

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 (ROI) forms.
 3. The following demographic information:
 - a) Name;
 - b) Date of birth;
 - c) Social security number, if provided;
 - d) AHCCCS number, if applicable;
 - e) MPI 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 (SMI or N-SMI);
 - g) Reason for non-SMI Eligibility determination, 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.

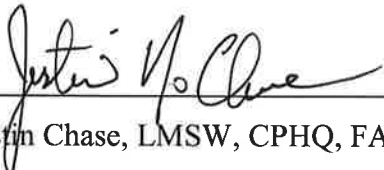


**SMI Eligibility Determinations
Policies and Procedures**

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

Number: ECS 5.01

Approval:


Justin Chase, LMSW, CPHQ, FACHE
Chief Executive Officer

4/9/2020
Date

