

-320-R - SPECIAL ASSISTANCE FOR MEMBERS WITH SERIOUS MENTAL ILLNESS

EFFECTIVE DATES: 07/01/16, 10/01/17, 10/01/18, [XX/XX/XX](#)¹

REVISION

APPROVAL DATES: 09/21/17, 08/16/18, [05/16/19](#)²

I. PURPOSE

This Policy applies to ALTCS E/PD, RBHA Contractors, ~~Arizona State Hospital (AzSH)~~³, and Fee-For-Service (FFS) Programs as delineated within this Policy including: Tribal ALTCS and TRBHAs. This Policy ~~prescribes~~ establishes requirements ~~identification and reporting requirements and establishes uniform guidelines~~⁴ for identification, notification, documentation and serving ~~reporting for members~~ determined to be Seriously Mentally Ill (SMI) (hereafter, members) who require Special Assistance. ~~This includes: Identification of members who are in need of Special Assistance, eEnsuring members who are in need of Special Assistance have those needs recognized and met, and, Maintaining and disseminating required reports regarding members in need of Special Assistance.~~ Effective October 01, 2019 this Policy also applies to DES/DDD (DDD)⁵

II. DEFINITIONS

~~ARIZONA STATE HOSPITAL (AZSH)~~ Provides ~~long-term inpatient psychiatric care to Arizonans with mental illnesses.~~

BEHAVIORAL HEALTH RESIDENTIAL FACILITY (BHRF) As ~~Specified~~ stated 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.

¹ [Date changes are effective](#)

² [Date presented at APC Meeting](#)

³ [No longer applicable. Removed throughout policy](#)

⁴ [Aligned with general policy purpose statement](#)

⁵ [POST APC CHANGE: added effective date for DDD](#)

INDEPENDENT OVERSIGHT COMMITTEE (IOC)

~~A committee~~The IOC is established by state statute (A.R.S. § 41-3804) to ~~promote the rights of individuals who receive behavioral health services pursuant to title 36, chapters 5 and 34⁶ provide independent oversight and to ensure the rights of behavioral health members are protected.~~ There is one Independent Oversight Committee (IOC) established for each region as well as the Arizona State Hospital (AzSH), with each ~~committee~~IOC providing independent oversight and review within its respective jurisdiction as defined in A.R.S. §§ 41-3803 and -3804, and A.A.C. R9-21-105.

OFFICE OF HUMAN RIGHTS (OHR)

The ~~Office of Human Rights~~OHR is established within AHCCCS and is responsible for the hiring, training, supervision, and coordination of human rights advocates. Human rights advocates assist and advocate on behalf of members determined to have a Serious Mental Illness (defined below) with Service Planning, Inpatient Discharge Planning and resolving appeals and grievances.

SPECIAL ASSISTANCE

The support provided to a member ~~determined to have~~designated as a Seriously Mentally Ill~~ness~~ who is unable to articulate treatment preferences and/or participate effectively in the development of the Service Plan, Inpatient Treatment, and Discharge Plan (ITDP), grievance and/or appeal processes due to cognitive or intellectual impairment and/or medical condition.

SERIOUSLY MENTALLY ILLNESS (SMI)

A designation as defined in A.R.S. §36-550(4) which is applicable to an individual 18 years of age or older.

III. POLICY

Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, and subcontracted providers if applicable, shall identify and submit notification to ~~the AHCCCS/DCAIR,~~⁷ OHR of members who meet the criteria for Special Assistance ~~in accordance with~~⁸ ~~A.A.C. R9-21-101 et seq.~~. The provider shall submit a notification whether or not the member's Special Assistance needs appear to be met by an involved guardian ~~or~~ designated representative (e.g., family member, or friend). Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, subcontracted providers, and ~~the AHCCCS/DCAIR, OHR, AHCCCS Behavioral Health Office of Grievances and Appeals~~

⁶POST APC CHANGE: Revised citation

⁷Changed to AHCCCS/DCAIR, OHR throughout policy for consistency

⁸POST APC CHANGE: -Removed citation. Not needed here

~~(BHGA)~~ shall ensure that the ~~person~~ individual⁹ designated to provide Special Assistance is involved at key stages of the grievance and appeals process.

As applicable, Contractors shall ensure that subcontracted providers adhere to the requirements of this Policy.

A. GENERAL REQUIREMENTS

1. Criteria to deem a member to be in need of Special Assistance are as follows:
 - a. A member is in need of Special Assistance if ~~that member~~ he or she is unable to do any of the following:
 - i. Communicate preferences for services,
 - ii. Participate effectively in Service Planning or ITDP,
 - iii. Participate effectively in the appeal, grievance, or investigation processes as specified in A.A.C R9-21, Article 4, and¹⁰.
 - b. The member's limitations described above in Section (A)(1)(a) shall ~~also~~ be due to at least one ~~any~~ of the following:
 - i. Cognitive ability/intellectual capacity (i.e. cognitive impairment, borderline intellectual functioning, or diminished intellectual capacity),
 - ii. Language barrier (an inability to communicate, other than a need for an interpreter/translator), and/or
 - iii. Medical condition ~~(including, but not limited to:~~
 - a) ~~-~~Traumatic brain injury,
 - b) Dementia, or
 - c) Severe psychiatric symptoms~~);~~
 - c. A member who is subject to general guardianship has been found to be incapacitated ~~under as specified in~~ A.R.S. §-14-5304, and therefore, automatically satisfies the criteria for Special Assistance, or
 - d. The existence of any of the following circumstances should prompt the Contractor, ~~AzSH~~, Tribal ALTCS, TRBHA, or subcontracted provider to more closely review whether the member is in need of Special Assistance:
 - i. Developmental disability involving cognitive ability,
 - ii. Residence in a 24 hour BHRF setting,
 - iii. Limited guardianship, or the Contractor, Tribal ALTCS, TRBHA, or subcontracted provider is recommending and/or pursuing the establishment of limited guardianship, or
 - iv. Existence of a serious medical condition, that affects the member's intellectual and/or cognitive functioning ~~(such as dementia or traumatic brain injury)~~.
2. ~~The following~~ criteria ~~that shall not be considered when making a determination as to whether or not a member is in need of Special Assistance.~~

⁹ POST APC CHANGE: Aligned with definitions and revised throughout

¹⁰ Post APC CHANGE: Legal review change – Added citation

The member:¹²

- a. Needs things explained in more basic terms,
- b. Is able but not willing to participate in treatment, Service Planning, ITDP, the appeal, grievance or investigation processes,
- c. Can speak and advocate for his/her self but present with interpersonal issues that make working with him/her challenging,
- ~~a-d.~~ Needs more regular and effective engagement from the treatment team, or
- ~~b.~~ Has special needs, (e.g. Unable to read or write, needs an interpreter).
- e-e.

2.3. The following individuals or entity may deem a member to be in need of Special Assistance:

- a. A qualified clinician providing treatment for the member,
- b. A case manager as ~~defined specified~~ in A.A.C. R9-21-101,
- c. A member of the clinical team as ~~defined specified~~ in A.A.C. R9-21-101,
- d. A Contractor, Tribal ALTCS, or TRBHA,
- e. A program director of a subcontracted provider (~~including AzSH~~),
- f. The Deputy Director of AHCCCS or designee, or
- g. A hearing officer assigned to an SMI appeal or grievance.

4. Contractors, Tribal ALTCS, TRBHAs, and subcontracted providers shall, on an ongoing basis, assess whether members are in need of Special Assistance in accordance with the criteria set out in this Policy. At a minimum, this shall occur at the following stages:

- a. Assessment and annual updates,
- b. Development of, or update to, the Service Plan,
- c. Admission to a psychiatric inpatient facility,
- d. Development of or update to an ITDP,
- e. Initiation of the grievance or investigation processes,
- f. Filing of an appeal, and
- g. Existence of circumstances and/or other contributing factors which may be a basis for a grievance, an investigation, or an appeal.

3.5. Documentation

Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, and subcontracted providers shall document in the Mmember's medical record (e.g. on the assessment, Service Plan, ITDP, face sheet) each time ~~a staff person screens~~¹³ a Mmember is assed for the need of Special Assistance, indicating the factors reviewed and the conclusion. If the conclusion is that the Mmember is in need of Special Assistance, notification shall be

¹¹ Added for clarity of what should not be considered

¹² POST APC CHANGE: Revised for clarity

¹³ POST APC CHANGE: Legal review change – Added clarification. Would still be a qualified person as defined above

provided to ~~the AHCCCS/DCAIR, OHR OHR~~ by completing the notification form, Part A, in the AHCCCS QM Portal, at QMportal.azahcccs.gov¹⁴ using Attachment A, in accordance with the procedures below. ~~Contractors are required to maintain a database of members who have been identified as Special Assistance that shall include all required components of the comprehensive report. This data is required to be shared with subcontracted providers on a regular basis (at a minimum quarterly) to ensure contact information and member demographics for members receiving Special Assistance remain current.~~¹⁵

B. PROCESS FOR NOTIFICATION REQUIREMENTS TO THE OFFICE OF HUMAN RIGHTS (OHR)

1. Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, and subcontracted providers shall submit a Notification utilizing to AHCCCS/DCAIR, OHR by completing the Part A of Attachment A section of the notification within five working business days of identifying a Member who is in need of Special Assistance and shall include:
 - a. If the Member ~~has a Special Assistance need requiring requires~~ immediate support (e.g. ITDP, active SMI appeal or grievance); the notification shall be submitted immediately, ~~with a notation indicating the urgency,~~¹⁶
 - b. Notation if the member was or was not informed of the notification. If the member was not informed of the notification then it shall be documented with, notation not, shall document and include of an explanation of why not, ~~and~~
 - c. A copy of the court ordered guardianship and contact information of the appointed guardian, if the Member is under full legal guardianship.¹⁷
 - i. ~~and~~If guardianship documentation is not available at the time the member is identified as in need of Special Assistance, the notification is required to be submitted within the required timeframes, followed by submittal of the required documentation. The notification shall remain in pending status until the documentation is received and the Contractor shall ensure the documentation is submitted timely.
2. Contractors shall review the completed Part A section of the notification, and:
 - a. Verify the accuracy of all demographic information,
 - b. Verify criteria and/or documentation submitted,
 - c. Request additional or missing information from the provider if needed, and
 - d. Move the notification forward in the process by submitting to AHCCCS/DCAIR, OHR¹⁸

¹⁴ Change to reflect Portal process

¹⁵ This information is now accessible via the Portal. Contractor requirements for verifying accuracy to be outlined in policy

¹⁶ POST APC CHANGE- Revised by legal for clarification

¹⁷ Added for clarity documentation is now available online.

¹⁸ Changes made to reflect Portal

- ~~2.3.~~ ~~The AHCCCS/DCAIR, OHR will~~ reviews the notification to ensure it contains all required information and responds within five ~~working-business~~ days of receipt. After review, ~~the AHCCCS/DCAIR, OHR~~ will:
- a. Contact the ~~staff person-Contractor~~ submitting the form for clarification, if needed,
 - b. Designate which agency/~~person-individual~~ will provide Special Assistance ~~when processing by completing~~ Part B of ~~Attachment A~~ the notification.
 - c. ~~Send out the~~ Change the status of the notification to active.
- ~~3.4.~~ ~~Contractors, Tribal ALTCS, TRBHAs, and subcontracted providers requesting an updated Part B, to change the individual/agency assigned to meet Special Assistance needs, shall submit a notification to AHCCCS/DCAIR, OHR by uploading required documentation into the Portal. In addition, a follow up email shall be sent to OHRts@azahcccs.gov with current contact information for the individual being assigned to meet the Special Assistance needs when: Part B or updated Part B to the Contractor and provider once the process is complete. The notification process is not complete until the OHR completes and returns Part B of Attachment A~~
- ~~4.~~ ~~Complete an updated Part B to document a change to the person meeting Special Assistance needs when:~~
- a. The ~~person individual or entity/agency entity~~ currently identified as providing Special Assistance is no longer actively involved, ~~and the Contractor, AzSH, Tribal ALTCS, TRBHA, or subcontracted provider notify the OHR when change is needed or is unable to continue to meet the member's needs,~~¹⁹
 - ~~a.b.~~ ~~There is a change in guardianship status, or~~ ~~and~~
 - ~~b.c.~~ The ~~M~~member requests a change in the ~~person individual/~~agency meeting Special Assistance needs.

B.C. NOTIFICATION REQUIREMENTS AND PROCESS FLOW FOR²⁰ MEMBERS NO LONGER IN NEED OF SPECIAL ASSISTANCE

1. Contractors, ~~AzSH,~~ Tribal ALTCS, TRBHAs, or subcontracted providers shall notify ~~the AHCCCS/DCAIR, OHR~~ within 10 business days of an event or determination, when a member receiving -Special Assistance no longer meets criteria, by completing Part C of the ~~original~~ Notification form within the Portal ~~(with Parts A and B completed when first identified)~~, noting:
 - a. The reason(s) why Special Assistance is no longer required,
 - b. The effective date,
 - c. The name and , title, ~~phone number and e-mail address~~ of the staff ~~person individual~~ completing the form, and
 - d. The date the form is completed.

¹⁹ Clarified language for process of Portal

²⁰ Changed title to reflect if member no longer meets criteria

2. Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, or subcontracted providers shall ~~submit~~ complete the Part C when any ~~of~~ the following apply:
 - a. The original basis for the member meeting Special Assistance criteria is no longer applicable and the member does not otherwise meet criteria. This includes when it is determined that the SMI designation is no longer appropriate and the designation has been removed.
 - b. A Part C due to change is SMI designation shall not be ~~submitted~~ completed until after the period to appeal has expired,
 - c. The member passes away,
 - d. The member enters a Department of Corrections (DOC) facility,
 - e. The member moves out of state and no longer receives behavioral health²¹ services in Arizona, or
 - f. The member elects not to receive services from the Contractor, Tribal ALTCS, or TRBHA and the member is not transferred to another Contractor, Tribal ALTCS, or TRBHA.

3. Contractor, Tribal ALTCS, TRBHA, or subcontracted providers shall perform all required re-engagement efforts, including contacting the ~~person~~ individual providing Special Assistance, ~~per as specified in~~ AMPM Policy 1040 prior to submission of the Part C, ~~and~~

4. ~~Notice and~~ appeal rights shall be provided and the period to appeal shall have expired prior to the submission of the Part C. Submission of a Part C is not needed when a member transfers to another Contractor, Tribal ALTCS, or TRBHA, as the Special Assistance designation follows the member and shall be included in medical record during the transfer.

5. Upon receipt of Part C, ~~of Attachment A, the~~ AHCCCS/DCAIR, OHR will reviews the content to confirm accuracy and: ~~completeness and returns it to the provider that submitted it, copying any involved~~²²
 - a. ~~Contractors, Tribal ALTCS, TRBHAs, or subcontracted providers~~ Send additional follow up questions to the Contractor if needed, or
 - a.b. Change the status of the notification to closed.

C.D. REQUIREMENTS TO HELP ENSURE THE PROVISION OF SPECIAL ASSISTANCE

1. Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, subcontracted providers, and BHGA shall maintain open communication with the individuals (family, guardian, friend, designated representative, AHCCCS/DCAIR, OHR advocate, etc.) assigned to meet

²¹ Added behavioral health for EPD Case Managers

²² Removed throughout policy, due to removal of Attachment A due to portal

- the member's Special Assistance needs. Minimally, this involves providing timely notification to the ~~person~~ individual providing Special Assistance to ensure involvement in the following:
- a. Service Plan development, updates and review including any instance when the member makes a decision regarding service options and/or denial/modification/termination of services (service options include not only a specific service, but also potential changes to provider, site, physician and case manager assignment), as specified in AMPM 320-O,
 - b. ITDP planning including any time a member is admitted to a psychiatric inpatient facility and involvement throughout the stay and discharge,
 - c. The appeal process including circumstances that may warrant the filing of an appeal, so all Notices of Adverse Benefit Determination (NOA) or Notices of Decision (NOD) issued to the member/guardian/designated representative shall also be copied to the ~~person~~ individual designated to meet Special Assistance needs, and
 - d. Investigation or grievance, including when an investigation/grievance is filed, and circumstances when initiating a request for an investigation/grievance may be warranted.
2. In the event that the procedures outlined in the section above are delayed, in order to ensure the participation of the ~~person~~ individual or entity providing Special Assistance to the Member, the Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, subcontracted providers, and BHGA shall:
- a. Document the reason for the delay in the medical record, or the investigation, grievance or appeal file, ~~and-~~
 - ~~a.b.~~ If an emergency service is needed, ~~Contractors, AzSH, Tribal ALTCS, TRBHAs, and/or subcontracted providers shall~~ ensure that the Member receives the needed services in the interim and ~~shall provide promptly notificationy to the~~ agency/~~person~~ individual providing Special Assistance.
3. Contractors, Tribal ALTCS, TRBHAs, and subcontracted providers shall provide timely relevant details and a copy of the ~~original Attachment A (both Parts A and B)~~ notification to the receiving entity and when applicable, the case manager, when a Member who is in need of Special Assistance is:
- a. Admitted to an inpatient facility,
 - b. Admitted to a BHRF setting, or
 - c. Transferred to a different Contractor, Tribal ALTCS, TRBHA, Case Management Provider site, or case manager.
4. Contractors, Tribal ALTCS, TRBHAs, and subcontracted providers shall ensure that Special Assistance Member demographic information is updated within 5 business days of a change in any of the following sections of the Part A:
- a. Member residence information; residence type, address, city, state, zip and phone number.

- b. Provider information; Assigned Provider Agency, Treatment team names, phone numbers and email addresses.
- a.c. Clinical information; Diagnosis and Clinical Basis for Special Assistance (e.g. Guardianship is assigned to a member who previously met criteria due to a Cognitive Barrier).²³

4.5. Contractors, Tribal ALTCS, TRBHAs, and subcontracted providers shall periodically review whether the member’s needs are being met by the ~~person-individual~~ or agency designated to meet the member’s Special Assistance needs. If a concern arises, it should first be addressed with the ~~person-individual~~ or agency providing Special Assistance. If the issue is not promptly resolved, further action shall be taken to address the issue, which may include contacting the Contractors, Tribal ALTCS, TRBHA, or AHCCCS/DCAIR, OHR for assistance.²⁴

~~D.E.~~ BEHAVIORAL HEALTH OFFICE OF GRIEVANCES AND APPEALS (~~BHGA~~) AND CONTRACTORS, ~~AzSH~~²⁵, TRIBAL ALTCS, AND TRBHA GRIEVANCE AND APPEALS REPORTING REQUIREMENTS

1. Upon receipt of a request for investigation, an SMI²⁶ grievance or appeal, the Contractor, ~~AzSH~~, Tribal ALTCS, or TRBHA, and the BHGA shall review whether the ~~M~~member is already identified as in need of Special Assistance. Further details regarding investigations are as specified in ACOM Policy 444 and ACOM Policy 446.
2. If the member is identified as in need of Special Assistance, the Contractor, ~~AzSH~~, Tribal ALTCS, TRBHA, or BHGA shall ensure that:
 - a. A copy of the request for investigation or SMI grievance or appeal is sent to ~~the~~ AHCCCS/DCAIR, OHR within five business days of receipt of the request. The Contractor, Tribal ALTCS, TRBHA, or BHGA shall also forward a copy of the final grievance/investigation decision to ~~the~~ AHCCCS/DCAIR, OHR within five business days of issuing the decision,
 - b. A copy of the SMI grievance or appeal for a ~~M~~member who is identified as in need of Special Assistance is sent to ~~the~~ AHCCCS/DCAIR, OHR upon occurrence,
 - c. The results of the Informal Conference (IC) regarding SMI appeals are sent to ~~the~~ AHCCCS/DCAIR, OHR. The Contractor, ~~AzSH~~, Tribal ALTCS, TRBHA, or BHGA shall also forward a copy of any subsequent notice of hearing, and
 - d. All of the above required documents are ~~to be~~ emailed to ~~the~~ AHCCCS/DCAIR, OHR at OHRts@AZAHCCCS.gov.

²³ Adding timelines for member updates that previously lived in the deliverable report process.

²⁴ Changed to reflect that Contractors, Tribal ALTCS, and TRBHA have access to information, not just OHR

²⁵ Revised to align with policy standards. Acronyms not used in titles

²⁶ Adding SMI to identify the type of grievance changed through out policy

~~G. F. Contractor, AzSH, Tribal ALTCS, and TRBHA Reporting Requirements~~

- ~~1. Contractors, Tribal ALTCS, and TRBHAs shall maintain a copy of completed Attachment A, Parts A and B, and any updated Part B or Part C if applicable.~~
- ~~2. Contractors, Tribal ALTCS, and TRBHAs shall maintain and submit a report as described below regarding Members who are in need of Special Assistance to ensure compliance with this Policy and the reporting requirements described in this section. This cannot be delegated to subcontracted providers.~~
- ~~3. The Contractor, Tribal ALTCS, and TRBHA shall, as specified in Contract and/or Intergovernmental Agreement (IGA), provide the OHR with a comprehensive report listing which includes:
 - ~~i. Members who are identified as in need of Special Assistance and who are active as of the end of the previous month;~~
 - ~~Part C notifications that occurred during the previous month;~~
 - ~~Members who transferred to the Contractor, Tribal ALTCS, or TRBHA during the previous month, who were designated to be in need of Special Assistance by the previous Contractor, Tribal ALTCS, or TRBHA, and~~
 - ~~Members in need of Special Assistance transferred from the Contractor, Tribal ALTCS, or TRBHA to another Contractor, Tribal ALTCS, or TRBHA during the previous month.~~~~
- ~~4. The comprehensive report shall contain the following information for each Member:
 - ~~a. CIS Number (if assigned);~~
 - ~~ii. AHCCCS ID Number;~~
 - ~~Member Name;~~
 - ~~Date of Birth;~~
 - ~~Guardian (yes or no);~~
 - ~~Current Address;~~
 - ~~Current Phone Number;~~
 - ~~Type of Residence;~~
 - ~~Whether currently at AzSH and Unit Name;~~
 - ~~AzSH Identification Number;~~
 - ~~Name of Behavioral Health Provider;~~
 - ~~Name/Location of Behavioral Health Provider Site;~~
 - ~~Name of Behavioral Health Contractor or Provider case manager;~~
 - ~~Name of Behavioral Health case manager Supervisor;~~
 - ~~GSA (for Contractors serving more than one);~~
 - ~~Title XIX/XXI (AHCCCS) Enrollment Status (yes or no);~~
 - ~~Effective Date (date Part B was completed);~~
 - ~~Person/Relationship or Agency meeting Special Assistance Needs;~~
 - ~~Name, Address and Phone Number of Person/Agency meeting the Special Assistance Needs;~~
 - ~~If applicable, the Date of Discharge from AzSH;~~~~

~~If applicable, the Date of the Removal (when Part C of Attachment A was sent to the OHR) or the Event and Event Date that prompted the removal,
If applicable, Information on any updated Part B (indicating change in person/agency meeting Special Assistance needs), and
If applicable, the Date of Transfer including the Name of the Relinquishing and Receiving Contractor, TRBHA, or Tribal ALTCS.~~

- ~~5. By the 25th day of the month following the end of a quarter, the OHR provides Contractors, Tribal ALTCS, and TRBHAs with a comprehensive report for the previous quarter.~~
- ~~6. The Contractors, Tribal ALTCS, and TRBHAs, in response to the OHR's quarterly report shall update the comprehensive report with data updates contained in the quarterly report for Members assigned to an OHR advocate and submit an updated report to the OHR by the 10th day of the next month, as specified in the Contract or IGA. The report shall identify any changes in member information, for Members not assigned to an OHR advocate, which occurred during the previous quarter. Examples include change in Title XIX/XXI eligibility, changes in the Member's residence, case management provider, or case manager assignment. Contractors, Tribal ALTCS, TRBHAs, and the OHR shall work together to rectify any data discrepancies in a timely manner to ensure that the data maintained is accurate.~~
- ~~7. The OHR, utilizing data it maintains on all Members in need of Special Assistance, provides a list of Members in each region to each IOC by the 25th calendar day of each month. The OHR customarily provides a courtesy copy of the report to the corresponding Contractor.²⁷~~
- ~~1. By the 10th calendar day of each month, AzSH shall provide the OHR with a comprehensive report listing of Members in need of Special Assistance that were receiving services at AzSH during the previous month. The OHR provides the final report to the AzSH IOC and a copy to AzSH by the 25th of the month.~~
- ~~2.3. Contractors, Tribal ALTCS, and TRBHAs shall license share Special Assistance data with its subcontracted or FFS providers that provide services to Members and verify that a process exists at each place of service to ensure this data is accessible by front-line provider staff (at a minimum quarterly). Contractors, Tribal ALTCS, and TRBHAs shall also establish a process with such providers to obtain quarterly updates on Members currently determined to be in need of Special Assistance to support the Contractors, Tribal ALTCS, or TRBHAs quarterly data updates process with the OHR.~~

²⁷ ~~Removed due to Portal process. Removed whole requirement due to this information being shown in Portal Health plans don't have to do reporting requirement anymore~~

H.G. CONFIDENTIALITY REQUIREMENTS

1. Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, and subcontracted providers shall grant AHCCCS/DCAIR, OHR access to medical records of Mmembers in need of Special Assistance ~~to the OHR~~ in accordance with federal and state confidentiality laws. ~~(sSee AMPM 940).~~
2. AHCCCS will provide a list to the IOCs, monthly, that contains the names of members in need of Special Assistance. The IOCs shall safeguard the provided list and keep confidential any the Protected Health Information (PHI) monthly list that contains the names of those Members in need of Special Assistance regarding any Protected Health Information (PHI).²⁸ The IOCs shall inform AHCCCS/DCAIR, OHR AHCCCS annually in writing of how ~~will maintain the~~ confidentiality of the Special Assistance lists is maintained. If IOCs request additional information that contains PHI that is not included in the monthly ~~report~~list, the request shall be in accordance with the requirements as specified in AMPM 960.

H.H. ADMINISTRATIVE REQUIREMENTS

- ~~1. Contractors, AzSH, Tribal ALTCS, TRBHAs, and subcontracted providers shall maintain a copy of the completed Attachment A, (Parts A and B and updated B, if any) notification in the Member's medical record. In the event a Member is identified as no longer needing Special Assistance and Part C of the Attachment A was notification completed, the Contractors, AzSH, Tribal ALTCS, TRBHAs, and subcontracted providers shall maintain a copy of the form in the Member's medical record.~~²⁹
1. 1. Contractors, ~~AzSH~~, Tribal ALTCS, TRBHAs, and subcontracted providers shall clearly document in the Mmember's medical record and in the case management/client tracking system if a Mmember is identified as in need of Special Assistance, the person individual/agency assigned currently to provide Special Assistance, the relationship, and contact information including phone number and mailing address.
2. AHCCCS/DCAIR, OHR will conduct monthly quality checks within the Portal between the 20th and the 25th day of the month to monitor the accuracy of the Special Assistance list. AHCCCS/DCAIR, OHR will audit a random sampling of each Contractors Special Assistance member records. Specifically reviewing:
 - a. The residential type and address information,
 - b. The reported Provider responsible for the behavioral health treatment plan,
 - c. The case management team names and contact information, and

²⁸ Reworded to identify the list and who provides and to clarify this section

²⁹ Deleted information reflected in Portal

- d. The name and contact information for the ~~Person~~individual / agency assigned to meet Special Assistance needs.
- 1.3. By the 25th day of the month the AHCCCS/DCAIR, OHR will provide the Special Assistance list to the appropriate IOC.
- 2.4. The IOCs shall make regular visits to the licensed residential environments ~~of where~~ Members in need of Special Assistance are receiving treatment to determine whether the services meet the member’s needs and to determine member satisfaction with the residential environment.
- 3.5. Contractors and TRBHAs shall implement quality management measures to ensure the subcontracted providers implement the requirements of this Policy. TRBHAs and Tribal ALTCS shall work with the Division of Fee-for-Service Management on implementing quality management measures to ensure FFS providers implement the requirements of this Policy. Training curriculums, Audit tools, policies and procedures shall be shared with ~~the~~ AHCCCS/DCAIR, OHR prior to use to ensure the tools address:
- a. ~~Screening-Assessment~~ requirements,
 - b. Documentation requirements,
 - b.c. Current demographic and contact information update requirements³⁰ and
 - e.d. Provision of Special Assistance requirements.
- 4.6. Contractors, Tribal ALTCS, and TRBHAs shall ensure that all applicable staff are trained regarding Special Assistance requirements.

³⁰ Added for clarifications on Portal update requirements