

# AHCCCS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by AHCCCS staff.

Date: 8/6/2021

Name and contact information of provider:

ACT Program Analyst Edwin Egipciano – 480-427-1958 edwin.egipciano@terroshealth.org

ACT clinical coordinator Jose Zarate – 602-944-9810 jose.zarate@terroshealth.org

Type of evidence-based practice provider (select one):

<input type="checkbox"/>	Permanent Supportive Housing
<input type="checkbox"/>	Supported Employment
<input type="checkbox"/>	Consumer Operated Services
<input checked="" type="checkbox"/>	Assertive Community Treatment

What was your experience with the fidelity review conducted at your agency? Overall positive experience. Fair questions and scoring during morning meeting and the interviews. The reviewers were very professional, the communication between the reviewers and the clinical coordinator was very efficient.

What was most helpful about the fidelity review process for your agency? Is important for an outside organization to check to see how ACT program are is running. The feedback that was provided will be very helpful in moving forward in improving our ACT program.

What suggestions would improve the review process? Complete the sample chart review in real date and time, take in consideration the CC's and ACT specialists telehealth progress notes due to the pandemic. Take in consideration that the members were fearful to attend SA groups due to the circumstances.

Comments from your agency regarding the findings of the review and/or the fidelity report: Per AHCCCS as of March 2020 telehealth visits are considered face to face visits for duration of time with end date that has not yet been set at the time of this review and response. For this review, reviewers only considered behavioral health medical provider telehealth visits as face-to-face visits and did not follow AHCCCS allowance for Behavioral Health Technician and Behavioral Health Professional telehealth visits as face-to-face visits, thus lowering the percentage of face-to-face service time provided my all-team members, including practicing ACT leader, and lowering fidelity score.

