We were faced with serious mental illness, but didn’t know where to turn...

How do you appeal a decision?

• Fill out and send in the appeal form from the original decision, or call CRN to file by phone at 855.832.2866.
• You can meet with a different doctor/psychologist within seven days of filing an appeal. Any additional information about your treatment history will be considered.
• CRN will make a decision on your appeal within three to 90 days depending on the need for more information.
• You will receive written notice of the decision.
• If you wish to appeal the decision, you have the right to request an administrative hearing.

For Serious Mental Illness (SMI) determination:
CENTRAL ARIZONA: 602.845.3594
STATEWIDE: 855.832.2866

In an emergency, always call 911.
A designation of SMI requires both a qualifying diagnosis and functional impairment as the result of the diagnosis.

Serious Mental Illness (SMI) is a designation used in Arizona to identify people who need additional support because mental illness severely impacts their ability to function.

Mental health providers complete an assessment and submit it to Crisis Response Network (CRN). CRN reviews it to make an SMI eligibility determination. All SMI eligibility determinations in Arizona are made by CRN.

How does the SMI PROCESS work?

- You can request an SMI evaluation by asking your current Arizona Health Care Cost Containment System (AHCCCS) provider or calling the Tribal and Regional Behavioral Health Authority (T/RBHA).
- You should meet with a qualified assessor no later than seven days after a request is made.
- The assessor submits your assessment to CRN.
- CRN has three, 20, or 90 days to make the decision, depending on the need for information on your case.
- Once a decision is made, you will receive information on how to get services or how to appeal the decision.

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