

**320-V - BEHAVIORAL HEALTH RESIDENTIAL FACILITIES**

EFFECTIVE DATE: 02/08/19, 10/01/19, 10/01/20

APPROVAL DATES: 10/18/18, 02/07/19, 07/02/19, 05/07/20

**I. PURPOSE**

This Policy applies to ACC, ALTCS E/PD, DCS/CMDP (CMDP), DES/DDD (DDD), and RBHA Contractors, Behavioral Health Residential Facility (BHRF) Providers serving Fee-For-Service (FFS) Programs, including American Indian Health Program (AIHP), Tribal ALTCS, and TRBHA; and all FFS populations, excluding Federal Emergency Services (FES). (For FES, see AMPM Chapter 1100). This Policy establishes requirements for the provision of care and services in a BHRF.

**II. DEFINITIONS****ADULT RECOVERY TEAM  
(ART)**

For the purposes of this Policy, a group of individuals that, following the nine Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems, work in collaboration and are actively involved in a person's assessment, service planning and service delivery. At a minimum, the team consists of the person, his/her guardian (if applicable), advocates (if assigned), and a qualified behavioral health representative, and a peer when applicable. The team may also include members of the enrolled person's family, physical health, behavioral health or social service providers, representatives or other agencies serving the person, professionals representing various areas of expertise related to the person's needs, designated representatives or other persons identified by the enrolled person.

**BEHAVIORAL HEALTH  
CONDITION**

For the purposes of this Policy, mental, behavioral, or Neurodevelopmental Disorder (F01-F99) diagnosis defined by International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM).

**SECTION 320 – SERVICES WITH SPECIAL CIRCUMSTANCES**

**BEHAVIORAL HEALTH  
PARAPROFESSIONAL**

As specified in A.A.C. R9-10-101, an individual who is not a Behavioral Health Professional who provides, under supervision by a Behavioral Health Professional, the following services to a patient to address the patient’s behavioral health issue:

1. Services that, if provided in a setting other than a health care institution, the individual would be required to be licensed as a behavioral professional under A.R.S. Title 32, Chapter 33; or
2. Health – related services.

**BEHAVIORAL HEALTH  
PROFESSIONAL  
(BHP)**

1. An individual licensed under A.R.S. Title 32, Chapter 33, whose scope of practice allows the individual to:
  - a. Independently engage in the practice of behavioral health as defined in A.R.S. §32-3251, or
  - b. Except for a licensed substance abuse technician, engage in the practice of behavioral health as defined in A.R.S. §32-3251 under direct supervision as defined in A.A.C. R4-6-101,
2. A psychiatrist as defined in A.R.S. §36-501,
3. A psychologist as defined in A.R.S. §32-2061,
4. A physician,
5. A behavior analyst as defined in A.R.S. §32-2091,
6. A registered nurse practitioner licensed as an adult psychiatric and mental health nurse; or
7. A registered nurse with:
  - a. A psychiatric-mental health nursing certification, or
  - b. One year of experience providing behavioral health services.

**BEHAVIORAL HEALTH  
RESIDENTIAL FACILITY  
(BHRF)**

As specified in A.A.C. R9-10-101, a health care institution that provides treatment to an individual experiencing a behavioral health issue that limits the individual’s ability to be independent or causes the individual to require treatment to maintain or enhance independence.

**BEHAVIORAL HEALTH  
TECHNICIAN  
(BHT)**

As specified in A.A.C. R9-10-101, an individual who is not a Behavioral Health Professional who provides behavioral health services at or for a health care institution according to the health care institution’s policies and procedures and, if the individual would be required to be licensed as a behavioral professional under A.R.S. Title 32, Chapter 33, if the behavioral health services were provided in a setting other than a licensed health care institution, are provided under supervision by a Behavioral Health Professional.

**SECTION 320 – SERVICES WITH SPECIAL CIRCUMSTANCES**

**BHRF STAFF**

For the purposes of this Policy, any employee of the BHRF agency including but not limited to administrators, BHPs and BHTs.

**CHILD AND FAMILY TEAM (CFT)**

A defined group of individuals that includes, at a minimum, the child and his or her family, a behavioral health representative, and any individuals important in the child's life that are identified and invited to participate by the child and family. This may include teachers, extended family members, friends, family support partners, healthcare providers, coaches, and community resource providers, representatives from churches, synagogues, or mosques, agents from other service systems like the Department of Child Safety (DCS) or the Division of Developmental Disabilities (DDD). The size, scope, and intensity of involvement of the team members are determined by the objectives established for the child, the needs of the family in providing for the child, and by who is needed to develop an effective Service Plan, and can therefore expand and Contract as necessary to be successful on behalf of the child.

**CO-OCCURRING**

For the purposes of this Policy, the coexistence of both a behavioral health and a substance use disorder.

**INFORMAL SUPPORT**

Non-billable services provided to a member by a family member, friend or volunteer to assist or perform functions such as, but not limited to; housekeeping, personal care, food preparation, shopping, pet care, or non-medical comfort measures.

**MEDICATION ASSISTED TREATMENT (MAT)**

The use of medications in combination with counseling and behavioral therapies for the treatment of substance use disorders.

**SERVICE PLAN**

A complete written description of all covered health services and other Informal Supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life.

**TREATMENT PLAN**

For the purposes of this policy, a complete written description of all services to be provided by BHRF. The Treatment Plan shall be based on the intake assessments and outpatient Service Plan.

**III. POLICY**

Care and services provided in a BHRF are based on a per diem rate (24-hour day), require prior and continued authorization and do not include room and board. Contractors shall refer to ACOM Policy 414 for request timeframes and requirements regarding prior authorization. All authorization requests for Behavioral Health Residential Facility services shall be treated as expedited requests. For information on prior authorization requirements for FFS members, refer to the FFS web page.

Contractors and BHRF Providers shall ensure appropriate notification is sent to the Primary Care Physician and Behavioral Health Provider/Agency/TRBHA/Tribal ALTCS program upon intake to and discharge from the BHRF.

Throughout this Policy, all references to CFT/ARTs pertain to Contractors and not to FFS Programs or FFS populations. A CFT/ART is not required in order for FFS members to receive services.

**A. CRITERIA FOR ADMISSION**

Contractors shall develop admission criteria for medical necessity which at a minimum includes the below elements. Contractors shall submit admission criteria to AHCCCS for approval, as specified in Contract, and publish the approved criteria. BHRF providers providing services to FFS members are required to adhere to the below elements.

1. Member has a diagnosed Behavioral Health Condition which reflects the symptoms and behaviors necessary for a request for residential treatment. The Behavioral Health Condition causing the significant functional and/or psychosocial impairment shall be evidenced in the assessment by the following:
  - a. At least one area of significant risk of harm within the past three months as a result of:
    - i. Suicidal/aggressive/self-harm/homicidal thoughts or behaviors without current plan or intent,
    - ii. Impulsivity with poor judgment/insight,
    - iii. Maladaptive physical or sexual behavior,
    - iv. Inability to remain safe within environment, despite environmental supports (i.e. Informal Supports), or
    - v. Medication side effects due to toxicity or contraindications.

**AND**

- b. At least one area of serious functional impairment as evidenced by:
  - i. Inability to complete developmentally appropriate self-care or self-regulation due to Behavioral Health Condition(s),
  - ii. Neglect or disruption of ability to attend to majority of basic needs, such as personal safety, hygiene, nutrition or medical care,

- iii. Frequent inpatient psychiatric admissions, or legal involvement due to lack of insight or judgment associated with psychotic or affective/mood symptoms or major psychiatric disorders,
  - iv. Frequent withdrawal management services, which can include but are not limited to, detox facilities, MAT and ambulatory detox,
  - v. Inability to independently self-administer medically necessary psychotropic medications despite interventions such as education, regimen simplification, daily outpatient dispensing, and long-acting injectable medications, or
  - vi. Impairments persisting in the absence of situational stressors that delay recovery from the presenting problem.
- c. A need for 24 hour behavioral health care and supervision to develop adequate and effective coping skills that will allow the member to live safely in the community,
  - d. Anticipated stabilization cannot be achieved in a less restrictive setting,
  - e. Evidence that appropriate treatment in a less restrictive environment has not been successful or is not available, therefore warranting a higher level of care, and
  - f. Member agrees to participate in treatment. In the case of those who have a health care decision maker, including minors, the health care decision maker also agrees to, and participates as part of, the treatment team.

**B. EXPECTED TREATMENT OUTCOMES**

- 1. Treatment outcomes shall align with:
  - a. The Arizona Vision-12 Principles for Children’s Behavioral Health Service Delivery as directed in AMPM Policy 430,
  - b. The 9 Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems as outlined in Contract, and
  - c. The member’s individualized basic physical, behavioral, and developmentally appropriate needs.
- 2. Treatment goals shall be developed in accordance with the following:
  - a. Specific to the member’s Behavioral Health Condition(s),
  - b. Measurable and Achievable,
  - c. Cannot be met in a less restrictive environment,
  - d. Based on the member’s unique needs and tailored to the member and the family’s/health care decision maker and designated representative’s choices where possible, and
  - e. Support the member’s improved or sustained functioning and integration into the community.

**C. EXCLUSIONARY CRITERIA**

Admission to a BHRF shall not be used as a substitute for the following:

- 1. An alternative to detention or incarceration.

2. As a means to ensure community safety in circumstances where a member is exhibiting primarily conduct disorder behavior without the presence of risk or functional impairment.
3. A means of providing safe housing, shelter, supervision, or permanency placement.
4. A behavioral health intervention when other less restrictive alternatives are available and meet the member's treatment needs, including situations when the member/health care decision maker are unwilling to participate in the less restrictive alternative, or
5. As an intervention for runaway behaviors unrelated to a Behavioral Health Condition.

**D. CRITERIA FOR CONTINUED STAY**

Contractors shall develop medical necessity criteria for continued stay which at a minimum includes the below elements. Contractors shall submit continued stay criteria to AHCCCS for approval, as specified in Contract, and publish the approved criteria. BHRF providers providing services to FFS members are required to adhere to the below elements.

Continued stay shall be assessed by the BHRF staff and the CFT/ART/TRBHA/ Tribal ALTCS during Treatment Plan review and update. Progress towards the treatment goals and continued display of risk and functional impairment shall also be assessed. Treatment interventions, frequency, crisis/safety planning, and targeted discharge shall be adjusted accordingly to support the need for continued stay. The following criteria shall be considered when determining continued stay:

1. The member continues to demonstrate significant risk of harm and/or functional impairment as a result of a Behavioral Health Condition.
2. Providers and supports are not available to meet current behavioral and physical health needs at a less restrictive lower level of care.

**E. DISCHARGE READINESS**

Contractors shall develop medical necessity criteria for discharge which at a minimum includes the below elements. Contractors shall submit discharge criteria to AHCCCS for approval, as specified in Contract, and publish the approved criteria. BHRF providers providing services to FFS members are required to adhere to the minimum discharge elements below.

Discharge planning shall begin at the time of admission. Discharge readiness shall be assessed by the BHRF staff and the CFT/ART/TRBHA during each Treatment Plan review and update. The following criteria shall be considered when determining discharge readiness:

1. Symptom or behavior relief is reduced as evidenced by completion of Treatment Plan goals;
2. Functional capacity is improved, essential functions such as eating or hydrating necessary to sustain life has significantly improved or is able to be cared for in a less restrictive level of care;
3. Member can participate in needed monitoring or a caregiver is available to provide monitoring in a less restrictive level of care;
4. Providers and supports are available to meet current behavioral and physical health needs at a less restrictive level of care.

**F. ADMISSION, ASSESSMENT, TREATMENT AND DISCHARGE PLANNING**

Contractors shall establish a policy to ensure the admission, assessment, and treatment planning process is completed consistently among all providers in accordance with A.A.C. R9-10-707 and 708 and Contract requirements. BHRF Providers rendering services to FFS members shall follow the below outlined admission, assessment, treatment and discharge planning requirements.

1. Except as provided in subsection R9-10-707(A)(9), a behavioral health assessment for a member shall be completed before treatment is initiated and within 48 hours of admission.
2. The CFT/ART/TRBHA/Tribal ALTCS shall be included in the development of the Treatment Plan within 48 hours of admission for members enrolled with a Contractor.
3. All BHRFs serving TRBHA or Tribal ALTCS members shall coordinate care with the TRBHAs or Tribal ALTCS programs throughout the admission, assessment, treatment, and discharge process.
4. The Treatment Plan shall connect back to the member's comprehensive Service Plan for members enrolled with a Contractor.
5. A comprehensive discharge plan shall be created during the development of the initial Treatment Plan and shall be reviewed and/or updated at each review thereafter. The discharge plan shall document the following:
  - a. Clinical status for discharge,
  - b. Member/health care decision maker and designated representative and, CFT/ART/TRBHA/Tribal ALTCS understands follow-up treatment, crisis and safety plan, and
  - c. Coordination of care and transition planning are in process (e.g. reconciliation of medications, applications for lower level of care submitted, follow-up appointments made, identification of wrap around supports and potential providers).

6. The BHRF staff and the CFT/ART/TRBHA/Tribal ALTCS shall meet to review and modify the Treatment Plan at least once a month.
7. A Treatment Plan may be completed by a BHP, or by a BHT with oversight and signature by a BHP within 24 hours.
8. Implementation of a system to document and report on timeliness of BHP signature/review when the Treatment Plan is completed by a BHT.
9. Implementation of a process to actively engage family/health care decision maker and designated representative in the treatment planning process as appropriate.
10. Clinical practices, as applicable to services offered and population served, shall demonstrate adherence to best practices for treating specialized service needs, including but not limited to:
  - a. Cognitive/intellectual disability,
  - b. Cognitive disability with comorbid Behavioral Health Condition(s),
  - c. Older adults, and Co-Occurring disorders (substance use and Behavioral Health Condition(s), or
  - d. Comorbid physical and Behavioral Health Condition(s).
11. Services deemed medically necessary through the assessment and/or CFT/ART/TRBHA/Tribal ALTCS which are not offered at the BHRF, shall be documented in the Service Plan and documentation shall include a description of the need, identified goals and identification of provider meeting the need. The following services shall be made available and provided by the BHRF and cannot be billed separately unless otherwise noted below:
  - a. Counseling and Therapy (group or individual):

Note: Group Behavioral Health Counseling and Therapy may not be billed on the same day as BHRF services unless specialized group behavioral health counseling and therapy have been identified in the Service Plan as a specific member need that cannot otherwise be met as required within the BHRF setting,
  - b. Skills Training and Development:
    - i. Independent Living Skills (e.g. self-care, household management, budgeting, avoidance of exploitation/safety education and awareness),
    - ii. Community Reintegration Skill building (e.g. use of public transportation system, understanding community resources and how to use them), and
    - iii. Social Communication Skills (e.g. conflict and anger management, same/opposite-sex friendships, development of social support networks, recreation).
  - c. Behavioral Health Prevention/Promotion Education and Medication Training and Support Services including but not limited to:
    - i. Symptom management (e.g. including identification of early warning signs and crisis planning/use of crisis plan),
    - ii. Health and wellness education (e.g. benefits of routine medical check-ups, preventive care, communication with the PCP and other health practitioners),

- iii. Medication education and self-administration skills,
- iv. Relapse prevention,
- v. Psychoeducation Services and Ongoing Support to Maintain Employment Work/Vocational skills, educational needs assessment and skill building,
- vi. Treatment for Substance Use Disorder (e.g. substance use counseling, groups), and
- vii. Personal Care Services (see additional licensing requirements in A.A.C. R9-10-702, R9-10-715, R9-10-814).

#### **G. BHRF AND MEDICATION ASSISTED TREATMENT**

Contractors and BHRF Providers shall establish policies and procedures to ensure members on MAT are not excluded from admission and are able to receive MAT to ensure compliance with Arizona Opioid Epidemic Act SB 1001, Laws 2018. First Special Session.

#### **H. BHRF WITH PERSONAL CARE SERVICES**

BHRFs licensed to provide Personal Care Services shall offer services in accordance with A.A.C R9-10-702 and A.A.C R9-10-715. Contractors and BHRF providers shall ensure that all identified needs can be met in accordance with A.A.C. R9-10-814 (A)(C)(D) and (E).

1. The following is a list of examples of services that may be provided:
  - a. Blood sugar monitoring, Accu-Check diabetic care,
  - b. Administration of oxygen,
  - c. Application and care of orthotic devices,
  - d. Application and care of prosthetic devices,
  - e. Application of bandages and medical supports, including high elastic stockings,
  - f. ACE wraps, arm and leg braces, etc.,
  - g. Application of topical medications,
  - h. Assistance with ambulation,
  - i. Assistance with correct use of cane/crutches,
  - j. Bed baths,
  - k. Care of hearing aids,
  - l. Radial pulse monitoring,
  - m. Respiration monitoring,
  - n. Denture care and brushing teeth,
  - o. Dressing member,
  - p. Supervising self-feeding of members with swallowing deficiencies,
  - q. Hair care, including shampooing,
  - r. Incontinence support, including assistance with bed pans/bedside commodes/bathroom supports,
  - s. Measuring and recording blood pressure,
  - t. Non-sterile dressing change and wound care,
  - u. Passive range of motion exercise,

- v. Use of pad lifts,
- w. Shaving,
- x. Shower assistance using shower chair,
- y. Skin maintenance to prevent and treat bruises, injuries, pressure sores. Members with a stage 3 or 4 pressure sore is not to be admitted to BHRF (A.A.C. R9-10-715(3)), and infections,
- z. Use of chair lifts,
  - aa. Skin and foot care,
  - bb. Measuring and giving insulin, glucagon injection,
  - cc. G-tube care,
  - dd. Ostomy and surrounding skin care, and
  - ee. Catheter care.