



Welcome to Training: Provider Case Management for Individuals living with a Serious Mental Illness

You were automatically muted upon entry.

Please only join by phone or computer.

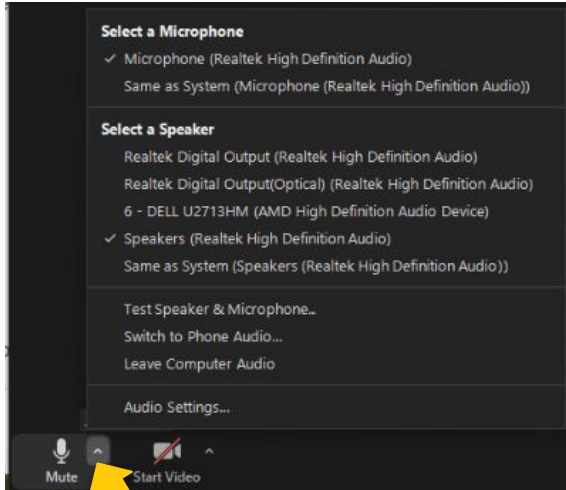
Please use the chat feature for questions or raise your hand.

Thank you.

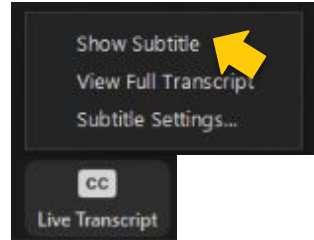
Zoom Webinar Controls

Navigating your bar on the bottom...

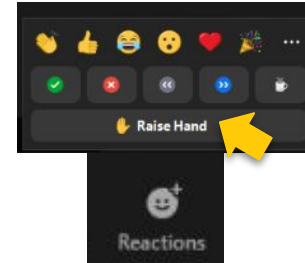
Audio Settings



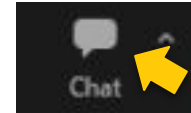
Turn on Closed Captioning



Raise Hand



Chat

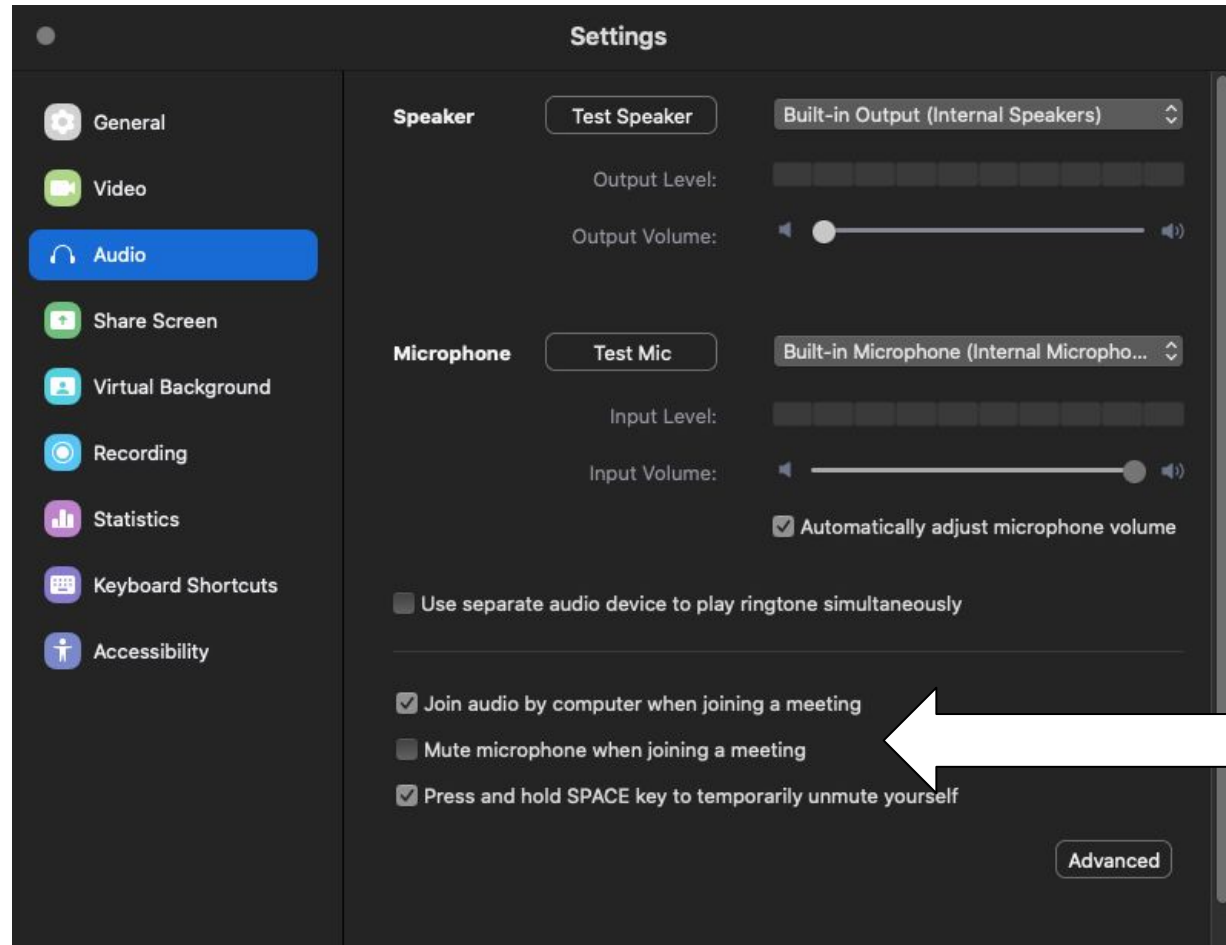


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio section. The left sidebar contains various settings categories: General, Video, Audio (highlighted in blue), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main panel is titled 'Settings' and is divided into 'Speaker' and 'Microphone' sections. The Speaker section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', an 'Output Level' bar, and an 'Output Volume' slider. The Microphone section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', an 'Input Level' bar, 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). A white arrow points to the 'Join audio by computer when joining a meeting' checkbox. An 'Advanced' button is located at the bottom right of the settings panel.

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

Welcome!

What to expect during the training:

- Information regarding Provider Case Management for Individuals Living with a Serious Mental Illness (SMI),
- Real-time answers to related 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,
- Contact information for the OHR for questions on other topics, and
- Survey link.



Agenda

- ❑ Overview: The Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ Provider Case Management for Individuals Living with a Serious Mental Illness (SMI)
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)





Provider Case Management for Individuals with a Serious Mental Illness (SMI)

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)
March 26, 2024



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)

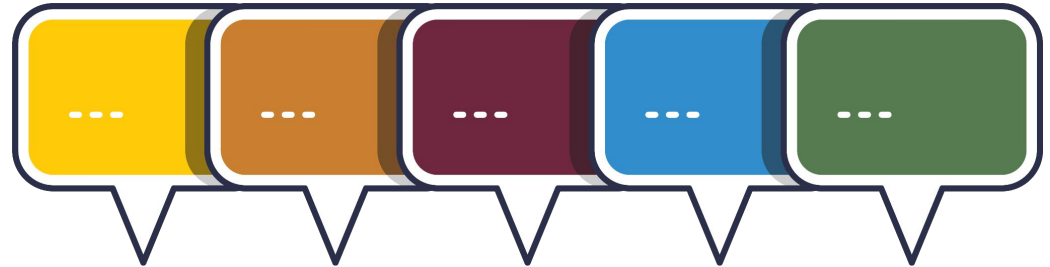
Waiver, State Plan, Tribal Relations

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.





Overview

The Office of Human Rights (OHR)

John Pizzo, Advocate II

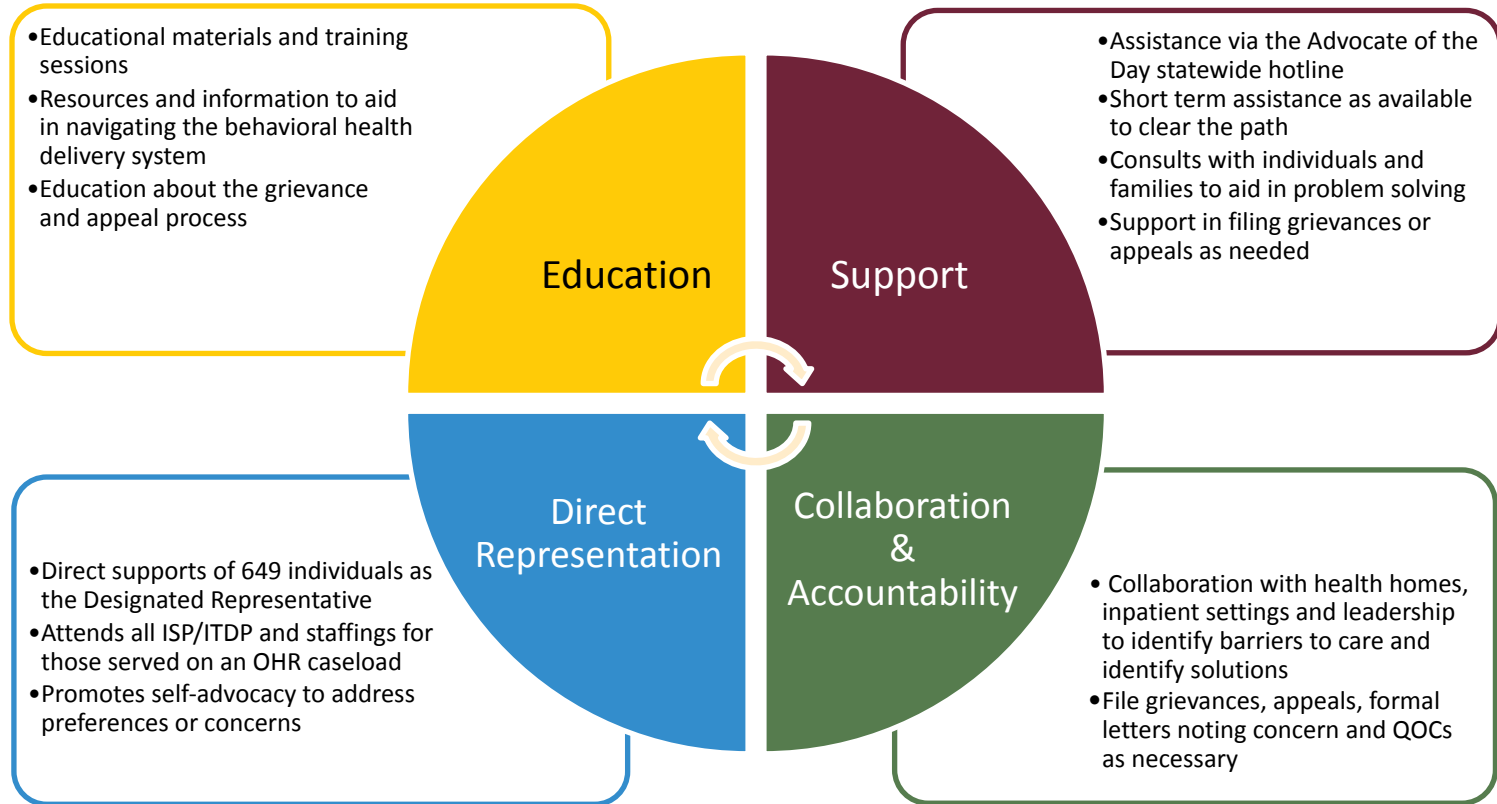
The Office of Human Rights

Mission Statement

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.

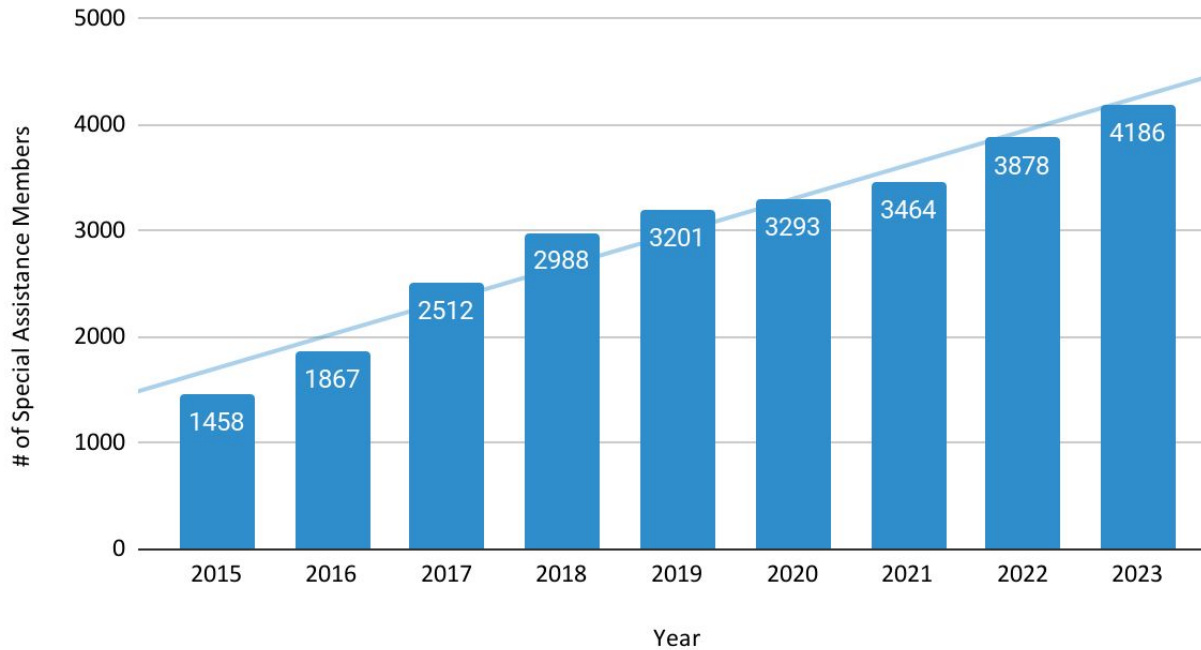


OHR Advocacy at-a-Glance



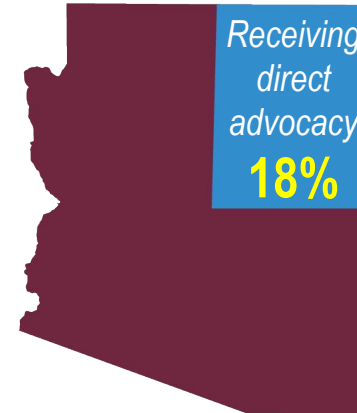
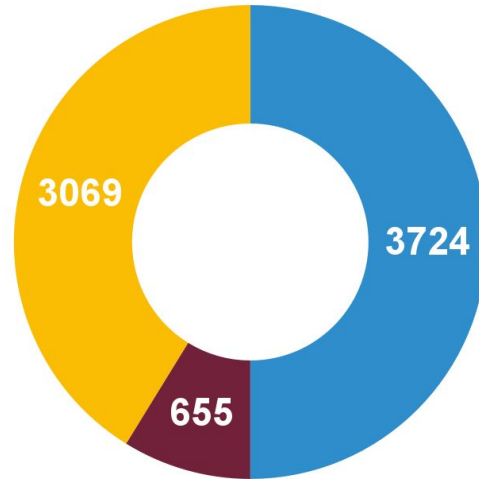
Education Results in Growth

of Special Assistance Growth Trend



Special Assistance Data as of January 1, 2024

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





Provider Case Management

Ywchari Manos, Advocate

AHCCCS Medical Policy Manual (AMPM) 570

Applies to:

- AHCCCS Complete Care (ACC),
- ACC-Regional Behavioral Health Agreements (RBHA),
- Department of Child Safety (DCS)/Comprehensive Health Plan (CHP),
- Department of Economic Security (DES)/Division of Developmental Disabilities (DDD) contractors, and
- Fee-For Service (FFS) programs including:
 - The American Indian Health Program (AIHP) and Tribal Regional Behavioral Health Authorities (TRBHAs), excluding Federal Emergency Services (FES)



In accordance with [AHCCCS Medical Policy Manual 570](#)

Provider Case Management

A supportive service to improve treatment outcomes and meet member's service or treatment plan goals. Some examples include, but are not no limited to:

- Maintaining, monitoring, and modifying behavioral health services
- Assistance in finding necessary resources
- Coordination of care



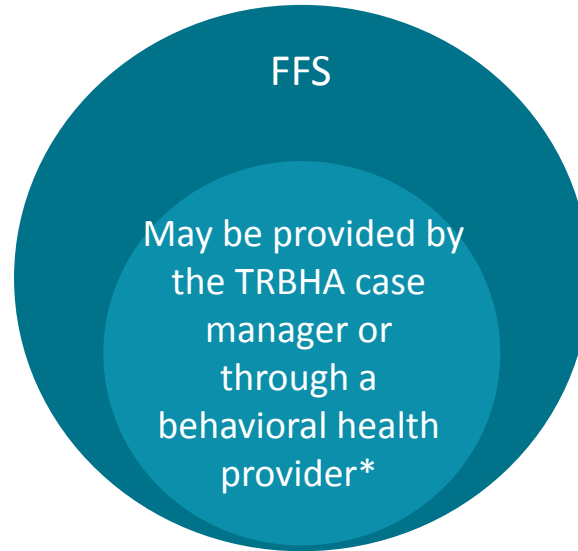
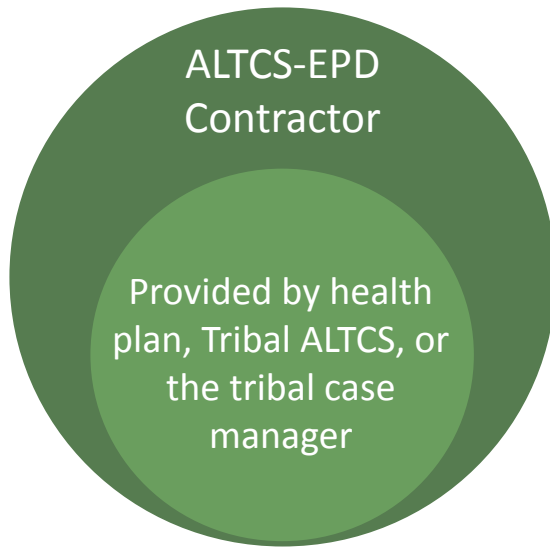
See the OHR training for [the Power of Advocacy and Collaboration for Individuals Living with a Serious Mental Illness](#) or for a more comprehensive list please see the [Rights for Members Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#).

Provider Case Management

- Assisting members in applying for social security benefits,
- Outreach and follow-up of crisis contacts and missed appointments
- Participation in staffing, case conferences, or other meetings,
- Assisting members in being aware of and exercising their rights, and
- Ensuring all members with a SMI designation are assessed for Special Assistance criteria in accordance with [the Arizona Administrative Code](#) and [AHCCCS Medical Policy Manual 320-R for Special Assistance](#). See the [OHR training for Special Assistance](#).

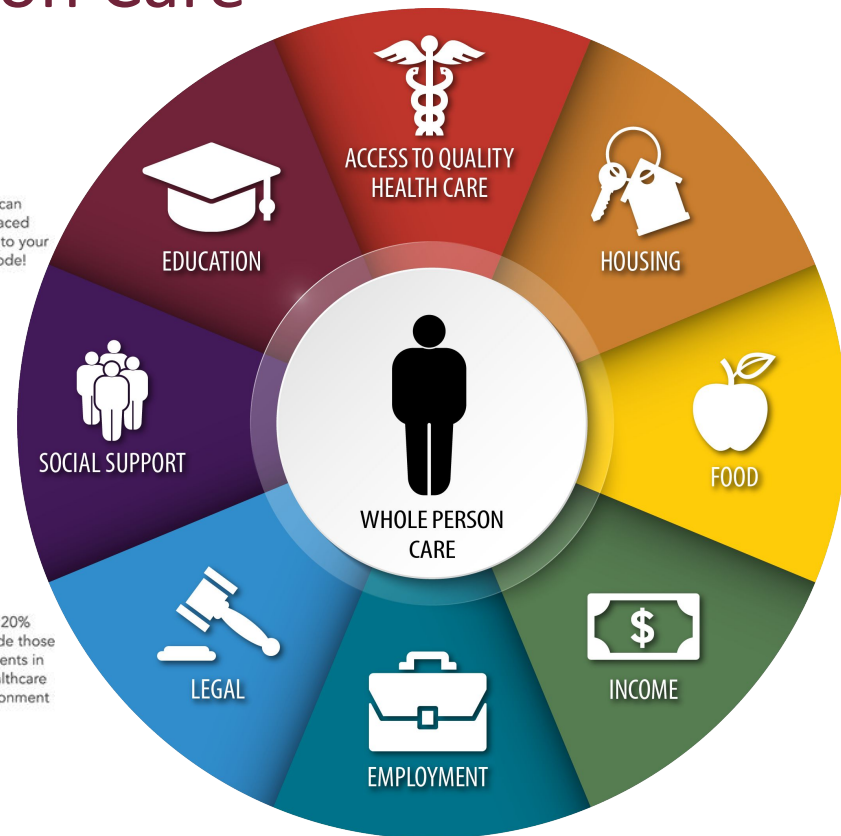
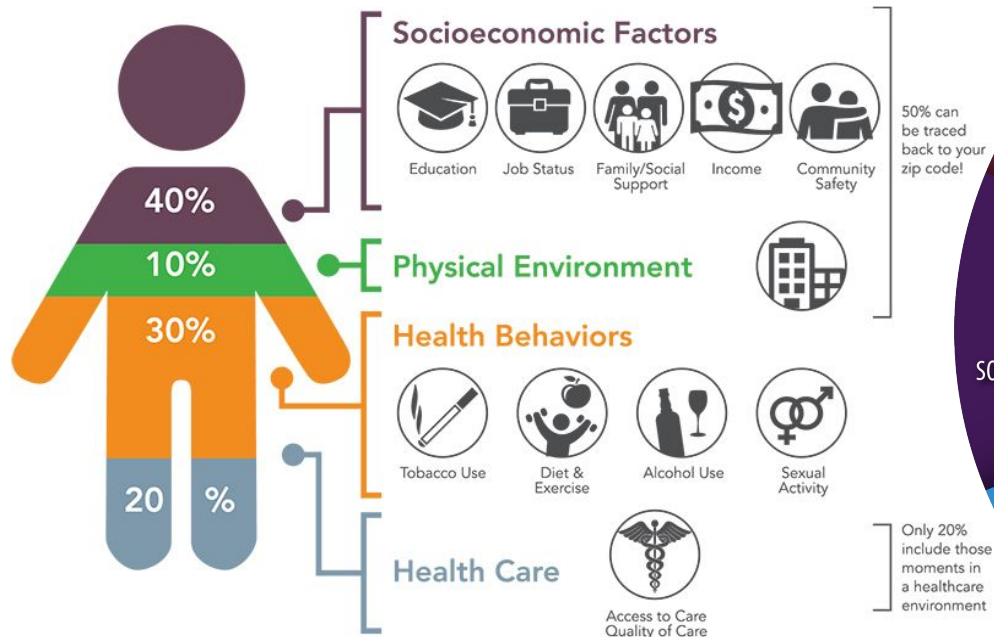


Case Management



*If case management is being provided by a behavioral health facility, case managers shall work with the TRBHAs on care coordination. Refer to the TRBHA Intergovernmental Agreement (IGA) for care management/care coordination requirements.

Whole Person Care



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

NO WAIT LISTS!

Wait lists for AHCCCS Covered Behavioral Health Services are **PROHIBITED**. It is a right to receive the covered services needed, delivered within AHCCCS Policy established timelines. See the OHR training for [the Rights of Individuals Living with a Serious Mental Illness](#).



If an agency or specialist is unable to provide service, the agency or specialist should refer to the Health Plan to locate a provider. AHCCCS Fee for Service (FFS) members can go to any AHCCCS registered provider. See the [AHCCCS Fee for Service \(FFS\) Program Overview](#) video for more information.

This is in accordance with [AHCCCS Policy 417: Appointment Availability, Transportation Timeliness, Monitoring, and Reporting](#)

Assisting with Grievances

Grievances may be submitted orally or in writing to **any employee of a mental health agency** who shall forward the grievance to the appropriate person as identified in R9-21-404.



Case management shall assist in filing grievances or appeals process upon request. See the OHR training for [the Grievance and Appeal Process for Individuals Living with Serious Mental Illness.](#)

Resources on SMI complaints, appeals, and grievances is available on [the AHCCCS website.](#)



Role and Responsibilities

John Pizzo, Advocate II

Coordination of Care Requirements

Case Managers shall:

- Coordinate with member/HCDM, DR, and all other stakeholders.
- Obtain input from all involved parties in the assessment and service planning process.
- Provide coordination of care and services specified in the member's service plan to include physical and behavioral health services and care.
- Obtain information about the member's course of treatment from each provider.
- Participate in all provider staffings and treatment/service planning meetings. See the OHR training for [the Individualized Service Plan and Why it Matters.](#)



Additional Coordination of Care Requirements

Case Managers shall:

- Obtain copies of all provider's treatment plans.
- Provide education and support to members, family members, HCDM, DR, and significant.
- Provide a copy of the member's service plan to other involved providers and involved parties with the consent of the member/HCDMs.
- Provide medication and laboratory information to residential and independent living service providers or other caregivers involved.
- Coordinate care with contractor care management as applicable.



Crisis Requirements

Case Managers shall:



- Identify, intervene, and/or follow-up with a potential or active crisis situations.
- Provide information, backup, and direct assistance to crisis and emergency personnel.
- Provide follow-up within 24 hours of discharge from a crisis setting. See the OHR training for [the Inpatient Treatment and Discharge Planning Process for Individuals Living with a Serious Mental Illness.](#)
- Assess for, provide, and coordinate additional supports and services as needed.
- Ensure the member's annual crisis and safety plan is updated.

This is in accordance with [AHCCCS Policy 590: Behavioral Health Crisis Services and Care Coordination.](#)

Training, Competency and Management

The Contractor shall ensure the following:

- Development of a provider network with a sufficient number of qualified and experienced provider case managers.
- Orientation to new case managers to the fundamentals of providing case management services, evaluating their competency and ongoing training.
- All members with a SMI designation are assigned to a case manager in accordance with [A.A.C. R9-21-101](#).

Mandated Reporters

All providers are required to report or cause reports to be made regarding abuse, neglect or exploitation. The reports shall be made to a peace officer or to the Adult Protective Services Central Intake Unit in accordance with [A.R.S. 46-454 \(A-D\)](#). The reports should be made immediately by phone at 1-800-624-8404 or online [here](#). The reporter will need the following information:

- Name, address and age of the person,
- Nature and extent of the adult's vulnerability in addition to the extent of the abuse, neglect or exploitation,
- Any information believed to be helpful in establishing the cause, and
- Names of other involved parties.

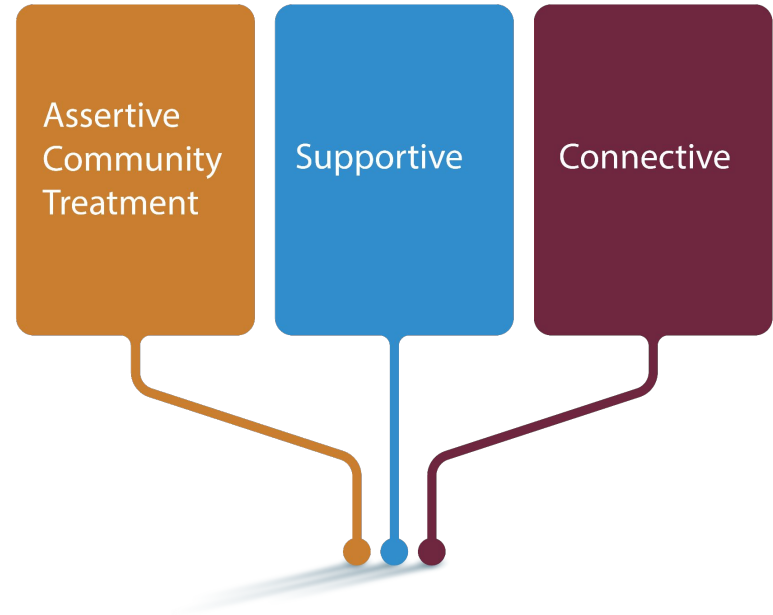


Provider Case Management Intensity

Ywchari Manos, Advocate

Levels of Case Management and Intensity

The Arizona behavioral health delivery system has three different levels of case management which is assessed by the treatment team to determine what will meet the needs.



Case Management Intensity and Caseload Ratios



[This is in accordance with AHCCCS Policy 570A: Provider Case Management Caseload ratios](#)

Assertive Community Treatment (ACT)

ACT is a comprehensive model of treatment based upon fidelity criteria developed by the [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#).

This level of case management focuses upon members with severe and persistent mental illness that seriously impairs their functioning in community living, in conjunction with a multidisciplinary team approach.

- Social services
- Housing services
- Health care



Supportive Case Management

Focuses upon members for whom less intensive case management would likely impair their functioning it provides:

- Assistance
- Support
- Guidance
- Monitoring to achieve maximum benefit from services



Caseloads may be blended to include serving those with a SMI designation as well as general mental health (GMH) conditions or substance use disorders as clinically indicated.

Connective Case Management:

This level of case management focuses on individuals who have largely achieved their resilience goals.

Caseloads may include both members with an SMI designation as well as members with a General Mental Health (GMH) condition or Substance Use Disorder (SUD) as clinically indicated.





Accessibility and Coordination of Care

Kisha Kimber, Advocate

Requirements for Accessibility

The Contractor* shall ensure that members, Health Care Decisions Makers (HCDM) and Designated Representatives are provided with access to their case managers by providing the following:

- Contact information for the provider case manager or Contractor,
- Contact information for emergencies and/or after hours,
- A system of backup provider case managers, and
- Accurate case management contact information in the QM Portal for all Special Assistance members in accordance with [the AHCCCS Medical Policy Manual 320-R for Special Assistance.](#)

*As defined in the AHCCCS Contract and Policy Dictionary linked [here](#)

Conflicts of Interest

The Contractor shall ensure that provider case managers do not have any conflicts of interest for a member served on their caseload, including but not limited to those that are:



- Related by blood or marriage to a member, or any paid caregiver,
- Financially responsible,
- Empowered to make financial or health-related decisions,
- In a position to financially benefit, and
- Paid for services.

Supervision and Coordination of Care

The Contractor shall require the following to ensure oversight and coordination:

- Supervision of provider case manager ratios,
- Support structure for case managers,
- Adequate time to train and review the work of newly hired provider case managers,
- Support and guidance to established provider case managers, and
- Mechanisms to promote coordination and communication between provider case management and contractor care management teams.

Provider Case Management Plan Requirements

The Contractor shall submit a provider case management plan that addresses how the Contractor will collaborate with other Contractors to implement and monitor provider case management standards and caseload ratios.

The provider case management plan shall also include:

- Performance outcomes,
- Lessons learned, and
- Strategies targeted for improvement.





Overview

The Office of Individual and Family Affairs (OIFA)

Cynthia Burr

Children's Behavioral Health Community Liaison

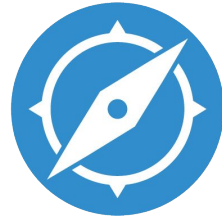
OIFA Mission

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/AHCCCSalendar.html>



Advocacy Resources

Kisha Kimber, Advocate

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

Community Education

OHR hosted 10 community education sessions in the past year, engaging with over **1,800 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

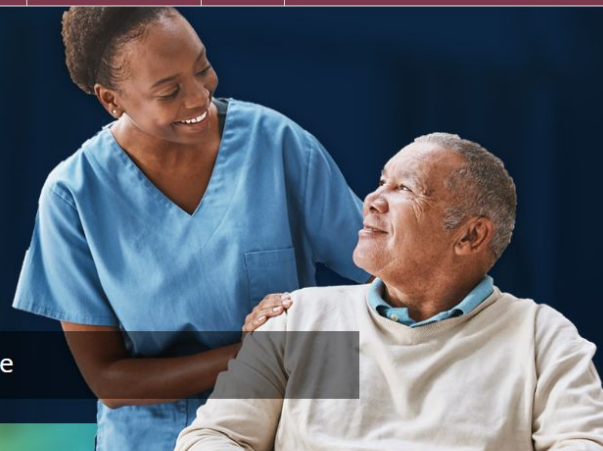
FRAUD PREVENTION

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](#)

[Tiếng Việt](#)

[繁體中文](#)

[العربية](#)

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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



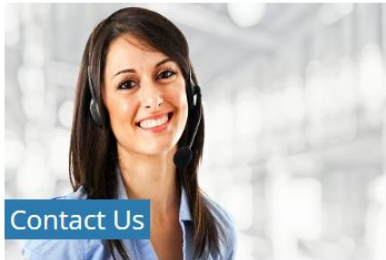
Having a Crisis?

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



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

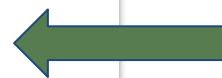
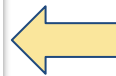
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



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 Mountain 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](#)

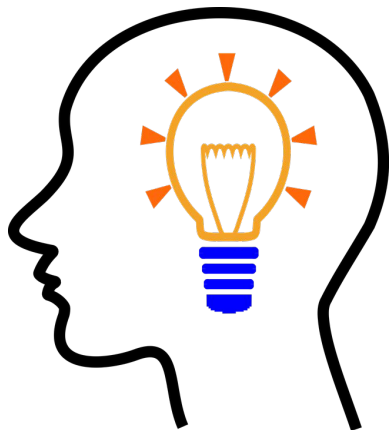
[Case Manager Requirements - AMPM 570](#)

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

Upcoming AHCCCS Advocacy Training

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



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

Jacob's Law

Thurs., 3/28, 1:00 p.m. - 3:00 p.m. [Register in Advance](#)

OHR: The Individualized Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness

Thurs., 4/25, 1:00 p.m. - 2:30 p.m. [Register in Advance](#)

System Navigation

Tues., 3/26, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

AHCCCS Community Forum

Mon., 4/15, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

Subscribe to stay informed!



AHCCCS News & Press Releases [Subscribe to News and Press Releases Updates](#)

Filter: Show All | Sort: Date: Newest First

AHCCCS Highlights Accomplishments, Changes in 2023

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 23, 2024
PHOENIX – One year ago, Cabinet Executive Officer Carmen Heredia took the helm of the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, and guided the agency through an extraordinary year of accomplishments and change.

"In 2023, AHCCCS faced challenges head-on, made significant progress, and achieved remarkable milestones because of our employees' unwavering dedication to the members we serve," Heredia said. "Our accomplishments stand as a testament to our adaptability, innovation, and unyielding resolve in the face of turbulent times."

Some of those successes and operational enhancements are highlighted below; see the full list in the 2023 Year in Review document. [Read more...](#)

1.4 Million Arizonans Have Maintained Medicaid Coverage Since Renewals Began Last April

CONTACT: PIO@azahcccs.gov
FOR IMMEDIATE RELEASE
January 18, 2024
PHOENIX – Since the Arizona Health Care Cost Containment System (AHCCCS) returned to the regular Medicaid renewal process last April, 1.4 million Arizonans have maintained coverage and 18% or 457,753 have been discontinued.

[AHCCCS News and Updates](https://azahcccs.gov/shared/news.html)
azahcccs.gov/shared/news.html

AHCCCS Tribal Relations [Subscribe to AHCCCS Tribal Relations Updates](#)

The mission of the Arizona Health Care Cost Containment System (AHCCCS) is to provide comprehensive, quality care to those in need. AHCCCS and Tribal Nations in the State of Arizona share the common goal of decreasing health disparities and maximizing access to critical health services.

Tribal Consultation

AHCCCS is committed to engaging in open, continuous, and meaningful consultation on a government-to-government basis. The AHCCCS Tribal Consultation Policy (note: pending technical changes and Tribal Consultation) guides the agency's work and interaction with the Tribal Nations of Arizona.

Learn more about Tribal Consultation at AHCCCS.

Tribal Relations at AHCCCS

The Tribal Liaison serves as a point of contact for information and issues concerning health care policies that affect American Indian AHCCCS members. The role of the Tribal Liaison is to work across sectors to help improve the quality and accessibility of health care for American Indian AHCCCS members.

At AHCCCS, the Tribal Liaison is housed in the Division of Community Advocacy and Intergovernmental Relations and serves as the link between AHCCCS staff and the 22 tribes in Arizona, three Indian Health Service (IHS) areas, urban Indian health programs, and tribal community members and stakeholders.

Christine Holden currently serves as the AHCCCS Tribal Liaison and she can be contacted at christine.holden@azahcccs.gov or at tribalrelations@azahcccs.gov.

[Tribal Relations Updates](https://azahcccs.gov/AmericanIndians/TribalRelations/)
[azahcccs.gov/AmericanIndians/
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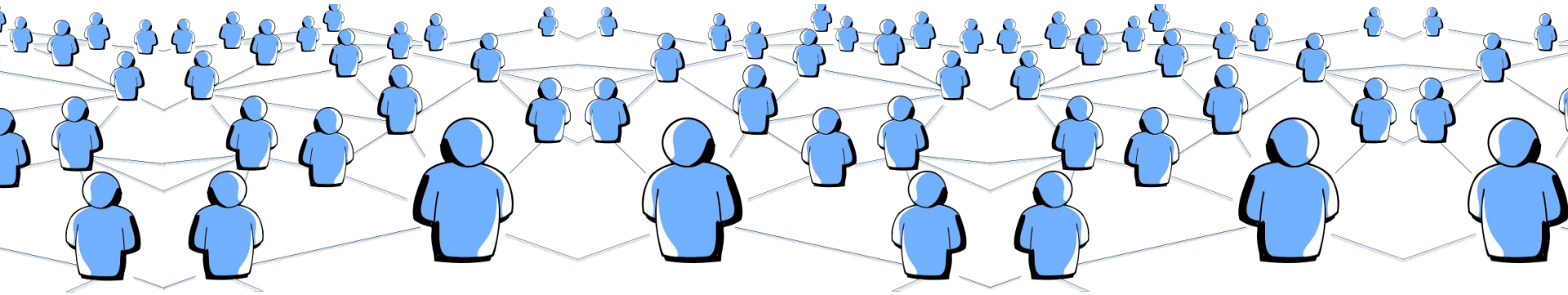
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