

**Policy:**

It is the policy of the Crisis Response Network (CRN) to maintain an Electronic Health Record (EHR) to document each SMI Eligibility Determination made, as well as any appeals received.

**Procedures:****I. SMI Eligibility Determination**

- A. SMI Eligibility Determination Coordinators will create an EHR entry for each request for SMI Eligibility Determination received.
- B. The EHR for each request for SMI Eligibility Determination must contain the following information:
  1. The SMI Assessment Packet and all supporting documentation reviewed to make a SMI Eligibility Determination.
  2. Any consent or Release of Information forms.
  3. The following demographic information:
    - a) Name;
    - b) Date of birth;
    - c) Social security number;
    - d) AHCCCS number, if applicable;
    - e) Client Information System (CIS) identification number.
  4. The following information about the SMI Eligibility Determination request:
    - a) Referral date;
    - b) Referral source;
    - c) Pended status (20 or 90 day);
    - d) Pended status date;
    - e) Reason for pended status;
    - f) SMI Eligibility Determination finding (yes or no);
    - g) Reason for SMI Eligibility denial, if applicable;
    - h) SMI Eligibility Determination/Review decision date;
    - i) ICD-10 Code Diagnoses;

- j) Name and title of the person who conducted the evaluation;
- k) Name and title of the person who rendered the SMI Eligibility decision;
- l) Indication if the person meets SMI-A or SMI-B criteria;
- m) If an extension is required, date of request and end of extension;
- n) All notices provided to the individual;
- o) Case notes.

## **II. Grievance System**

- A. All appeal information will be documented in the EHR in the individual's SMI Eligibility Determination record by the Grievance Specialist or Grievance Specialist Supervisor.
- B. Each record will include the following information for any appeals received:
  - 1. Name of individual filing appeal;
  - 2. Date appeal received;
  - 3. If appeal was received verbally or in writing;
  - 4. Date of scheduled Informal Conference;
  - 5. Case note about Informal Conference include attendees;
  - 6. Outcome of the Informal Conference.

## **III. Record Retention**

- A. All records and information related to making an SMI Eligibility Determination will be maintained for a period of six (6) years from the date of the last service entered in the EHR.
- B. Appeal records and information will be maintained for a period of five (5) years after the date of final disposition and resolution.



**SMI Eligibility Determinations  
Policies and Procedures**

**Policy: Record Requirements  
Policy Chapter: 5.00 Records**

**Number: ECS 5.01**

**Approval:**

Justin Chase, LMSW, CPHQ, FACHE  
Chief Executive Officer

Date