

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
*Magellan Health Services of Arizona Edition***

Section 4.4 Coordination of Care with Other Governmental Entities

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4.4.1 Introduction

Effective communication and coordination of services are fundamental objectives for behavioral health providers when serving persons involved with other government entities. When behavioral health providers and other public service providers coordinate care efficiently, the following positive outcomes can occur:

- Duplicative and redundant activities, such as assessments, service plans, and agency meetings are minimized;
- Continuity and consistency of care are achieved;
- Clear lines of responsibility and accountability across service providers in meeting the needs of the person and family are established; and
- Limited resources are effectively utilized.

The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) recognizes the importance of a responsive behavioral health system, especially when the needs of vulnerable persons have been identified by other government entities. For example, ADHS/DBHS strongly supports the timely response and coordination of services for children who have been, or imminently will be, removed from their homes by the Arizona Department of Economic Security/Child Protective Services (ADES/CPS) (see [Section 3.2, Appointment Standards and Timeliness of Service](#)). ADHS/DBHS expects all behavioral health providers to collaborate and provide any necessary assistance when CPS initiates requests for behavioral health services or supports.

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The intent of this section is to communicate the ADHS/DBHS expectations for behavioral health providers who must cooperate and actively work with other agencies serving behavioral health recipients.

4.4.2 References

[A.R.S. § 8-881](#)

[A.R.S. § 15-825](#)

[A.R.S. §15-1181\(12\)](#)

[9 A.A.C 10-701](#)

[9 A.A.C.21](#)

[AHCCCS/ADHS Contract](#)

[ADHS/RBHA Contracts](#)

[ADHS/TRBHA IGAs](#)

[Section 3.2, Appointment Standards and Timeliness of Service](#)

[Section 3.3, Referral and Intake Process](#)

[Section 3.8, Outreach, Engagement, Re-Engagement and Closure](#)

[Section 3.9, Assessment and Service Planning](#)

[Section 3.10, SMI Eligibility Determination](#)

[Section 4.1, Disclosure of Behavioral Health Information](#)

[Section 4.2, Behavioral Health Medical Record Standards](#)

[Section 4.3, Coordination of Care with AHCCCS Health Plans, Primary Care Providers and Medicare Providers](#)

[ADHS/DBHS Covered Behavioral Health Services Guide](#)

[Practice Protocol 8, The Adult Clinical Team](#)

[Practice Protocol, Child and Family Team Practice](#)

[Practice Protocol, The Unique Behavioral Health Service Needs of Children, Youth, and Families Involved with CPS](#)

[Governor's Executive Order 2008-01](#)

4.4.3 Scope

To whom does this apply?

All persons receiving behavioral health services who are involved with any other government entities.

4.4.4 Did you know...?

Persons receiving behavioral health services may be involved with other ADHS/DBHS Divisions or government entities, including the following:

Arizona Health Care Cost Containment System (AHCCCS);

Arizona Department of Economic Security/Division of Children, Youth and Families (ADES/DCYF);

Arizona Department of Juvenile Corrections (ADJC);

Administrative Office of the Arizona Supreme Court (AOC);

Arizona Department of Education (ADE);

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ADES/Rehabilitation Services Administration (RSA);
ADHS/Children’s Rehabilitative Services Administration (CRSA);
Tribal social services and Tribal courts;
Arizona Department of Corrections (ADOC):
ADES/Division of Developmental Disabilities (DDD);
AHCCCS/Arizona Long Term Care Services (ALTCS); and
ADES/Arizona Early Intervention Program (AzEIP).

ADHS/DBHS has [Intergovernmental Agreements \(IGAs\)](#), [Interagency Service Agreements \(ISAs\)](#), and [Memorandums of Understanding \(MOUs\)](#) with several state, county, tribal, and local agencies to collaborate while serving persons involved with multiple systems.

ADHS/DBHS has developed a [Practice Protocol, Child and Family Team Practice](#). The protocol includes suggested guidelines for developing and maintaining a collaborative relationship with other government entities that deliver services to children.

4.4.5 Definitions

[Adult Clinical Team](#)

[Child and Family Team \(CFT\)](#)

[Individualized Education Program \(IEP\)](#)

[State Placing Agencies](#)

4.4.6 Objectives

ADHS/DBHS endorses a collaborative process of assessment, service planning, service delivery, and support among multiple agencies to ensure that the care a person receives from a behavioral health service provider is effectively coordinated with other government entities.

4.4.7 Procedures

Behavioral health providers are responsible for actively coordinating the services a person receives with the services provided by other government entities. Behavioral health service providers, in cooperation with the contracting Tribal and Regional Behavioral Health Authorities (T/RBHAs), must coordinate efforts with other government entities and their service providers.

4.4.7-A. General requirements

The following information represents the ADHS/DBHS requirements for behavioral health providers when collaborating and coordinating care with other government entities that may be involved with persons receiving services in Arizona’s public behavioral health system.

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4.4.7-B. Arizona Department of Economic Security/Division of Children, Youth and Families (ADES/DCYF)

When a child receiving behavioral health services is also receiving services from ADES/DCYF, the behavioral health provider can work towards effective coordination of services with the CPS Specialist. Behavioral health providers are expected to:

- Coordinate the development of the behavioral health service plan with the child welfare case plan to avoid redundancies and/or inconsistencies.
- Ensure an urgent response to DCYF initiated referrals for children who have been removed from their homes (see [Section 3.2, Appointment Standards and Timeliness of Service](#)).
- Provide the CPS Specialist and the juvenile court with preliminary findings and recommendations on behavioral health risk factors, symptoms and service needs for hearing.
- Work collaboratively on child placement decisions if placement and funding are being sought for behavioral health treatment.
- Invite the CPS Specialist, CPS providers and resource parents to participate in the behavioral health assessment and service planning process as members of the Child and Family Team (CFT) (see [Section 3.9, Assessment and Service Planning](#)).
- Strive to be consistent with the service goals established by other agencies serving the child or family. Behavioral health service plans must be directed by the CFT toward the behavioral health needs of the child, and the team should seek the active participation of other involved agencies in the planning process.
- Attend team meetings such as Team Decision Making (TDM) and Family Group Decisions (as appropriate) for the purpose of providing input about the child and family's behavioral health needs. Where it is possible, TDM and CFT meetings should be combined.
- Coordinate, communicate and expedite necessary behavioral health services to stabilize in-home and out-of-home placements provided by DCYF.
- Provide behavioral health services during the reunification process and/or other permanency plan options facilitated by DCYF. Parent-child visitation arrangements and supervision are the responsibility of CPS. Therapeutic visitation is not a covered behavioral health service.
- Ensure responsive coordination activities and service delivery that supports DCYF planning and facilitates adherence to DCYF established timeframes (see [Practice Protocol, The Unique Behavioral Health Service Needs of Children, Youth, and Families Involved with CPS](#)).

ADES/ADHS Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together) Program Behavioral health providers must ensure coordination for parents/families referred through the Arizona Families F.I.R.S.T (AFF) program (see [Attachment 4.4.2, Overview of the Arizona Families F.I.R.S.T. \(AFF\) Program Model and Referral Process](#)).

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The AFF program provides expedited access to substance abuse treatment for parents and caregivers referred by ADES/DCYF/CPS and the ADES/FAA Jobs Program. ADHS/DBHS participates in statewide implementation of the program with ADES (see [A.R.S. 8-881](#)).

T/RBHAs and providers must:

- Accept referrals for Title XIX and Title XXI eligible and enrolled persons and families referred through AFF;
- Accept referrals for Non-Title XIX and Non-Title XXI persons and families referred through AFF and provide services, if eligible (see [Section 3.19, Special Populations](#) and [Section 3.21, Service Package for Non-Title XIX/XXI Persons Determined to Have a Serious Mental Illness \(SMI\)](#)).
- Ensure that services made available to persons who are Non-Title XIX and Non-Title XXI eligible are provided by maximizing available federal funds before expending state funding as required in the [Governor's Executive Order 2008-01](#);
- Collaborate with ADES/DCYF/CPS, the ADES/FAA JOBS Program and Substance Abuse Treatment providers to minimize duplication of assessments and achieve positive outcomes for families; and
- Develop procedures for collaboration in the referral process to ensure effective service delivery through the T/RBHA behavioral health system. Appropriate authorizations to release information must be obtained prior to releasing information.

The goal of the AFF Program is to promote permanency for children, stability for families, protect the health and safety of abused and/or neglected children and promote economic security for families. Substance abuse treatment for families involved with DES/DCYF/CPS must be family centered, provide for sufficient support services and must be provided in a timely manner (see [Section 3.2, Appointment Standards and Timeliness of Service; 3.2.7-G, Special Populations](#)).

4.4.7-C. Arizona Department of Education (ADE), Schools, or Other Local Educational Authorities

ADHS/DBHS has delegated the functions and responsibilities as a State Placing Agency to the T/RBHAs. As such it is the expectation of ADHS/DBHS that T/RBHAs work in collaboration with the ADE for the placement of children with behavioral health service providers.

Behavioral health providers serving children can gain valuable insight into an important and substantial element of a child's life by soliciting input from school staff and teachers. Behavioral health providers can collaborate with schools and help a child achieve success in school by:

- Working in collaboration with the school and sharing information to the extent permitted by law and authorized by the child's parent or legal guardian (see [Section 4.1, Disclosure of Behavioral Health Information](#));

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- For children receiving special education services, actively consider information and recommendations contained in the Individual Education Plan (IEP) during the ongoing assessment and service planning process (see [Section 3.9, Assessment and Service Planning](#));
- For children receiving special education services, ensuring that the behavioral health provider or designee participates with the school in developing the child’s IEP and share the behavior treatment plan interventions, if applicable;
- Inviting teachers and other school staff to participate in the CFT if agreed to by the child and legal guardian;
- Having a clear understanding of the IEP requirements as described in the [Individuals with Disabilities Education Act \(IDEA\) of 2004](#).
- Ensuring that students with disabilities who qualify for accommodations under [Section 504 of the Rehabilitation Act of 1973](#) are provided adjustments in the academic requirements and expectations to accommodate their needs and enable them to participate in the general education program; and
- Ensuring that transitional planning occurs prior to and after discharge of an enrolled child from any out-of-home placement.

4.4.7-D. Arizona Department of Economic Security/Division of Developmental Disabilities (ADES/DDD)

Persons qualifying for services through DDD can fall into several different categories based on their eligibility status and the extent of their diagnosed disability. There are three general groupings:

Type of DDD Eligibility	What behavioral health services are available?	Who is responsible for providing the behavioral health services?
Title XIX and eligible for ALTCS	All Title XIX covered services	T/RBHAs and contracted providers
Title XIX and not eligible for ALTCS	All Title XIX covered services	T/RBHAs and contracted providers
Non-Title XIX	Services provided based on eligibility for services*	T/RBHAs and contracted providers based on eligibility for services*

*See [Section 3.19, Special Populations](#), and [Section 3.21, Service Package for Non-Title XIX/XXI Persons Determined to Have a Serious Mental Illness \(SMI\)](#).

Behavioral health providers can strive toward effective coordination of services with persons receiving services through DDD by:

- Working in collaboration with DDD staff and service providers involved with the person;

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- Providing assistance to DDD providers in managing difficult behaviors;
- Inviting DDD staff to participate in the development of the behavioral health service plan and all subsequent planning meetings as members of the person's clinical team (see [Section 3.9, Assessment and Service Planning](#));
- Incorporating information and recommendations in the Individual or Family Support Plan (ISP) developed by DDD staff, when appropriate, while developing the person's ISP;
- Ensuring that the goals of the ISP, of a person diagnosed with developmental disabilities who is receiving psychotropic medications, includes reducing behavioral health symptoms and achieving optimal functioning, not merely the management and control of challenging behavior;
- Actively participating in DDD team meetings; and
- For persons diagnosed with Pervasive Developmental Disorders and Developmental Disabilities, sharing all relevant information from the initial assessment and ISP with DDD to ensure coordination of services.

4.4.6-E. Department of Economic Security/Arizona Early Intervention Program (ADES/AzEIP)

Behavioral health service providers can strive toward effective coordination of care for children identified as having, or likely having, disabilities or developmental delays by:

- Ensuring that children birth to three years of age are referred to AzEIP in a timely manner when information obtained in their behavioral health assessment reflects developmental concerns;
- Ensuring that children found to require behavioral health services as part of the AzEIP evaluation process receive appropriate and timely service delivery (see [Section 3.2, Appointment Standards and Timeliness of Service](#));
- Ensuring that, if an AzEIP team has been formed for the child, the behavioral health provider will coordinate team functions so as to avoid duplicative processes between systems; and
- Coordinating enrollment in the T/RBHA children's system of care when a child transfers to the children's DDD system.

4.4.7-F. Courts and Corrections

Behavioral health providers are expected to collaborate and coordinate care for behavioral health recipients involved with:

- The Arizona Department of Corrections (ADC),
- Arizona Department of Juvenile Corrections (ADJC), or
- Administrative Offices of the Court (AOC).

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When a person receiving behavioral health services is also involved with a court or correctional agency, behavioral health providers can work towards effective coordination of services by:

- Working in collaboration with the appropriate staff involved with the person;
- Inviting probation or parole personnel to participate in the development of the ISP and all subsequent planning meetings as members of the person's clinical team;
- Actively considering information and recommendations contained in probation or parole case plans when developing the ISP; and
- Ensuring that the behavioral health provider evaluates and participates in transition planning prior to the release of eligible persons and arranges and coordinates care upon the person's release (see [Section 3.3, Referral and Intake Process](#)).

Magellan, ADC, ADJC and AOC (Maricopa County Juvenile Probation Department) have in place mutually agreed upon protocols to ensure the effective and efficient delivery of behavioral health services. The following documents define the respective roles and responsibilities among the agencies to further assist those individuals participating in the process:

- [Collaborative Protocol Between Magellan and Arizona Department of Corrections](#)
- [Collaborative Protocol Between Magellan and Arizona Department of Juvenile Corrections](#)
- [Collaborative Protocol Between Magellan and Maricopa County Juvenile Probation Department.](#)

4.4.7-G. Arizona County Jails

In Maricopa County, when a person receiving behavioral health services has been determined to have, or is perceived to have, a Serious Mental Illness (see [Section 3.10, SMI Eligibility Determination](#)) and is detained in a Maricopa County jail, the behavioral health provider must assist the person by:

- Working in collaboration with the appropriate staff involved with the person;
- Ensuring that screening and assessment services are provided to jailed persons upon request;
- Ensuring that the person has a viable discharge plan, that there is continuity of care if the person is discharged or incarcerated in another correctional institution, and that pertinent information is shared with all staff involved with the person's care or incarceration in accordance with [Section 4.1, Disclosure of Behavioral Health Information](#); and
- Determining whether the person is eligible for the Jail Diversion Program.

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For all other persons receiving behavioral health services in Maricopa County and all other Arizona counties, behavioral health providers must ensure that appropriate coordination also occurs for behavioral health recipients with jail personnel at other county jails.

For further information regarding incarcerated Magellan enrolled consumers, please contact Magellan's Court Advocacy Department at 1-800-564-5465.

4.4.7-H. Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA)

The purpose of RSA is to work with individuals with disabilities to achieve increased independence or gainful employment through the provision of comprehensive rehabilitative and employment support services.

Supportive employment services available through the ADHS/DBHS system are distinct from vocational services available through RSA. Please refer to the [ADHS/DBHS Covered Behavioral Health Services Guide](#) for more details.

When a person determined to have a Serious Mental Illness is receiving behavioral health services and is concurrently receiving services from RSA, the behavioral health provider can ensure effective coordination of care by:

- Working in collaboration with the vocational rehabilitation (VR) counselors or employment specialists in the development and monitoring of the person's employment goals;
- Ensuring that all related vocational activities are documented in the comprehensive clinical record (see [Section 4.2, Behavioral Health Medical Record Standards](#));
- Inviting RSA staff to be involved in planning for day programming to ensure that there is coordination and consistency with the delivery of vocational services;
- Participating and cooperating with RSA in the development and implementation of a Regional Vocational Service Plan; and
- Allocating space and other resources for VR counselors or employment specialists working with enrolled persons who have been determined to have a Serious Mental Illness.

Magellan and ADES/RSA have in place a mutually agreed upon protocol to ensure the effective and efficient delivery of behavioral health services. The "[Collaborative Protocol Between Magellan \(RBHA\) and Rehabilitation Services Administration](#)," document defines the respective roles and responsibilities between the agencies to further assist those individuals participating in the process.

4.4.7-I. Arizona Department of Health Services/Office of Assisted Living Licensure

When a person receiving behavioral health services is residing in an assisted living facility, behavioral health providers must coordinate with the Office of Assisted Living Licensure to ensure that the facility is licensed and that there are no existing violations or legal orders. Behavioral health providers must also determine and ensure that the person living in an assisted living facility is at the appropriate level of care. The behavioral health provider can

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coordinate with the Office of Assisted Living Licensure to determine the level of care that a particular assisted living facility is licensed to provide.

For further information regarding Magellan-enrolled consumers who are seeking Assisted Living services, please call 1-800-564-5465.

Please call the Magellan Housing Department at 1-800-564-5465 to report unsafe conditions.