

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

Section 10.25

Comprehensive Service Networks Urgent and After Hours Services Protocol

I. Purpose

It is Community Partnership of Southern Arizona's (CPSA) expectation that the Comprehensive Service Networks (Networks) are the first to respond to their members 24 hours per day, 7 days weekly (24/7). It is the responsibility of the Networks to provide timely, urgent/after hours services to assist members, families, or caregivers; to support urgent behavioral health needs and to stabilize placements. These urgent/after hours services must be available during routine business hours, after hours, weekends, and holidays. Urgent/after hours services must be provided in the callers' primary language. The provision of urgent/after hours services cannot be contracted out to any other provider. These services are inclusive of the following:

- Telephonic consultation
- Face-to-face consultation
- Screening/triage
- Coordination with SAMHC, hospitals, or other appropriate provider

II. Definition

Urgent/After Hours Services: Services provided by the Network to assist members support urgent behavioral health needs or stabilize placements. These services may be needed during routine business hours. They also must be provided after hours, weekends or holidays as needed.

III. Target Population

Adults and Children

IV. Guidelines for Urgent Crisis Response

- A. Crisis plans are developed as a part of the Child and Family Team (CFT)/Adult Recovery Team (ART) process. Plans must include information on how to access a member's Network during business hours and after hours. Plans should only include "Call 911" if the member is in imminent danger. A copy of the crisis plan must be given to all members of the CFT/ART when developed.
- B. The Networks must have clinically trained staff available to respond by telephone, and face-to-face with members when necessary. Urgent/after hours consultation must be provided by a minimum of a Behavioral Health Technician (BHT) with back-up from a Behavioral Health Professional (BHP).
- C. A psychiatrist must be available 24/7 for telephonic consultation for adult members. A child and adolescent psychiatrist must be available 24/7 for telephonic consultation for children/adolescents.

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- D. The Networks will provide crisis services in the caller's primary language. If a bilingual staff is not available, the Networks must utilize CyraCom Transparent Language Services for interpretation services.
 - 1. CyraCom can be accessed utilizing the ClearLink phone, office phone, or cell phone. Further information can be obtained from the Network Cultural Liaison.
- E. The Network must have a process to determine if a member requires medical clearance before returning to his/her current placement following an AWOL. Medical clearance should not be routinely required but should be reserved when primary medical issues, substance use, intoxication or withdrawal require immediate assessment. A child and adolescent psychiatrist must be available for consultation to determine the need for medical clearance prior to sending the youth to an emergency department or urgent care to obtain medical clearance.
- F. During weekends and holidays, face-to-face urgent/after hours services must be available at the Networks to stabilize psychiatric and placement issues as necessary.
- G. The Networks must have the ability to provide follow up services as needed during weekends and holidays.
- H. The Network urgent/after hours staff must contact the Clinical Liaison/Case Manager by 9:00 am the next business day.
- I. The Network must have the capacity to provide follow up services the next business day or as clinically indicated. When necessary, psychiatric appointments should also be made available after the crisis intervention.

It is not CPSA's expectation that the Networks respond to members in crisis who are in imminent danger to self (suicidal ideation), imminent danger to others (homicidal ideation), acutely psychotic, aggressive, or present with other out of control behaviors requiring immediate intervention to ensure safety. In these instances, the Networks should contact SAMHC or 911.