

## **541 COORDINATION OF CARE WITH OTHER GOVERNMENT AGENCIES**

REVISION DATE: 9/6/2023

EFFECTIVE DATE: October 1, 2019

REFERENCES: A.R.S. §§ 15-761 et seq, A.R.S. § 15-1181, AMPM 541,  
Division Operation Policy 417

### **PURPOSE**

This policy outlines how the Division shall develop and maintain collaborative relationships with other government entities that deliver services to Members and their families, ensure access to services, and coordinate care with consistent quality. This policy also outlines how the Division shall provide monitoring and oversight of the Administrative Services Subcontractors (AdSS) in their performance of the coordination with other government agencies.

### **DEFINITIONS**

1. "Adult Recovery Team" or "ART" means 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 Member's assessment, service planning, and service delivery. At a minimum, the team consists of the Member, the Member's Responsible Person if applicable, advocates if assigned, and a

qualified behavioral health representative. The team may also include the enrolled Member's family, physical health, behavioral health, or social service providers, the Support Coordinator, other agencies serving the Member, professionals representing various areas of expertise related to the Member's needs, or other Members identified by the enrolled Member.

2. "Child and Family Team" or "CFT" means a defined group of individuals that includes, at a minimum, the child and his or her family or Responsible Person, the assigned Support Coordinator, 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 or Responsible Person. This may include teachers, extended family members, friends, family support partners, healthcare providers, coaches, and community resource providers, representatives from churches, synagogues, mosques, or other places of worship and faith, agents from other service systems like the Department of Child Safety (DCS) or the Division of Developmental Disabilities (DDD), which includes AzEIP. 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 Planning Document and can therefore expand and contract as necessary to be successful on behalf of the child.

3. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
4. "Rapid Response" means a process that occurs when a child enters into DCS custody. When this occurs, a behavioral health service provider is dispatched within 72 hours, to assess a child's immediate behavioral health needs, and refer for further assessments through the behavioral health system.
5. "Responsible Person" means the parent or guardian of a minor with a developmental disability, the guardian of an adult with a developmental disability or an adult with a developmental disability who is a Member or an applicant for whom no guardian has been appointed.
6. "Service Plan" means a complete written description of all covered behavioral health services and other informal supports that includes individualized goals, family support services, care coordination activities, and strategies to assist the Member in achieving an improved quality of life.

7. “State Placing Agency” means the Department of Juvenile Corrections, Department of Economic Security (DES), Department of Child Safety (DCS), the Arizona Health Care Cost Containment System (AHCCCS), or the Administrative Office of the Court. (A.R.S. §15- 1181(12).
8. “Team Decision Making” or “TDM” means when an emergency removal of a child has occurred or the removal of a child is being considered, a TDM Meeting is held. The purpose of the meeting is to discuss the child’s safety and where they will live.

## **POLICY**

### **A. COORDINATION OF CARE WITH OTHER GOVERNMENT**

#### **AGENCIES**

1. The Division shall have policies, protocols, and procedures that describe how the Division coordinates and manages Member care with other governmental entities.
2. The Divisions shall ensure collaboration by participating in the Member’s:
  - a. Planning Team meetings,
  - b. Child and Family Team (CFT) meetings, and

- c. Adult Recovery (ART) meetings.
3. The Division shall ensure all required protocols and agreements with State agencies are specified in the provider manuals.
4. The Division shall develop and maintain mechanisms and processes to identify barriers to timely services for Members served by other governmental entities and work collaboratively with them to remove barriers to Member care and to resolve any Member quality of care concerns.
5. The Division shall work in collaboration with DCS to coordinate Member care.
6. The Division shall coordinate with Tribal Regional Behavioral Health Authorities (TRBHAs) for Members receiving behavioral health services through a TRBHA.
7. The Division shall participate in the Member's Planning Team meetings, CFTs or ARTs to coordinate services for the family and temporary caregivers for Members referred through the Arizona Families F.I.R.S.T. (AFF) program.
8. The Division shall work in collaboration with the Arizona Department of Education and the Member's school to assist with

resources and referral linkages to help a Member achieve success in school for children with behavioral health needs.

9. The Division shall not be financially responsible for services provided by Local Educational Authorities (LEAs), as specified in AMPM Policy 710, for Members receiving special education services.
10. The Division shall collaborate and coordinate care for Members involved with the following governmental entities as outlined in AMPM Policy 1021 and 1022:
  - a. Arizona Department of Corrections (ADOC),
  - b. Arizona Department of Juvenile Corrections (ADJC),
  - c. Administrative Offices of the Court (AOC), or
  - d. County Jails System

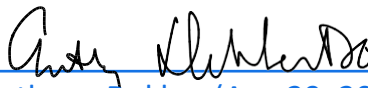
## **B. MONITORING AND OVERSIGHT**

1. The Division shall conduct an annual operational review of the AdSS to ensure the AdSS:
  - a. Has policies and procedures that describe how Member care is coordinated and managed when other government

entities are involved.

- b. Demonstrates evidence of collaborative work with the following:
  - i. Arizona Department of Child Safety (DCS)
  - ii. DCS Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together) (AFF) Program
  - iii. Arizona Department of Education (ADE), Schools, or other local Educational Authorities.
  - iv. Arizona Department of Economic Security (DES)  
Arizona Early Intervention Program (AzEIP)
  - v. Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA)
  - vi. Courts and Corrections
2. The Division shall conduct quarterly oversight meetings with the AdSS for the purpose of reviewing AdSS performance and addressing any Member access to care concerns.
3. The Division shall review data submitted by the AdSS

demonstrating ongoing compliance monitoring of their network of provider agencies through Behavioral Health Clinical Chart Reviews.



Signature of Chief Medical Officer: [Anthony Dekker \(Aug 29, 2023 14:52 PDT\)](#)  
Anthony Dekker, D.O.