



**Policy:**

It is the policy of the Crisis Response Network (CRN) to accept requests for clinical decertification of an individual previously determined to have a Serious Mental Illness (SMI) in accordance with SMI eligibility criteria and the review of a current assessment and supporting documentation. A clinical decertification is a determination that an individual no longer meets SMI criteria based on clinical documentation. CRN's Chief Medical Officer will review unique circumstances of each clinical decertification request in collaboration with the RBHA's Chief Medical Officer. The review shall be comprised of all available data (including encounter data) to determine if additional clinical information is required. The review shall consider if a one-time SMI clinical re-evaluation is necessary to make a determination.

**Procedures:**

**I. Review of SMI Eligibility**

- A. A review of SMI eligibility for individuals currently designated as a person with a SMI may be initiated by a T/RBHA or behavioral health provider:
  - 1. As part of an instituted, periodic review of all persons determined to have a SMI;
  - 2. When there has been a clinical assessment that supports that the person no longer meets the functional and/or diagnostic criteria; or
  - 3. Upon the request of an individual currently enrolled as a person with a SMI, or their legally authorized representative.
- B. A review of the determination may not be requested by the T/RBHA or behavioral health provider within six months from the date an individual has been determined SMI eligible.

**II. Required Documentation**

- A. The T/RBHA or behavioral health provider must submit the following documentation to CRN via the Provider Submission Portal (PSP) located at <http://www.crisisnetwork.org/smi/> to request a review of SMI eligibility.
  - 1. CRN Attestation Form
  - 2. Client cover sheet (client demographic information)
  - 3. Most recent Psychiatric Evaluation
  - 4. Part C Additional Addenda: SMI Determination (to be completed by



the current treating provider)

- B. CRN will evaluate the submitted documents to determine if there is sufficient clinical documentation to evaluate the individual's SMI status. If there is insufficient documentation, the provider and individual will be notified what documentation is necessary to complete the determination. The case will be closed until such time that the documentation requested by CRN is submitted or a period of six (6) months has passed. The notification provided to the individual will also include information regarding their appeal rights.

### **III. Determination**

- A. The CRN will determine whether the individual is Non-SMI based on the following:
  - 1. The recipient no longer meets diagnostic and/or functional criteria for SMI status based on available information.

### **IV. Actions Following Decertification**

- A. Pending the outcome of the review by CRN and if the individual is decertified from SMI services, the clinical team at the Direct Care Clinic (DCC) will provide a referral for *General Mental Health* services through a network provider and will coordinate the transition of care, to include a transfer staffing between the DCC clinical team and the provider agency.
- B. The results of CRN's decision regarding the decertification will be entered in the SMI portal.
- C. CRN will provide the individual with written notice of the reason for the decertification and the right to appeal.
- D. The T/RBHA will ensure that services are continued depending on Title XIX/XXI eligibility.
- E. For individuals without Title XIX/XXI benefits, services will be provided in accordance with the AHCCCS.

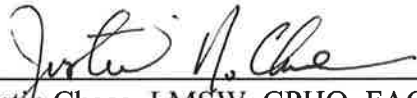


**Crisis Response**  
NETWORK Eligibility & Care Services

**SMI Eligibility Determinations**  
**Policies and Procedures**

**Policy: Decertification Process**  
**Policy Chapter: 2.00 Clinical Determinations**  
**Number: 2.03**

**Approval:**

  
Justin Chase, LMSW, CPHQ, FACHE  
Chief Executive Officer

7/13/18  
Date