



## **Crisis Response**

NETWORK *Inspiring Hope*

**SMI Eligibility Determinations  
Policies and Procedures**

**Policy: Initial Submission to CRN**

**Policy Chapter: 1.00 SMI Eligibility Determination**

**Request Submission to CRN**

**Number: 1.01**

### **Policy:**

It is the policy of the Crisis Response Network (CRN) to conduct a thorough Serious Mental Illness (SMI) eligibility determination in a timely and efficient manner.

### **Procedures:**

- I.** The Crisis Response Network will accept SMI Assessment Packets to make an SMI eligibility determination for the following:
  - A. Persons over 18 years of age who have not previously been determined SMI.
  - B. Persons over the age of 17 years and 6 months.
  - C. Persons currently enrolled as SMI for purposes of decertification.
- II.** CRN will not make a determination for SMI eligibility more frequently than six (6) months from the date of the last eligibility decision with the exception of persons under court-ordered evaluation and applicants who are inpatient and in crisis.
- III.** CRN will accept SMI Assessment Packets from any Assessor who has been properly certified by a Regional Behavioral Health Authority (“RBHA”) or AHCCCS Complete Care (ACC) Health plan in the state of Arizona. These Assessors include but are not limited to the following providers:
  - A. Crisis Preparation and Recovery (CPR)
  - B. General Mental Health/Substance Use (GMH/SU) providers
  - C. The Arizona Department of Corrections
  - D. The Arizona Department of Juvenile Corrections
  - E. SMI Clinics (“decertification” for the purpose of determining continued SMI eligibility)
- IV.** CRN will receive SMI Assessment Packets via the CRN web portal at [crisisnetwork.org/SMI](http://crisisnetwork.org/SMI), by fax at 844-611-4752, or via hand delivery.
- V.** Within one (1) working day of receipt of the assessment packet, a Notice of Acknowledgement of SMI Assessment Packet Received will be sent to the



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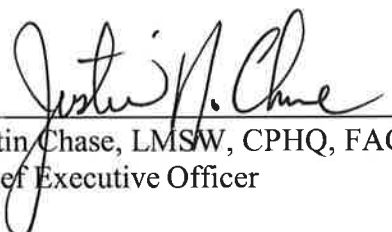
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applicant and/or a guardian or other designated representative. The Notice will provide the deadline by which a SMI determination will be reached and additional information regarding the SMI eligibility process.

**VI.** Within one (1) working day of receipt of the SMI Assessment Packet, the SMI Eligibility Determination Coordinator will transmit the following information to AHCCCS via the AHCCCS Behavioral Health State Portal:

- A. The CRN Electronic Health Record Identification Number
- B. AHCCCS ID if applicable
- C. Applicant/Member First Name
- D. Applicant/Member Last Name
- E. Applicant/Member Date of Birth
- F. Referral Date
- G. Referral Source
- H. Three (3) or Twenty (20) or Ninety (90) day Deadline
- I. Determination Due Date

**Approval:**

  
  
Justin Chase, LMSW, CPHQ, FACHE  
Chief Executive Officer

2/28/2020  
Date