Walking Hand in Hand: Encouraging Collaborative Efforts and Advocacy

Coordination of Care with the Maricopa County Regional Behavioral Health Authority (RBHA)

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What is a RBHA?
Magellan Health Services of Arizona, Inc. is the RBHA for Maricopa County. CPSA is the RBHA for Pima County. Funds for services are provided through a contract with Arizona Department of Health Services/Division of Behavioral Health Services and Arizona Health Care Cost Containment System (AHCCCS).
Types of RBHA's serving Arizona
- Regional Behavioral Health Authority (RBHA)
  - Is the agency under contract with ADHS to deliver or arrange for behavioral health services for eligible persons within a specific geographic area
- Tribal Regional Behavioral Health Authority (TRBHA)
  - Is the Native American Indian tribe under contract with ADHS to deliver or arrange for behavioral health services for eligible persons who are residents of the Federally recognized Tribal Nation

Adult System Comparison

General Mental Health & Substance Abuse (GMH/SA) &

Serious Mental Illness (SMI)
What defines a Serious Mental Illness?

- A condition of persons who are eighteen years of age or older and who, as a result of a mental disorder, exhibit emotional or behavioral functioning that interferes substantially with their capacity to remain in the community without supportive treatment or services of a long-term or indefinite duration.

- In these persons mental disability is severe and persistent, and results in a long-term limitation of their functional capacities for primary activities of daily living such as interpersonal relationships, homemaking, self-care, employment and recreation.

SMI Eligibility Determination

All persons must be evaluated by, or have their records reviewed by, a licensed psychiatrist, psychologist, or nurse practitioner.

Criteria for SMI Eligibility Determination

- A score of 50 or lower on the Global Assessment of Functioning Scale (GAF)

- Seven (7) qualifying SMI diagnosis categories:
  - Psychotic Disorders
  - Bipolar Disorders
  - Obsessive-compulsive Disorder
  - Major Depression
  - Other Mood Disorders
  - Anxiety Disorders
  - Personality Disorders

- Dysfunction in at least one of the following four domains:
  - Inability to live in an independent or family setting without supervision
  - A risk of serious harm to self or others
  - Dysfunction in role performance
  - Risk of Deterioration
How SMI Services are Provided

Once SMI eligibility is determined, individuals are assigned to a Provider Network Organization (PNO) to start receiving services.

What is a PNO?
- A Provider Network Organization (PNO) is a group of providers that the RBHA contracts with to provide comprehensive, individualized and well-coordinated covered behavioral health services to adults and children throughout Maricopa County.

How Many PNOs Are There?
- There are four Provider Network Organizations (PNO) for adults.

Magellan Adult Provider Network Organizations

- Magellan Health Services of Arizona, Inc.
- Direct Service Provider (DSR)
  - PSC, DPR, Emp. Servs, Rehab Servs
- Mental Health Court
- Southwest Network, Inc.
- People of Color Network
- Partners in Recovery
- Choices of Arizona Network, Inc.
SMI Covered Services

Title 19 vs. Non-Title 19

- SMI Title 19 persons are eligible for all covered services listed in the ADHS/DBHS Covered Behavioral Health Services Guide services, based on the member's individual service plan, including:
  - Psychiatric assessment and follow-up visits
  - Medications included in ADHS/DBHS Tyg formulary
  - Nursing appointments
  - Lab work related to medication management
  - Case Management
  - Inpatient psychiatric treatment
  - Residential Treatment
  - Supportive Services
  - Transportation
  - Crisis Services
  - Interpretation Services

- Non-Title XIX SMI persons have a limited benefit which includes only:
  - Generic medication formulary
  - Medically necessary laboratory services
  - Psychiatric Assessments for newly enrolled Non-Title XIX SMI members or when a new or different medical professional assumes responsibility for treatment of the member.
  - Psychiatric follow-up appointments for medication management.
  - Telephone contact by prescribing medical professionals (MD, DO, NP, PA) or nursing (RN, LPN) staff.
  - Nursing (RN, LPN) assistance for prescribing medical professionals and medication administration.
  - Interpretation Services
  - Crisis Services

Overview of: General Mental Health and Substance Abuse Services
Title 19 General Mental Health Services

There are twenty-nine (29) General Mental Health and Substance Abuse providers who provide Outpatient Services.

- **Treatment Services**
  - Behavioral Health Counseling and Therapy
  - Assessment, Evaluation and Screening Services
  - Other Professional

- **Rehabilitation Services**
  - Skills Training and Development and Psychosocial Rehabilitation Living Skills Training
  - Psychoeducational Services

- **Medical Services**
  - Medication Services
  - Laboratory, Radiology and Medical Imaging
  - Electro-Convulsive Therapy

- **Crisis Intervention Services**
  - Crisis Intervention Services (Mobile)
  - Crisis Intervention Services (Stabilization)
  - Crisis Intervention (Telephone)

- **Behavioral Health Day Programs**
  - Supervised Behavioral Treatment and Day Programs
  - Therapeutic Behavioral Health Services and Day Programs

- **Support Services**
  - Case Management
  - Personal Care Services
  - Home Care Training Family (Family Support)
  - Self-Help/Peer Services (Peer Support)
  - Home Care Training to Home Care Client
  - Supported Housing
  - Sign Language or Oral Interpretive Services
  - Transportation

- **Prevention**

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Title 19 Substance Abuse Services

- **Residential Services**
  - 24-hour Substance Abuse Treatment
  - Medication Monitoring
  - Individual, Group, Family Counseling

- **Outpatient Services**
  - Substance Abuse Treatment for General Mental Health
  - Individual, Group and Family Counseling

- **Detoxification**
  - Inpatient Medically Monitored Alcohol / Drug Detox
  - Outpatient Ambulatory Detox

- **Opioid Dependence**
  - Outpatient Methadone and Suboxone Therapy

- **Peer Support**

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How Do I Access These Services...?

- Magellan Customer Service at 1-800- 564-5465
- Direct Contact with Providers
- Magellan Health Services Website
  - Magellan of Arizona Website
    - www.magellanofaz.com
  - Maricopa RBHA - Provider Directory

Coordination with Treatment Providers

- Verify person is enrolled with RBHA.
  - Magellan Customer Service 1 800 564 5465 or
  - Magellan Court Advocacy 602 652 5941
  - Have authorization to disclose information ready to fax.

- Contact Clinical Director at provider
  - Have authorization to disclose information ready to fax.
  - Be specific about what information you need and the purpose for the information.
  - Request copies of the medical record in writing.
  - For Magellan you can contact the medical records department @602 797-8259
Coordination with Treatment Providers

Maricopa County RBHA

- If person is not already enrolled you can request an SMI evaluation if person is unable to function in the community.
- Call with defendant who is in the community to 1 800 564 5465.
- If defendant is in custody, you can call 1 800 564 5465 and request an SMI jail eval on his/her behalf. (Be sure this is discussed with defendant ahead of time.) Have booking #, DOB, race, preferred language, and mental health history available.

Coordination with Treatment Providers

- Questions to ask the treatment provider:
  - What services are available for this person?
  - What is the wait time for services to be put in place?
  - What services were in place prior to arrest?
    - What can be changed to provide more support for this person in the community?
  - What was the person's adherence to treatment prior to arrest?
    - What can be changed to improve adherence if that was an issue in the past?
General Requirements for Initiating an Appeal

- Who may initiate an SMI determination appeal?
  The following persons can file an appeal regarding the denial of SMI services:
  - Person denied
  - Guardian
  - Designated Representative

- How is an appeal filed?
  - Call customer service at 1-800-564-5465 or
    4801 E. Washington Ste 100
    Phoenix, Arizona 85034

- What are the timelines for filing?
  - 60 days from the day of denial

Note:
A release of information form or designated representation form is needed for persons other than appellant who wish to participate in the appeals process.

The request for appeal will be denied if G&A determines that the appeal is out of timelines or filed by the wrong filing party.

Maricopa County Adult Probation

- Specialized Unit: Seriously Mentally Ill Caseload
- Kim McCurtain 602-619-1997
- Amy Schwindt 602-619-0686
Maricopa County Adult Probation Seriously Mentally Ill Units 6 and 42

Recipient of Justice 2004 Award; National APPA President's Award March 2005; and Arizona Showcase in Excellence Quality Award 2008

Numbers to consider

- Population in Maricopa County in 2011 3,817,117 (larger population than 24 states)
- Maricopa County Active Probationers in 2011 equaled 57,000
- Apx. 2,000 with mental health addendum
- Apx. 630 supervised by specialized SMI APO
SMI Units Goals

- Connect SMI probationers with the psychiatric treatment and services they need.
- Assist SMI probationers in successful completion of their probation.
- Reduce the use of incarceration in the management of this population and increase participation with regional behavioral health authority, without compromising public safety.

SMI Units

- East and West Valley units providing County-wide supervision
- Two supervisors, 17 probation officers supervising reduced caseloads of 40 offenders
  - SMI APOs are required to have knowledge of and relationship with service providers and increased training requirements for specialized staff – must collaborate with other stakeholders including DDD/CPS
SMI Offenders

- Eligibility Criteria:
  - Qualifying diagnosis by a psychiatrist
  - Functional impairment based on AZ Department of Health Services criteria
  - Probation supervision difficulties
- 66% are case managed by Magellan provider
- 80% are dual diagnosed with a substance abuse disorder as well as mental illness

Standard Probation Officer

- Correctional based
- More law enforcement oriented
- Fewer community partnerships between line staff and treatment
- 30 day treatment programs
- Higher caseloads
Specialized Probation Officer
- Diversion programs
- Institutional services for people who need correctional facilities
- Transition programs
- Community partnerships at line staff level
- Therapeutic communities
- Smaller caseload
- MH court

Mental Health Court
- Implemented in July 2002
- Revocation and review hearing Court for probationers supervised by SMI units
- Team approach including judge, probation officer, defense attorney, prosecutor, case manager, correctional health services, child protective services, psychiatrist, peer support and treatment experts as needed
- Staffing held prior to Court to determine treatment plan or sentencing options.
Continuity of Care Calendar

- Administrative Order 2005-055A (AMENDED)
  Information regarding SMI status and RBHA enrollment shared with the court electronically.

  Continuity of Care staffing set and Magellan ordered to disclose information which is then provided to defense attorney and county attorney.

  Detailed information from team still requires authorization from defendant.

Collaboration with RHBA

- SMI APOs are encouraged to collaborate with the case managers.
- SMI APOs are encouraged to attend staffings at PNO and hospital settings.
- SMI APOs are encouraged to participate in ISP development and to obtain a yearly copy of the document.
- Beginning phase of coordination with crisis.
Collaboration with Hope Lives

- Referrals to Hope Lives
- Once per month at probation office meetings set up ahead of time
- OST/FROST-matching MH needs with their services
Location and Contact information:

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CEO/Executive Director

cgonzalez@vivehopelives.org  
Direct: (602) 396-5685  Fax: (602) 388-1567

1016 East Buckeye Road, Suite 140 &145  
Phoenix, AZ 85034
Who we are:

Hope Lives – Vive La Esperanza is a Community Run Organization and was established in 2010 when Magellan launched the multi-cultural community service agency initiative in collaboration, with the leadership of People of Color Network, Inc. and Valle del Sol, Inc. to address the growing barriers to care for the underserved population and communities.

Who we serve:

Hope Lives - Vive La Esperanza provides outreach to people in diverse communities who may be currently receiving or are eligible for Title XIX – Adult SMI/GMHSA services. Emphasis is on support services for individual/group skill building, employment, community re-entry, psycho-education and prevention services for fathers, mothers, veterans, youth in transition and those individuals who have unmet needs. Hope Lives – Vive La Esperanza utilizes partnerships with community-based organizations, health care providers, social/human services providers, faith-based organizations and a variety of neighboring institutions.
Our Mission:

Hope Lives - Vive La Esperanza strives to increase access to services by developing community partnerships and mobilizing resources to address barriers that affect the health of culturally and ethnically diverse communities in Maricopa County.

Our Vision:

Hope Lives - Vive La Esperanza will establish and nurture positive relationships in diverse communities to fulfill individual needs. We will provide opportunities to instill and renew a sense of hope to communities and individuals, one person at a time by providing culturally relevant services to culturally diverse communities, through effective multi-cultural life coaching, prevention, education, and outreach services.
Culturally Relevant?

Educational, support practices and resources that reflect the culture, values, customs, and beliefs of individuals. (i.e., help to connect what is to be learned with the person's own life).

Education.com, 2012

What is Peer Support?

- People in recovery
- History of disability and recovery
- Willingness to share
- Diverse and multi-culturally relevant from other types of services

Substance Abuse and Mental Health Services Administration, 2012
Peer Support within the Criminal Justice Environment

Forensic Peer Support Specialist

Substance Abuse and mental Health Services Administration, 2012

Peer Support within the Criminal Justice Environment, continued...

Substance Abuse and mental Health Services Administration, 2012
Dash Board (Demographics)

**GENDER**
- Male: 73%
- Female: 27%

**AGE**
- 0-9: 15%
- 10-19: 54%
- 20-29: 31%
- 30-49: 31%

**ETHNICITY**
- African American: 16%
- Latino/Hispanic: 15%
- Other: 4%
- Caucasian/White: 64%

**RACE**
- Caucasian/White: 64%
- African American/Black: 16%

**REFERRAL SOURCE**
- POCON: 4%
- SAW BEHAVIORAL HEALTH: 8%
- SAW NETWORK: 25%
- CHOICES: 25%
- OUTREACH: 30%
- SAW BEHAVIORAL L: 9%
- TERROS: 4%

**CATEGORY**
- GMH: 33%
- GMH: 67%

**TYPE OF SERVICE**
- AHCOCES benefits: 7%
- Direct PSS: 45%
- Pre Vac: 33%
- Parenting: 7%
- GEO: 7%

**DEMOGRAPHICS**
- 85310-85399: 12%
- 85301-85329: 12%
- 85037-85044: 8%
- 85004-85009: 29%
- 85014-85029: 36%

**T19 - NON**
- T19: 71%
- Non: 29%
Wish List

- Develop methodologies for measuring quality of support services/Service outcomes
- Diversified funding that supports these types of programs

John’s Success Story
Questions