

**Policy:**

It is the policy of the Crisis Response Network (CRN) to meet all Arizona Health Care Cost Containment System (AHCCCS) requirements regarding the completion and reporting of Serious Mental Illness (SMI) eligibility determination decisions.

**Procedures:**

- I. Within one (1) working day of receipt of the SMI Assessment Packet, the SMI Eligibility Coordinator will review all information received to determine if the SMI Assessment Packet is complete. A complete SMI Assessment Packet includes, but is not limited to, the following:
  - A. Consent for Assessment
  - B. Seriously Mentally Ill (SMI) Determination Form
  - C. Core Assessment
  - D. Waiver of 3 Day Determination
    - i. This form is not required. If this form is not submitted, a decision will be made in three days.
  - E. Releases of Information (ROIs)
  - F. Additional Records relevant to the eligibility determination process
  
- II. The SMI Eligibility Coordinator will also determine if there is collateral information available to assist in the evaluation process. Collateral information includes, but is not limited to the following:
  - A. Past SMI determination applications;
  - B. Information in the historical browser; and
  - C. Information in historical files received from prior regional contractors.
  
- III. If the SMI Assessment Packet is incomplete, the SMI Eligibility Coordinator will contact the submitting provider to request needed information and/or directly obtain past or current clinical records. If the SMI Assessment Packet is complete, the application will be assigned to a CRN psychologist.

- IV. The CRN psychologist will assess whether the application deadline for determination needs to be extended. If necessary, the deadline for determination may be extended as follows:
- A. The SMI determination may be pended for up to twenty (20) calendar days if the individual agrees to the extension and there is insufficient functional or diagnostic information to determine SMI eligibility status within the required three (3) business day time-frame; OR
  - B. The SMI determination may be pended for up to 90 calendar days if the evaluation or information cannot be obtained within the required time-frame because of the need for a period of observation or abstinence from substance use in order to establish a qualifying mental health diagnosis and the individual agrees to the extension.
- V. When the SMI Assessment Packet is complete or prior to the expiration of the required time frame even if the information is not received, the SMI Eligibility Coordinator, will assign the case to the CRN psychologist for the final determination. If sufficient information is received to make an SMI Eligibility Determination prior to the expiration of the extend deadline, a decision will be made within three (3) business days from the date that sufficient information was received.
- VI. If the CRN psychologist agrees with the submitting provider's recommendation regarding SMI eligibility status, the CRN psychologist completes and signs page 4 of the [Form AMPM 320-P SMI Determination](#) form received in the SMI Assessment Packet and returns the packet to the SMI Eligibility Coordinator.
- VII. The following must occur if the CRN psychologist has not conducted a face-to-face assessment and has a disagreement with the qualified assessor and/or the treating Behavioral Health Professional that cannot be resolved by oral or written communication:


- A. Disagreement regarding the diagnosis:
    1. Determination that the person does not meet eligibility requirements for SMI status must be based on a face-to-face diagnostic evaluation conducted by a designated CRN psychologist. The resolution of (specific reasons for) the disagreement shall be documented in the person's comprehensive clinical record.
  - B. Disagreement regarding functional impairment:
    1. Determination that the person does not meet eligibility requirements must be documented in a clinical staffing note. If a clinical staffing is not conducted, then the determination that the person does not meet eligibility requirements must be based on a face-to-face assessment.
- VIII. Within one (1) working day of the SMI eligibility determination has been reached, the SMI Eligibility Determination Coordinator will transmit the following information to AHCCCS via the AHCCCS Behavioral Health web portal:
- A. Applicant/Individual Name
  - B. Applicant/Individual Date of Birth
  - C. Type of case: Determination vs. Decertification
  - D. SMI Eligibility Determination Finding;
  - E. SMI Eligibility Determination (SMI or not SMI);
  - F. Reason for SMI Eligibility Determination (if applicable);
  - G. SMI Eligibility Determination/Review Decision Date;
  - H. International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM)
  - I. Name and Title of the person who conducted the SMI Eligibility Determination Assessment;

- J. Name of the Licensed Behavioral Health Medical Practitioner or Behavioral Health Professional who rendered the SMI Eligibility Determination Evaluation Assessment and Decision;
- K. Whether the member was determined SMI-A to indicate that functional criteria 2a or 2b is met or SMI-B to indicate that functional criteria 2c or 3 is met;
- L. If extension is required, date of request and end of the extension; and
- M. Additional case notes as applicable.

**IX. Notice Requirements**

- A. All Notices to persons being considered for SMI eligibility will be created in accordance with Policy 9.01 *Communication Guidelines*.
- B. Within three (3) working days of an eligibility determination, the SMI Eligibility Determination Coordinator will create the following required Notices in the Electronic Health Record:
  - 1. *Notice of SMI Determination and Right to Appeal*
  - 2. *ACOM Policy 444 Appeal Form*

**Approval:**

  
Justin Chase, LMSW, CPHQ, FACHE  
Chief Executive Officer

Date: 2/28/2020