

General Provider Communication

*Maricopa County Regional Behavioral Health Authority
Magellan Health Services of Arizona, Inc.*

Subject: SMI Eligibility Determination -- Required Information and Determination Timeframes

Date: November 29, 2007

Since starting as the Maricopa County RBHA on 9/1/07, we thank you for the services you are providing. We have continued to receive requests for SMI Eligibility Determination and want to highlight information contained in the Provider Manual.

In order to maintain compliance with the ADHS/DBHS guidelines, Magellan Health Services of Arizona is providing this notice to clarify and outline the SMI Determination process with its providers. This matter is in accordance with Subsection 3.10.6-E of the Provider Manual as set forth by the Arizona Department of Behavioral Health Services, which stipulates:

"If there is sufficient information to determine SMI status, the person shall be provided written notice of the SMI eligibility determination within three business days of the initial meeting with the qualified assessor."

Upon receiving a request for an SMI Eligibility Determination, Magellan has 3 days to make this decision in the absence of a waiver from the person receiving services. To accomplish this, we need complete and accurate information from you at the time of request. If we need additional information, we will contact you and request that you submit the information timely.

SMI Evaluation Packet

To receive an SMI determination, a completed SMI packet is submitted to Eligibility. At the time of the request for an SMI Eligibility Determination, we require the following information:

1. A Comprehensive Assessment , with applicable addenda
2. Available psychiatric records (e.g. for the last year, last 6 months, etc),
3. The Consent for Treatment
4. Waiver of 3-Day Eligibility Determination
5. Advance Directives Form
6. ADHS/DBHS Notice of Grievance and Appeal Procedure

Initial SMI Provider Packet

An initial Comprehensive Assessment is completed upon intake with a Consumer.

A Comprehensive Assessment that has never been submitted for an SMI Determination is valid for 6 months and can be submitted for an SMI Determination within this time frame. However, a new Seriously Mentally Ill (SMI) Determination form must be completed by a qualified member of the clinical team, and dated within 3 days of receipt of the SMI packet to Eligibility. The SMI Determination form is located in Part C: Additional Addenda of the Comprehensive Assessment. Furthermore, additional psychiatric records must be submitted, including current medications, treatment, and substance abuse issues.

Submitting

The completed SMI packet must be submitted to the SMI Eligibility Department within 24 hours of the date on the SMI Determination form in order to process the packet and provide a determination within the 3-day timeframe.

The packet can be faxed directly to Magellan SMI Eligibility at **(602) 269-5381**. Alternatively, the packet may be hand-delivered, mailed, or sent via courier service to the SMI Eligibility Department at the following address:

**3640 West Osborn
Phoenix, AZ 85019**

If you have any questions, please call **602-269-5331**.

SMI Determination Process

The SMI Determination packet will be reviewed and a decision will be made within 3 business days of the date on the SMI Determination form. The case will either be determined SMI or NON-SMI. In the event that additional records are required in order to make a determination decision, the case may be pended for 20 days to acquire further records, or for 90 days to allow the consumer to participate in the Extended Evaluations Program, if so authorized by the consumer on the Waiver of 3-Day Eligibility Determination form. If the case is determined Non-SMI and the Consumer disagrees with this decision, they may file an appeal for a re-determination. The appeal must be filed within 60 days from the date of the decision. During the appeals process, new records and information can be obtained.

After the 60-day appeals period has expired and if the Consumer has been denied SMI eligibility, a new SMI Packet must be completed and submitted to Eligibility.

Magellan Health Services of Arizona
Eligibility and Evaluations Department
3640 West Osborn
Phoenix, AZ 85019

(602) 269-5331
Fax: (602) 269-5381

