

**Arizona Department of Health Services
 Division of Behavioral Health Services
 PROVIDER MANUAL
 Community Partnership of Southern Arizona (CPSA Edition)**

Section 10.15 Network/SAMHC Interface for Persons Presenting in Crisis without Specific Medication Issues

1A. PRESENTS AT NETWORK- Title XIX/Title XXI (TXIX/TXXI) and/or persons with a Serious Mental Illness (SMI)

Standard	Enrolled	Non-Enrolled
Assessment of Crisis Needs	<ul style="list-style-type: none"> Network determines if individual is in immediate or urgent need and provides appointment based on clinical need 	<ul style="list-style-type: none"> Network determines if individual is in immediate or urgent need and provides appointment based on clinical need
Immediate	<ul style="list-style-type: none"> Individuals who have immediate needs must be provided with an appointment for an evaluation for services without delay or within a timeframe indicated by clinical need but not later than 2 hours from the initial identification of need Immediate needs are defined by the following; impending or continuing decompensation, risk of relapse, potential harm to self or others, imminent risk of hospitalization, or loss of residence due to a behavioral health condition 	<ul style="list-style-type: none"> Individuals must be provided with services without delay or within a time frame indicated by clinical need, but not later than 2 hours from the initial identification of need The Network logs the referral into PACE and schedules an intake appointment to occur within 7 days from the time of referral/presentation The Network coordinates via phone for provision of services with SAMHC When applicable, the Network will coordinate the safe transportation of the individual with SAMHC SAMHC assesses and stabilizes the situation and completes the enrollment paperwork for TXIX/TXXI and SMI persons
Urgent	<ul style="list-style-type: none"> Individuals who have urgent needs are provided with services within a timeframe based on clinical need but not later than 24 hours from the initial identification of need It is not appropriate to refer TXIX/XXI enrolled members to SAMHC when they are in immediate or urgent need and present during business hours 	<ul style="list-style-type: none"> Individuals must be provided with services within a time frame indicated by clinical need but not later than 24 hours from the initial identification of need The Network logs the referral into PACE and schedules an intake appointment to occur within 7 days from the time of referral/presentation The Network coordinates via phone for provision of services with SAMHC When applicable, the Network will coordinate the safe transportation of the individual with SAMHC SAMHC assesses and stabilizes the situation and completes the enrollment paperwork for TXIX/TXXI and SMI persons
When need for Crisis Services extend Beyond Business Hours	<ul style="list-style-type: none"> The above protocol applies when a member presents at the end of the business day 	<ul style="list-style-type: none"> The above protocol applies when a member presents at the end of the business day

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1B. PRESENTS AT NETWORK- Non-Title XIX/Non-Title XXI (NTXIX/NTXXI) Eligible or a person without a SMI

Standard and Procedures	Enrolled	Non-Enrolled
Providing Services and Making Appropriate Referrals	<p>AHCCCS ELIGIBLE</p> <p>For members who were on AHCCCS and have lost or “fallen off” the eligibility rolls and financial screen demonstrates that they are eligible</p> <ul style="list-style-type: none"> • A new financial screen is completed by the Network and services are not interrupted • Network will call and inform CPSA Member Services of the financial screen results • Services are to be provided by the Network and DBHS appointment standards are applicable (see 1 A) 	<ul style="list-style-type: none"> • Network will assess for immediate safety and, when indicated, will stabilize the situation • Network will refer individual to SAMHC and, if required, will coordinate with SAMHC for the safe transportation of the person
	<p>NON-AHCCCS ELIGIBLE</p> <p>For members who have lost or “fallen off” the eligibility rolls and who do not qualify for AHCCCS</p> <ul style="list-style-type: none"> • The Network must provide an appropriate service or referral 	
When Need for Crisis Services extend Beyond Business Hours	<ul style="list-style-type: none"> • The above protocol applies when a member presents at the end of the business day 	<ul style="list-style-type: none"> • The above protocol applies when an individual presents at the end of the business day

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2A. PRESENTS AT SAMHC - TXIX/TXXI Eligible

Standards and Procedures	Enrolled	Non-Enrolled
Appointment Standards, Services, and Referrals/Transfers	<ul style="list-style-type: none"> • SAMHC assess and addresses immediate needs • SAMHC coordinates with the Network for immediate follow-up • Follow-up with Network would include appointments with prescribing clinician and continuation of medications • Based on clinical need, SAMHC coordinates with the Network and provides medication, if appropriate, until medication or an appointment with the prescribing clinician has been arranged • <i>An appointment at the Network must occur on the next business day utilizing the standing weekly appointments available to SAMHC or within a timeframe based on clinical need and in accordance with ADHS appointment standards</i> • It is the responsibility of the Network to conduct SMI determinations within three days when clinically indicated and/or requested by anyone 	<ul style="list-style-type: none"> • SAMHC assesses the situation and addresses the immediate need • SAMHC completes the enrollment paperwork for TXIX/XXI and SMI persons • If the individual does not have AHCCCS, a financial screen is completed • SAMHC coordinates a first appointment with the assigned Network and with a prescribing clinician, if appropriate • <i>An appointment at the Network must occur on the next business day utilizing the standing weekly appointments available to SAMHC or within a timeframe based on clinical need and in accordance with ADHS appointment standards</i> • It is the responsibility of the assigned Network to conduct SMI determinations within three days when clinically indicated and/or requested by anyone

2B. PRESENTS AT SAMHC- NTXIX/NTXXI Eligible

Standards and Procedures	Enrolled	Non-Enrolled
Appointment Standards, Services, and Referrals/Transfers	<ul style="list-style-type: none"> • SAMHC provides crisis services based on clinical needs until the Network or other provider can provide follow-up services • When clinically indicated or requested as above, SAMHC schedules an appointment at the Network to occur within three days for an SMI determination to be completed. SAMHC will complete the SMI determination if the Network is unable to provide a next day appointment 	<ul style="list-style-type: none"> • SAMHC provides crisis services based on clinical needs • SAMHC completes a financial screen • When clinically indicated or if requested as above, SAMHC completes an SMI determination and coordinates a first appointment for transfer of services with the assigned Network or selected provider