

## **69 CARE COORDINATION**

REVIEW DATES: 1/30/2025, 10/18/2023

EFFECTIVE DATE: June 15, 2022

REFERENCES: 20 U.S.C. § 1400; A.R.S. § 13-3620; A.R.S. § 46-454; A.R.S. § 15-765; AHCCCS Contract; AMPM 541; AMPM 1021; AMPM 1022; AMPM 1610; AMPM 710; AMPM 580; ACOM 416; ACOM 417; ACOM 449

### **PURPOSE**

The purpose of this document is to provide a high-level overview of care coordination for Division of Developmental Disabilities (Division) members. It applies to all DDD providers.

### **DEFINITIONS**

1. "Care Management" is a group of activities performed to identify and manage clinical intervention or alternative treatments for identified members to reduce risk, cost, and help achieve better health care outcomes. Distinct from case management, care management does not include the day-to-day duties of service delivery.
2. "Planning Document" means a plan which is developed by the Planning Team, such as an Individualized Family Service Plan (IFSP) or a Person-Centered Service Plan (PCSP).

3. "Support Coordinator" means a "case manager" as defined in A.R.S. § 36-551.

#### **A. OVERVIEW**

The Division uses an integrated model and person-centered approach to meet the service and support needs for ALTCS eligible members. The Support Coordinator shall coordinate the physical and behavioral health services and Home and Community Based Services (HCBS) for Arizona Long term Care (ALTCS) eligible members enrolled with the Division as well as coordinate with other entities providing services and supports as outlined in this policy.

The Division has mechanisms and processes to identify barriers to timely services for members served by an AHCCCS health plan and/or other providers or entities and works collaboratively to remove barriers to care and to resolve concerns. The Division's Support Coordinator shall ensure that appropriate authorizations to release information are obtained prior to releasing information to other entities or providers. As mandatory reporters, Division staff shall make reports to DCS and APS as required per A.R.S. § 13-3620 and A.R.S. § 46-454.

**B. CARE MANAGEMENT**

For DDD members who have chosen a subcontracted health plan, the Division collaborates with the DDD Health Plan Care Managers to ensure member's biopsychosocial needs are met by early identification of health risk factors and special health care needs. DDD members who have chosen the Tribal Health Program (THP) receive Care Management from Division staff. Care Management is a team-based, outcome-driven program that identifies members with high and/or complex needs and ensures there is no duplication and over/under utilization of services. Members are assigned to the Care Management program to learn how to better manage their illnesses and meet their health care needs. For additional information regarding the Care Management program, refer to AMPM 1021.

**C. DEPARTMENT OF CHILD SAFETY (DCS)**

The Division collaborates with DCS to coordinate services for children in the care and custody of DCS or with family involvement with DCS. Children who are eligible for ALTCS shall receive physical and behavioral health services from a DDD subcontracted health plan. DDD members who

are in the care and custody of DCS but not eligible for ALTCS will receive these services from the Comprehensive Health Plan (CHP).

The Support Coordinator shall coordinate with the DCS caseworker to:

1. Ensure a behavioral health assessment is performed and identify behavioral health needs of the child, the child's parents and family, and provide necessary behavioral health services, including support services to caregivers;
2. As appropriate, engage the child's parents, family, caregivers, and DCS Specialist in the behavioral health assessment and service planning process as members of the Child and Family Team (CFT).
3. Coordinate behavioral health services to support family reunification and/or other permanency plans identified by DCS;
4. Coordinate activities and services that support the child and family case plans and monitor adherence to established timeframes in Division Operations Manual Policy 417, AdSS

Operations Manual Policy 449, and Division Medical Manual Policy 580.

5. Coordinate with providers rendering services to the member's family.
6. Coordinate with the Tribal Regional Behavioral Health Authority (TRBHA) for members receiving behavioral health services through a TRBHA.

#### **D. COORDINATION OF CARE BETWEEN THE DIVISION AND SCHOOL SYSTEM**

Although the Division is not financially responsible for educational services as specified in AMPM 710, coordination of care related to educational services is required to ensure members' needs are being met. For children over the age of 3 who receive special education services, the Support Coordinator shall include information and recommendations contained in the Individualized Education Plan (IEP) during the ongoing assessment and service planning process. The Support Coordinator shall:

1. Develop and maintain effective working relationships with the various school districts within the proximity of the Support Coordinator's assigned Division office. This includes identifying the appropriate teachers and the school hierarchy for addressing any issues that may arise for members they support.
2. Ensure that the member's Planning Document complements the education plan and reflects coordinated care for the member.
3. Coordinate with the Local Educational Agency (LEA) and the IEP team per A.R.S. §15-765 when a residential placement is needed for educational purposes to accomplish specific educational goals that promote the child's ability to benefit from a special education program in a less restrictive environment.

**E. ARIZONA DEPARTMENT OF ECONOMIC SECURITY**

1. Arizona Early Intervention Program (AZEIP)

AZEIP is Arizona's statewide interagency system of services and supports for families of infants and toddlers, birth to three years of age, with disabilities or delays. AzEIP is established by Part C

of the Individuals with Disabilities Education Act (IDEA), which provides eligible children and their families access to services to enhance the capacity of families and caregivers to support the child's development.

For children who are eligible for AZEIP and enrolled with the Division, the Support Coordinator shall:

- a. Work collaboratively with Team Based Early Intervention Services (TBEIS) providers and the member's AHCCCS/ALTCS health plan to coordinate services and supports for these children and their families.
- b. Ensure ALTCS/TSC requirements are met for Division members who are eligible for ALTCS or Targeted Support Coordination.
- c. Coordinate with the LEA when the child reaches ages two years six months to plan for preschool transition.

**2. Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR)**

- a. The Division and RSA/VR support Employment First policy, and practice, which means that employment should be the preferred day time activity for members of working age. For further details regarding Employment First Principles, Policy and Practice along with a description of models to support members in a variety of job-related settings, see Division Medical Policy 1240-E.
- b. An Interagency Service Agreement (ISA) is in place between AHCCCS and RSA to provide specialty employment supports for members determined to have a Serious Mental Illness (SMI). Through this ISA, behavioral health agencies and RSA's Vocational Rehabilitation program (RSA/VR) work collaboratively with the ultimate goal of increasing the number of employed members who are successful and satisfied with their vocational roles.

### **3. Adult Protective Services (APS)**

The Division collaborates and coordinates care for members involved with Adult Protective Services (APS) including, but not limited to, when APS is investigating a member incident involving abuse, neglect, or exploitation.

## **F. COURTS AND DEPARTMENT OF CORRECTIONS**

1. The Division collaborates and coordinates care for members with physical or behavioral health needs and for members involved with:
  - a. Arizona Department of Corrections (ADOC),
  - b. Arizona Department of Juvenile Corrections (ADJC),
  - c. Administrative Offices of the Court (AOC), and/or
  - d. County Jails System.
  
2. The Division collaborates with courts or correctional agencies to coordinate member care as outlined in AMPM Policy 1022.

*Vicki A. Copeland, MD*

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CMO