

COLLABORATIVE PROTOCOL BETWEEN ADC AND MAGELLAN

A. MAGELLAN INTAKE PROCEDURE FOR ADC

General Knowledge

- Approximately 45 inmates needing SMI services are released in Maricopa County each month.
- Any inmate requesting an intake must be referred to the Customer Service line.
- Magellan evaluation staff will determine whether the intake will take place face-to-face at the ASPC complex or through a scheduled interview upon release.
- Inmates should be referred 90-120 days prior to release.

Process

1. Prepare basic demographic information, symptoms, and release information.
2. Call the Magellan Customer Service Department at 800-564-5465 Ext 2.
3. Request written notification of evaluation results after providing the basic demographic information.
4. Notify the ADC liaison, by phone, e-mail, or fax, the date the referral was made.
5. When the evaluation date and time has been set, notify the ADC liaison, and set an evaluation appointment.
6. Make certain the inmate's medical records are available for the evaluator on or before the day of the evaluation. These records are utilized to determine SMI eligibility.
7. Follow complex procedures regarding notification of non-ADC staff prior to the evaluator arriving at the complex.
8. Upon receipt of the evaluator's decision, meet with the inmate to discuss the appeal process if denied, and or schedule a telephonic staffing if the inmate is approved for SMI services.
9. At the telephonic staffing, transportation needs should be addressed.
10. Near release date, the medication sheet should be faxed to the Magellan site if the inmate is prescribed any medication and the last prescription and injection administration date.

B. ADC REFERRAL PROCESS FOR SMI INMATES CLOSED LESS THAN ONE YEAR AND CURRENTLY PENDING RELEASE

General Knowledge

- SMI enrolled members do not need to be seen by the Magellan SMI Intake team if they were closed from the Maricopa County RBHA less than a year prior to the ADC referral date back to Magellan.
- The Magellan ADC schedule liaison will have information about the closure date and previous clinic site. (It is not the same date as the inmate's incarceration date.)

Process

1. When the ADC MH Release Planner is notified during the referral process that the inmate has been closed less than a year ago, the Planner shall call the assigned site and request to talk to the Clinical Director.
2. If the Magellan Clinical Director assigns a treatment team, clinical coordinator, or case manager to the inmate, the ADC MH Release Planner shall arrange an exit staffing.
3. The ADC MH Release Planner shall e-mail Magellan's Director of Court Advocacy, the name of the inmate, the inmate's date of birth, the date when the call was made to the Clinical Director, and the outcome of the call.
4. Magellan's Director of Court Advocacy, if needed, will contact Magellan's Clinical Director and request the name of the case manager assigned to the inmate. The case manager will be given instructions to contact the ADC MH Release Planner. The Director of Court Advocacy shall provide the assigned case manager's name and contact information to the ADC MH Release Planner.
5. The ADC MH Release Planner shall follow the staffing procedure and record procurement as indicated in the routine Magellan Referral Process.
6. The ADC MH Release Planner shall notify the ADC MH Program Coordinator if the contact does not occur within 5 days of initial attempt.
7. The ADC MH Re-Entry Program Coordinator will contact the Director of Court Advocacy of any on-going issues
8. The ADC MH Re-Entry Program Coordinator and Magellan will meet quarterly to assess patterns and progress of the coordinated efforts.