Policy Form 902.3
T/RBHA Acute Health Plan and Provider Inquiry Monthly Log

Month	Year XXXX

CIS Number	Member Last Name	Member First Name	Inquiry Date (MM/DD/YY)	Inquiry Time (AM/PM)	Response Date	Response Time (AM/PM)	Routine/ Urgent	Inquiry Source	Inquiry Type	Response Time in Days

User's Guide for
PM Form 4.3.3,
T/RBHA Acute Health Plan and Provider Coordinator Inquiry Log

Purpose:
This user guide was developed to assist the Acute Health Plan and Provider Coordinator in completing the following deliverables to ADHS/DBHS.

1. Monthly Report (which includes the following data tracking elements)

- CIS Number - This field should be populated with an enrolled member's CIS number.
- Member Last Name - This field should be populated with member's Last name First name.
- Member First Name - This field should be populated with member's First name

- Date of Inquiry/ Time of Inquiry - Use calendar to record appropriate date and fill in time inquiry was received .
- Response Date / Time - Use calendar to record appropriate date and fill in time the inquiry was completed.
- Urgent/Routine.- Use drop-down menu to choose appropriate response
- Inquiry Source - Choose options from drop-down menu only.
- Inquiry Type - Choose options from drop-down menu only, if not listed use "Other"
- Response time in Days Enter number of days from receipt of inquiry to response made to inquiry source

Definitions:

CIS Number - The number assigned to a member that is enrolled in the Behavioral Health System.

Inquiry - A request for clinical information used for the purpose of facilitating coordination of care by other treating professionals and agency stakeholders with the AHCCCS Acute Health Plans. *An inquiry is not:*

Referral for services
Complaint about services
RBHA internal inquiries
Billing issues

Inquiry Source - The inquiring entity that requests specific information about the member. Options are provided through a drop-down menu.

Inquiry Type - A general description of the nature of the inquiry. Options are provided through a drop-down menu.

Routine - Requests for intervention, information or response within 10 days.

Urgent - Requests for intervention, information or response within 24 hours.