out-of-home treatment setting, due to the child displaying dangerous or threatening behavior. In the event the Mercy Care DCS CHP determines there is insufficient information to make a determination, Mercy Care DCS CHP will make concerted efforts to obtain the necessary information in order to make a determination within the 72-hour timeframe.

If the child is hospitalized due to the threatening behavior before a determination is made on the expedited request for behavioral health out-of-home treatment, Mercy Care DCS CHP will coordinate with the hospital and Child and Family Team (CFT) to ensure that there is an appropriate and safe discharge plan prior to the date of anticipated discharge. Discharge planning begins at admission and should include the foster or kinship caregiver who can assist in discussion about the child's transition back into their home or to a new caregiver.

Mercy Care DCS CHP works collaboratively DCS to find an appropriate alternative placement for the member to be discharged when:

- a. It is unsafe for the member to return to the out-of-home placement, and/or
- b. It is unsafe for the out-of-home placement for the member to return.

In the event the request for a behavioral health out-of-home treatment setting is denied, Mercy Care DCS CHP will ensure medically necessary alternative services are provided. A caregiver may file an appeal or an expedited appeal with Mercy Care DCS CHP upon notification of denial.

CAREGIVER SPECIFIC Q&A

What can I do to make sure services are provided?

The foster or kinship caregiver can contact Mercy Care DCSCHP Member Services, 602-212-4983 or 1-833-711-0776 (TTY/TDD 711) at any time if they feel they are not receiving the needed services.

Can I take a child in foster care to the emergency department for behavioral health concerns?

The caregiver may take the child to a hospital for an assessment. The caregiver must notify DCS of the trip to the Emergency Department as soon as possible. Only DCS can provide consent if the child in foster care needs to be admitted. Routine medical and behavioral health care should be sought through the assigned PCP or Behavioral Health Clinic.

Can a foster or kinship caregiver take a child in foster care directly to a psychiatric hospital for behavioral health concerns?

The caregiver may take the child to a hospital for an assessment. The caregiver must notify DCS of the trip to the Emergency Department and/or psychiatric hospital visit as soon as possible. DCS must provide consent if the child in foster care needs to be admitted.

If as a kinship caregiver, I have power of attorney for a child in my care, but DCS has legal custody, can I still consent to services such as a complete psychiatric evaluation?

Power of attorney is null once DCS has legal custody of the child (i.e., temporary custody, severed parental rights, or dependent cases). However, if the child is placed by DCS with a caregiver, the caregiver can consent to behavioral health services as previously described. This includes the ability to consent to a psychiatric evaluation.

How can I receive health treatment information for a child in foster care?

The caregiver must give the signed Notice to Provider form, received from DCS, to the treatment provider in order to receive a child's health treatment information. The health provider must provide records and information related to the child's condition and treatment to the caregiver. Request the provider to make a copy of the Notice to Provider Form and return the original to you as the caregiver.

Can I consent to close out behavioral health treatment?

No — the termination of behavioral health treatment requires DCS consultation and agreement.

Can I refuse consent for medically recommended behavioral health treatment?

If the caregiver disagrees with the behavioral health treatment recommended through the CFT, the team, which includes the caregiver and DCSSpecialist, should reconvene and discuss the recommended treatment plan. Only DCS can refuse consent to medically recommended behavioral health treatment.

How do I present concerns or complaints to the health plan?

To support timely access to services, a caregiver may contact Mercy Care DCSCHP and AHCCCS points of contact at any time to report that a needed appointment has not yet been scheduled. Advanced notification gives the health plan the opportunity to proactively locate a network provider.

In addition, Mercy Care DCSCHP has a grievance and appeal process where members and their representatives can present concerns about their health care such as denials of requests for services, failure to receive services

in a timely manner, or inability to find a provider. Contact the Mercy Care DCS CHP's Grievance Department at 602-586-1719 or 1-866-386-5794 or email MCGandA@mercycaarez.org for assistance and more information.

What can I do if the pharmacy says that a medication is not covered because the child is not showing up in the system?

When a child is placed in foster or kinship care by DCS, the caregiver does not need to pay for any necessary medical services, dental services, or prescriptions even if he or she is asked to. The caregiver should contact their DCS Specialist who will arrange to have the medication covered.

DCS Warm Line: 1-877-KIDS-NEEDU or 1-877-543-7633 option 3 (M-F 8:15-4:30) or
After Hours (DCS Child Abuse Hotline): 1-888-SOS-CHILD or 1-888-767-2445.

When should a foster or kinship caregiver complete a Significant Incident Report form?

The caregiver must immediately (or as soon as safely possible) notify DCS and the caregiver's licensing agency (if applicable) if the child experiences a serious illness, injury, or mental health crisis requiring hospitalization or emergency room treatment, unexplained marks or bruises, an accident involving injury or trauma, behavior not witnessed before, and any other unusual incident that seriously jeopardized the health, safety, or well-being of a child. The caregiver must also document the incident by filling out the Significant Incident Report form. This Significant Incident Form (CSO-1151A) can be found here: <https://dcs.az.gov/data/dcs-forms> in the Foster Care/Kinship Care category on the DCS web site. If abuse or neglect is suspected, contact the Arizona Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445).

Additionally, the caregiver must notify DCS and the caregiver's licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a child to be seen by a doctor of medicine, physician assistant, or registered nurse practitioner.

ADDITIONAL RESOURCES

AHCCCS Resources for Foster/Kinship/Adoptive Families - www.azahcccs.gov/foster

Provides information on AHCCCS physical and behavioral health plans, reports, data, and policy updates.

DCS Foster Family Resources - <https://dcs.az.gov/national-foster-care-month-resources>

Provides contact information for many resources throughout the state including non-profit organizations, childcare, faith-based resources, etc.

Arizona Family Resources - <http://www.azfamilyresources.org>

Provides resources for families, ranging from medical, educational, legal, etc. Also has a large calendar of events covering the entire State.

AHCCCS FLYERS

Behavior Health Services for Children in Foster, Kinship & Adoptive Care Flyer

<https://www.azahcccs.gov/Members/Downloads/Resources/BHSChildreninFosterCare.pdf>

Crisis Services for Children in Foster, Kinship & Adoptive Care Flyer

<https://www.azahcccs.gov/Members/Downloads/Resources/CrisisServicesforChildreninFosterCare.pdf>

No Wait Lists! Flyer

<https://www.azahcccs.gov/AHCCCS/Downloads/NoWaitListFlyer.pdf>