



Welcome to training: The Inpatient Treatment and Discharge Planning Process for Individuals Living with a Serious Mental Illness

You were automatically muted upon entry.

Please only join by phone or computer.

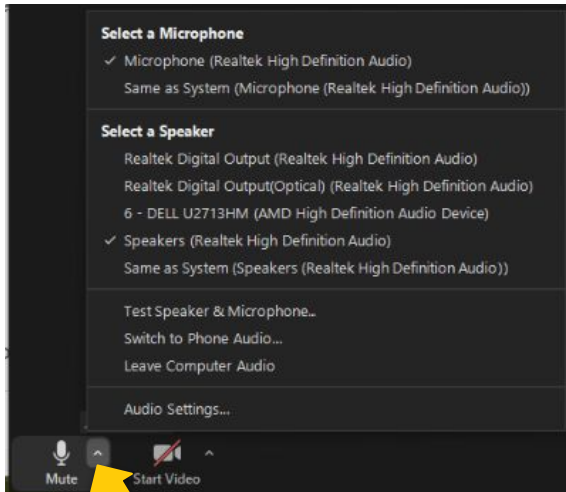
Please use the chat feature for questions or raise your hand.

Thank you.

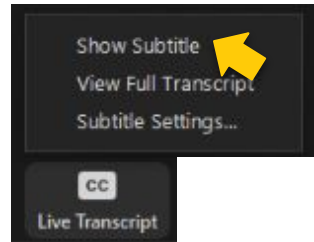
Zoom Webinar Controls

Navigating your bar on the bottom...

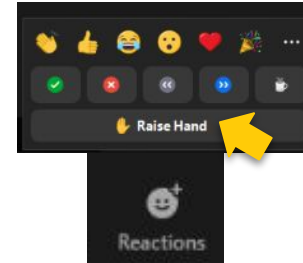
Audio Settings



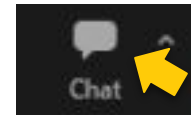
Turn on Closed Captioning



Raise Hand



Chat

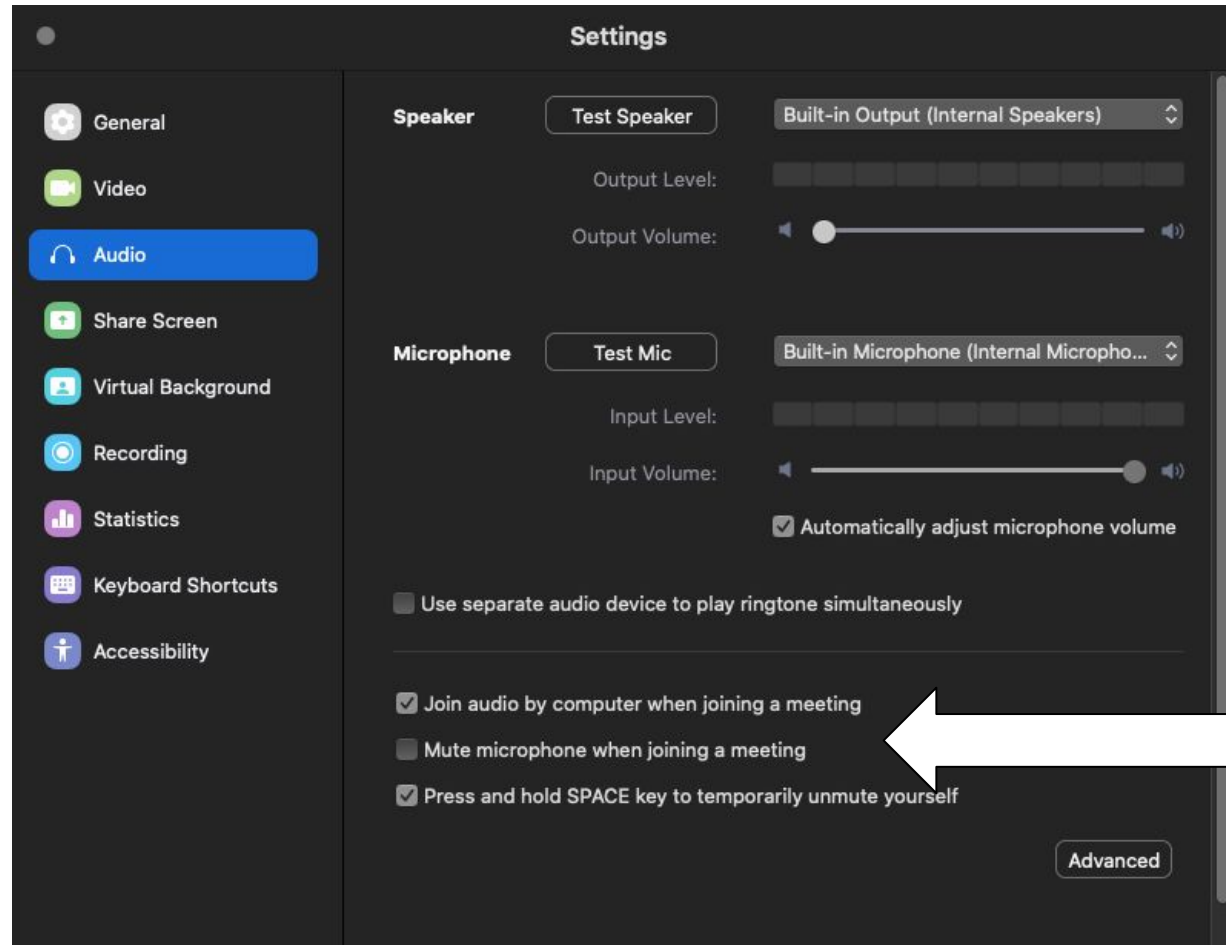


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom 'Settings' window with the 'Audio' tab selected. The left sidebar lists various settings categories: General, Video, Audio (highlighted), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main content area is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu set to 'Built-in Output (Internal Speakers)', an 'Output Level' bar, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu set to 'Built-in Microphone (Internal Micropho...', an 'Input Level' bar, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are three checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). A white arrow points to the 'Join audio by computer when joining a meeting' checkbox. An 'Advanced' button is located at the bottom right of the settings panel.

Settings

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Welcome!

What to expect during the training:

- Information regarding Inpatient Treatment and Discharge Planning Process for Individuals Living with a Serious Mental Illness (SMI),
- Real-time answers to related questions in the chat, and
- Links to relative sources.

What to expect after the training:

- Concluding with Q&A session,
- Each participant will receive this presentation,
- Contact information for the OHR for questions on other topics, and
- Survey link.



Frequently Asked Questions

Who is in the audience?

Who can see my chats?

What if I don't want to talk during this meeting but would prefer to talk offline?

Why is this training based on AHCCCS policy and the Arizona Administrative Code?

Agenda

- ❑ Overview: The Office of Human Rights (OHR)
- ❑ Inpatient Treatment and Discharge Planning Process for Individuals Living with a Serious Mental Illness (SMI)
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training

* [AHCCCS Acronyms Guide](#)





The Inpatient Treatment and Discharge Planning (ITDP) Process for Individuals Living with a Serious Mental Illness

Presented by: AHCCCS: The Office of Human Rights (OHR) & The Office of Individual and Family Affairs (OIFA)

August 22, 2024



Overview

The Office of Human Rights (OHR)

Denard Stewart, OHR Advocate

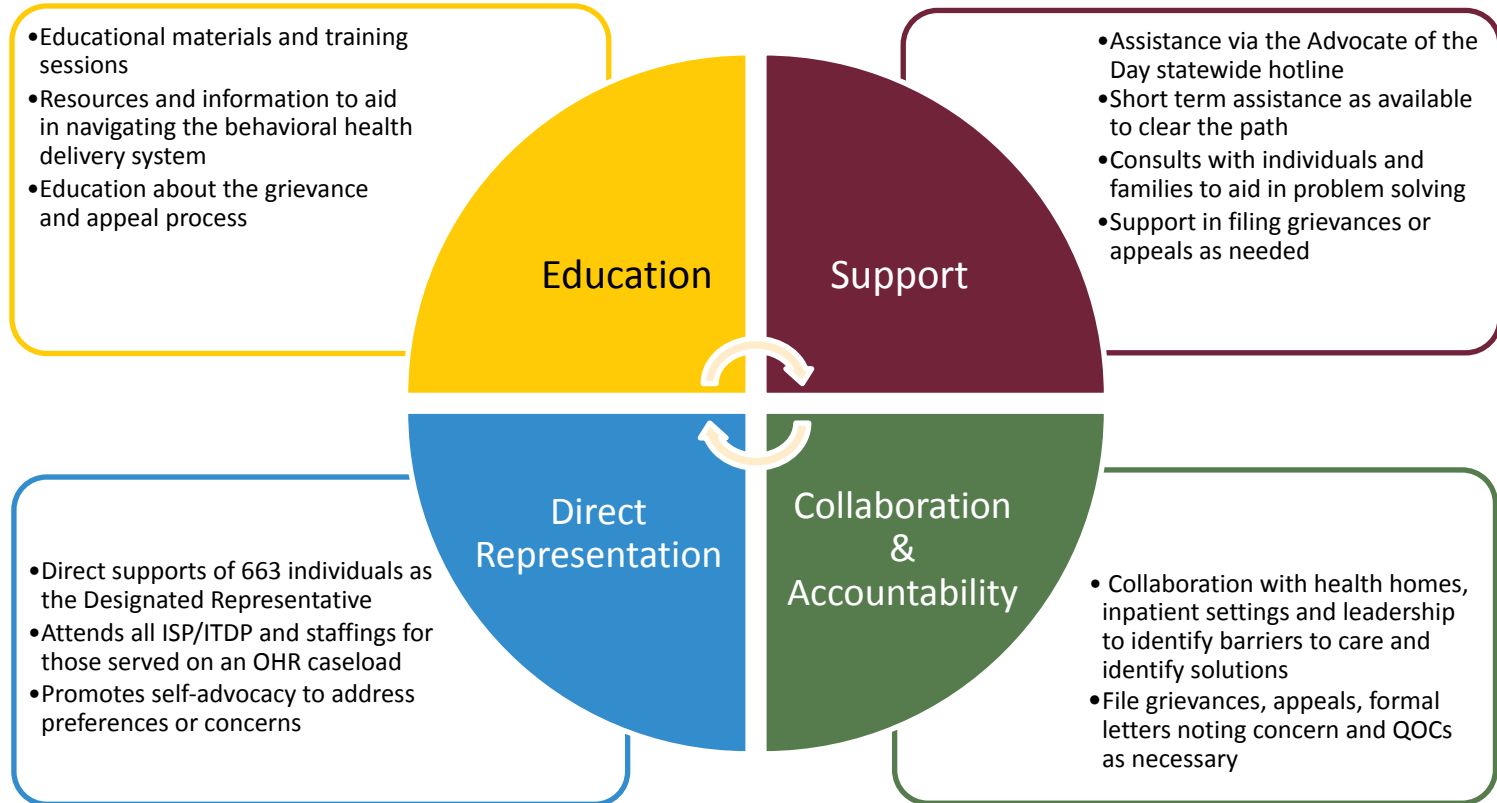
The Office of Human Rights

Mission Statement

OHR Provides advocacy to individuals living with a SMI to help them understand, protect and exercise their rights, facilitate self-advocacy through education, and obtain access to behavioral health services in the public behavioral health system in Arizona.



OHR Advocacy at-a-Glance



Special Assistance



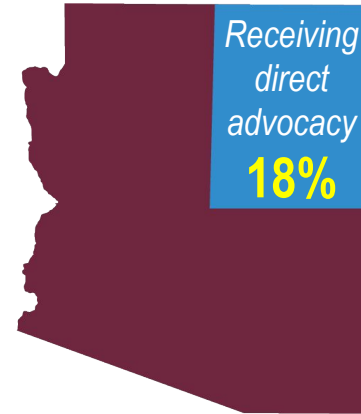
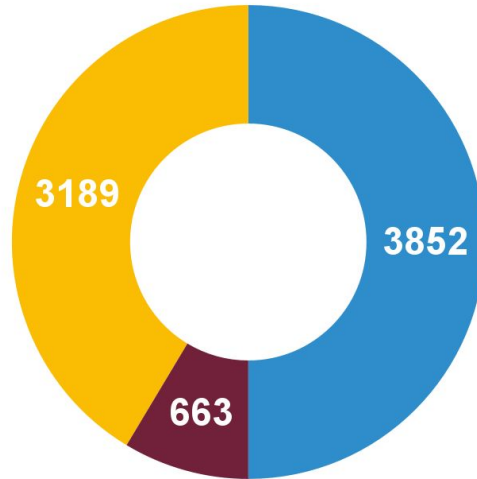
The support provided to an individual designated with a SMI who is unable to articulate treatment preferences and/or participate effectively in:

- The development of the Individual Service Plan (ISP),
- Inpatient Treatment, and Discharge Plan (ITDP),
- Grievance and/or appeal processes.

This is due to a cognitive or intellectual impairment and/or medical condition.

Special Assistance Data as of August 1, 2024

- Total Special Assistance Members
- Served Directly by OHR
- Served by natural support, guardian, other





Inpatient Treatment and Discharge Plan (ITDP) Process

Lia Ballesteros, OHR Lead Advocate

What is an ITDP?

The following definitions are in accordance with the [Arizona Administrative Code](#) for the rights of individuals living with a serious mental illness:

- **“Inpatient treatment and discharge plan” or “ITDP”** means the written plan for services to a client prepared and implemented by an inpatient facility.
- **“Discharge plan”** means a hospital or community treatment and discharge plan prepared.
- **“Inpatient facility”** means the Arizona State Hospital, the County Annex, or any other inpatient treatment facility registered with or funded to provide behavioral health services, including psychiatric health facilities, psychiatric hospitals, and psychiatric units in general hospitals.

Process Overview



- Discharge planning shall begin at the time of admission.
- Every individual with a SMI at an inpatient facility must have an ITDP, also known as “discharge plan.”
- A preliminary ITDP must be developed within three days and a full ITDP within seven days after admittance to the facility.*

This process is in accordance to [the Arizona Administrative Code R9-21-312](#)

*Where a person’s anticipated stay is less than seven days, a preliminary ITDP must be developed within one day and a full ITDP within three days of admission.

ITDP Meeting

- The ITDP must be developed by Inpatient team, case manager and other members of the clinical team, with the person's fullest participation, and participation from any designated representative and/or guardian.
- The ITDP shall be written in language which can be easily understood by a lay person.
- It is important to effectively communicate needs, strengths, goals, and preferences for services.



ITDP Meeting



The ITDP meeting shall include discussion of the following:

- Review of the Individual Service Plan's (ISP) long term view,
- Current goals and objectives,
- Individual's preferences regarding services, and
- Services that need to be in place **before** discharge.

The person or guardian has the right to accept or reject the ITDP, request other services, or appeal the ITDP or any aspect of the ITDP.

Developing the ITDP

The case manager is responsible to ensure that each inpatient facility develops an ITDP that is integrated and consistent with the ISP and includes the following:

- Individual's preferences, strengths, and needs,
- A description of the most appropriate and least restrictive to meet the needs,
- Short-term objectives that lead to attainment of overall goals,
- Expected dates of completion for each objective,
- Persons responsible for each objective, and
- Services that maximize the person's strengths, independence, as well as a plan for person's discharge and integration into the community.

After the ITDP Meeting



This process is in accordance to [the Arizona Administrative Code R9-21-312](#)

- Within three days of the ITDP meeting, the inpatient treatment team coordinator shall prepare and distribute the ITDP.
- The case manager shall present the ITDP to the individual, the designated representative and/or guardian if applicable.
- The ITDP shall be mailed or otherwise distributed to the person's designated representative and guardian, if any, case manager, members of the outpatient clinical team and inpatient facility's treatment team.

After Discharging from the Hospital

- The clinical team, with the assistance of the inpatient facility's treatment team, shall be responsible for implementing the plan for the person's discharge.
- The case manager shall meet with the person within five days after discharge to ensure that the plan is being implemented.



Post Discharge

3
Days

A post-discharge follow-up call to the member/Health Care Decision Maker (HCDM)*, Designated Representative within three business days of discharge to confirm the member's well-being and the progress of the discharge plan according to the member's assessed and anticipated clinical (behavioral and physical health) and social needs.

7
Days

Discharge planning, coordination, and management of care shall include but are not limited to follow-up appointment with the Primary Care Provider (PCP) and/or specialist within seven business days.

Read more about the AHCCCS policy for [Utilization Management](#) for more discharge information.

*According to the [AHCCCS Contract and Policy Dictionary](#), HCDM is defined as an individual who is authorized to make health care treatment decisions. They are sometimes referred to as a guardian.



Why is the ITDP Important?

Kisha Kimber, OHR Advocate

The Importance of the ITDP

- It is a right for individuals living with a SMI,
- Identifies services that maximize strengths, independence and integration into the community,
- Belongs to the individual receiving the services, and
- Used to enforce the services and as a tool for the formal SMI grievance and appeal process



The ITDP Supports Recovery and Outcomes

- Maintains achievements during the course of treatment,
- Promotes continuity of care between the outpatient and inpatient teams,
- Ensures appropriate referrals to outpatient care settings,
- Provides a pathway to meeting additional needs such as housing, employment, and the need for supplemental security income,
- Increases successful outcomes by having supports in place that may decrease relapses or re-admissions,
- Encourages the team approach and integrated care,
- Ensures the individual's right to receive services that are adequate, appropriate, consistent with their individual needs, and least restrictive, and
- The ITDP is the basis of the services and MUST include member choice and voice.



Navigating the SMI Rights

John Pizzo, OHR Advocate II

You Have Rights While Inpatient*



- Right to wear your own clothing and to keep and use your personal possessions.**
- Right to give informed consent for medication unless you are under a court order for treatment (COT) or due to an emergency, when staff can force you to take a medication. **
- Right to be free from unnecessary or excessive medication.

*General or limited guardianship may affect these rights. Look at the specific court order for details.

**Keep in mind that the facility can place reasonable restrictions on these rights. Read more about the AHCCCS policy for [Seclusion & Restraint](#).

You Have Rights While Inpatient*

- Right to be free from unlawful discrimination on the basis of race, creed, religion, sex or physical or mental disability,
- Right to be informed of your rights in a language and in terms you best understand, and
- Right to be assisted (at your own expense) by an attorney or designated representative and the right to meet in private.



*General or limited guardianship may affect these rights. Look at the specific court order for details.
Visit the [OHR website](#) for more resources on SMI rights.

Navigating SMI Rights

There are several ways individuals can protect their SMI rights:

- Informal approach (provider),
- Complaint,
- Appeal, and/or
- Grievance.

Staff **cannot** retaliate against a person for self-advocating and/or using the processes in place to address problems.

R9-21-203.A.8

One-pager on SMI complaints, appeals, and grievances is available [here](#).

SMI Grievance and Appeal Process

Formal actions that can be taken when a individual needs to resolve an issue in accordance with [the Arizona Administrative Code R9-21-401 and 403](#).

SMI Grievance: A complaint that is filed by an individual with a Serious Mental Illness (SMI) designation or other concerned individual alleging a violation of an SMI member's rights or a condition requiring an investigation. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#) for grievances and investigations.

SMI Appeal: A request for review of an adverse decision by a Contractor or AHCCCS. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 444](#) for the notice and appeal requirements.

The image shows two overlapping forms from AHCCCS. The top form is titled "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM". The bottom form is titled "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM". Both forms contain sections for member/applclicant information, name, address, zip code, phone, date of birth, and a description of the appeal or grievance.

The Importance of the SMI Appeal Process

- It provides a path to disagree with a decision that was made about services.
- Allows guardians, designated representatives, or service providers to file an appeal per A.A.C. R9-21-401(D).
- Services may continue during the appeal process when an appeal is filed timely (A.A.C. R9-21-401[J]).
- It could overturn a decision.
- It empowers voice and choice.
- It strengthens self-advocacy.

This is in accordance with [the Arizona Administrative Code R9-21-401](#)



The Importance of the SMI Grievance Process

- It provides a vessel that allows a chance to speak to the rights violations and creates a path for self advocacy.
- It allows for a fair, timely, impartial procedure, and the right not to be retaliated against.
- It ensures that violations are being investigated.
- It creates a way to have the member's voice heard.
- It provides a path to disagree with the grievance decision by requiring appeal rights.





Overview

The Office of Individual and Family Affairs (OIFA)

Susan Kennard

Administrator Office of Individual and Family Affairs

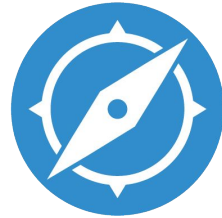
OIFA Mission

The Office of Individual and Family Affairs promotes **recovery, resiliency, and wellness** for individuals whose lives have been impacted by mental health and/or substance use challenges.



Office of Individual and Family Affairs (OIFA)

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping individuals and family individuals in the public health care system. OIFA is dedicated to three core areas:



Our actions, initiatives, and successes drive us toward our core goals.

Individual Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare System Navigation

View the calendar of events at: <https://www.azahcccs.gov/shared/AHCCCSalendar.html>

Ending Stigma

- Stigma shapes how we perceive mental illness and mental health. Stigma may influence who people interact or socialize with.
- Negative public perceptions hamper access to housing, employment, and health care.
- This discrimination can seriously affect a person's willingness to seek or continue treatment for mental illness.
- Stigma erodes a person's self-esteem and sense of dignity so that shame prevents them from seeking help.





Advocacy Resources

Ywchari Manos, OHR Advocate

Self-Advocacy While Inpatient

- Attend ITDP meeting(s) and give input.
- Questions or concerns about treatment?
 - Talk with the social worker, nurse or patient advocate at the facility and explain the issue in detail.
 - Call the OHR at 1-800-421-2124 for assistance in understanding, exercising and protecting SMI rights.
 - File a grievance or appeal.
- The person can choose to accept or reject all or a part of the ITDP.
- If not in agreement with the discharge plan (ITDP), and the person and the team do not find a solution, the person can file an appeal.



Advocate of the Day



OHR operates a single statewide phone line during business hours to provide technical assistance to anyone living with a Serious Mental Illness. Technical assistance could include:

**2023
Calls**



- Providing education and resources for behavioral health services in Arizona,
- Helping a person understand their rights as an individual living with a Serious Mental Illness,
- Helping an individual to understand their treatment options, and
- Educating about the grievance and/or appeal process.

1-800-421-2124

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, RBHA or TRBHA	Customer Service	Webpage
Banner – University Family Care LTC	1-833-318-4146	Banner UFC
Mercy Care LTC	1-800-624-3879	Mercy Care LTC
Care1st Arizona	1-866-560-4042	Care1st Arizona
Mercy Care RBHA	1-800-564-5465	Mercy Care RBHA
AHCCCS American Indian HP	1-800-654-8713	American Indian-AIHP
United Healthcare LTC	1-800-293-3740	UHC LTC
Arizona Complete Health	1-888-788-4408	AZ Complete Health
Gila River TRBHA	1-520-562-3321	Gila River TRBHA
Pascua Yaqui TRBHA	1-520-879-6060	Pascua Yaqui TRBHA
Navajo Nation TRBHA	1-928 871-6000	Navajo Nation TRBHA
White Mountain Apache TRBHA	1-928-338-4811	White Mountain Apache TRBHA

Resources: Rule and Statutes

Arizona Administrative Code:

[Rights for individuals Living with a Serious Mental Illness-Arizona Administrative Code \(R9-21\)](#)

Arizona Revised Statutes:

[Court Ordered Evaluation and Treatment- A.R.S. Articles 4 & 5, 520-544](#)

[Confidential Records-A.R.S. 36-509](#)

[Guardianship of Incapacitated Adults- Title 14, Chapter 5, Article 3](#)



Resources: Policies and Manuals

AHCCCS Medical Policy Manual (AMPM)

[Discharge Planning - AMPM 1020/Utilization Management](#)

[Special Assistance for Members with a SMI - AMPM 320-R](#)

[Behavioral Health Covered Services- AMPM 310-B](#)

[Medical Records and Communication - AMPM 940](#)

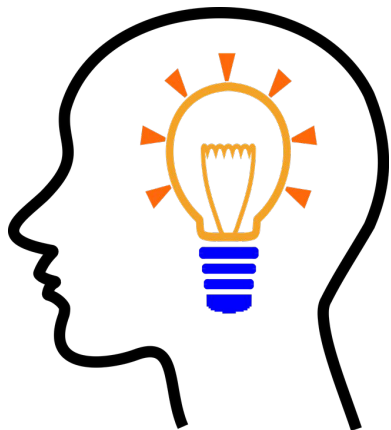
[Case Manager Requirements - AMPM 570](#)

AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

[SMI Grievance and Investigations-ACOM 446](#)

[SMI Grievance/Appeal Form](#)



Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)





AHCCCS Website
www.azahcccs.gov

Navigating the AHCCCS Website



ENHANCED BY Google



Advanced search

HOME

AHCCCS INFO

MEMBERS/APPLICANTS

PLANS/PROVIDERS

AMERICAN INDIANS

RESOURCES

FRAUD PREVENTION

CRISIS SERVICES

AHCCCS
Arizona Health Care Cost Containment System

Keep an eye out for updates on your provider application.

Get Updates from AHCCCS Provider Connect

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Notice of Non-Discrimination (Aviso De No Discriminación)

[Español](#)

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[繁體中文](#)

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[فارسی](#)

[ภาษาไทย](#)

[Ndeé](#)

Hi! I'm AVA, the AHCCCS Virtual Assistant. Click me for assistance.



Navigating the AHCCCS Website



News & Updates

A listing of current AHCCCS News & Updates.



Calendar

A list of upcoming events at AHCCCS



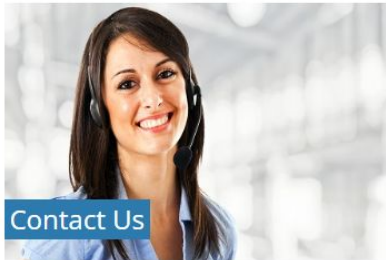
Having a Crisis?

A list of resources to assist you with getting the help you need



Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus



Contact Us

A list of contacts at AHCCCS



Public Notices

View demonstration projects, notices, meeting/hearing dates and provide comments

Oversight of Health Plans

- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Operational Reviews
- Quality and Performance Improvement
- Request to Lift Enrollment CAP
- System Of Care

Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals
- County Acute Care Contributions

Health Plan Report Card

Reports

- Dashboards
- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports

Solicitations & Contracts

- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Public Health

- COVID-19 Information
- Monkeypox Virus and Vaccination Information

Guides - Manuals - Policies

Training

- Fee-for-Service Provider Training
- MCO Provider Training

Grants

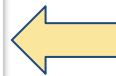
- Federal Funding Accountability and Transparency Act
- Current Grants

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy



About Us

- Acronyms
- AHCCCS Programs
- Awards & Studies
- Executive Deputy Director's Biography
- News & Press Releases
- Community Presentations
- Strategic Plan

Public Notices

- Private Sector Partners

Program Planning

Healthcare Advocacy

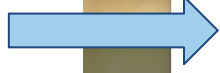
- Office of Human Rights
- Office of Individual and Family Affairs
- Resources for Foster/Kinship/Adoptive Families

Initiatives

- Accessing Behavioral Health Services in Schools
- AHCCCS Complete Care
- AHCCCS Whole Person Care Initiative (WPCI)
- Arizona Olmstead Plan
- Care Coordination & Integration
- Differential Adjusted Payments (DAP)
- Electronic Visit Verification
- AHCCCS Housing Programs
- Health Information Technology (HIT)
- MES Modernization Program
- Payment Modernization
- Targeted Investments
- Telehealth Services

Committees and Workgroups

Transparency



Arizona Health Care Cost Containment System

Español

فارسی

தமிழ் மொழி

residents. Individuals must meet c

日本語

Français

Русский

Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)



Upcoming Forums and Trainings

Ywchari Manos, OHR Advocate

Upcoming AHCCCS Advocacy Training

Register for upcoming trainings by clicking on the name of the course.



9/24

[The Power of Collaboration and Advocacy for Individuals Living with a SMI](#)

Upcoming Forums and Events

System Navigation

Tues., 8/27, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

OHR: The Power of Collaboration and Advocacy for Individuals Living with a SMI

Tues., 9/24, 10:30 a.m. - 12:00 p.m. [Register in Advance](#)

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facebook



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Handle:

[@AHCCCSgov](https://twitter.com/AHCCCSgov)

Handle:

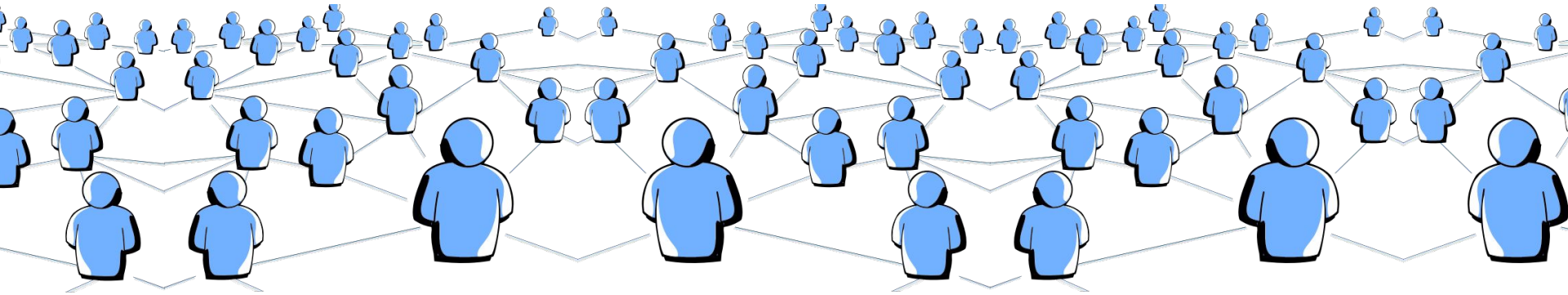
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

[@AHCCCS](https://www.linkedin.com/company/AHCCCS)

Channel:

[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)





Please take the survey

to help us better
tailor meetings to
meet your needs.

Questions?

Thank You.