



Welcome to Training: The Individualized Service Plan and Why it Matters

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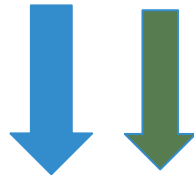
Please only join by phone or computer.

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

Thank you.

Zoom Webinar Controls

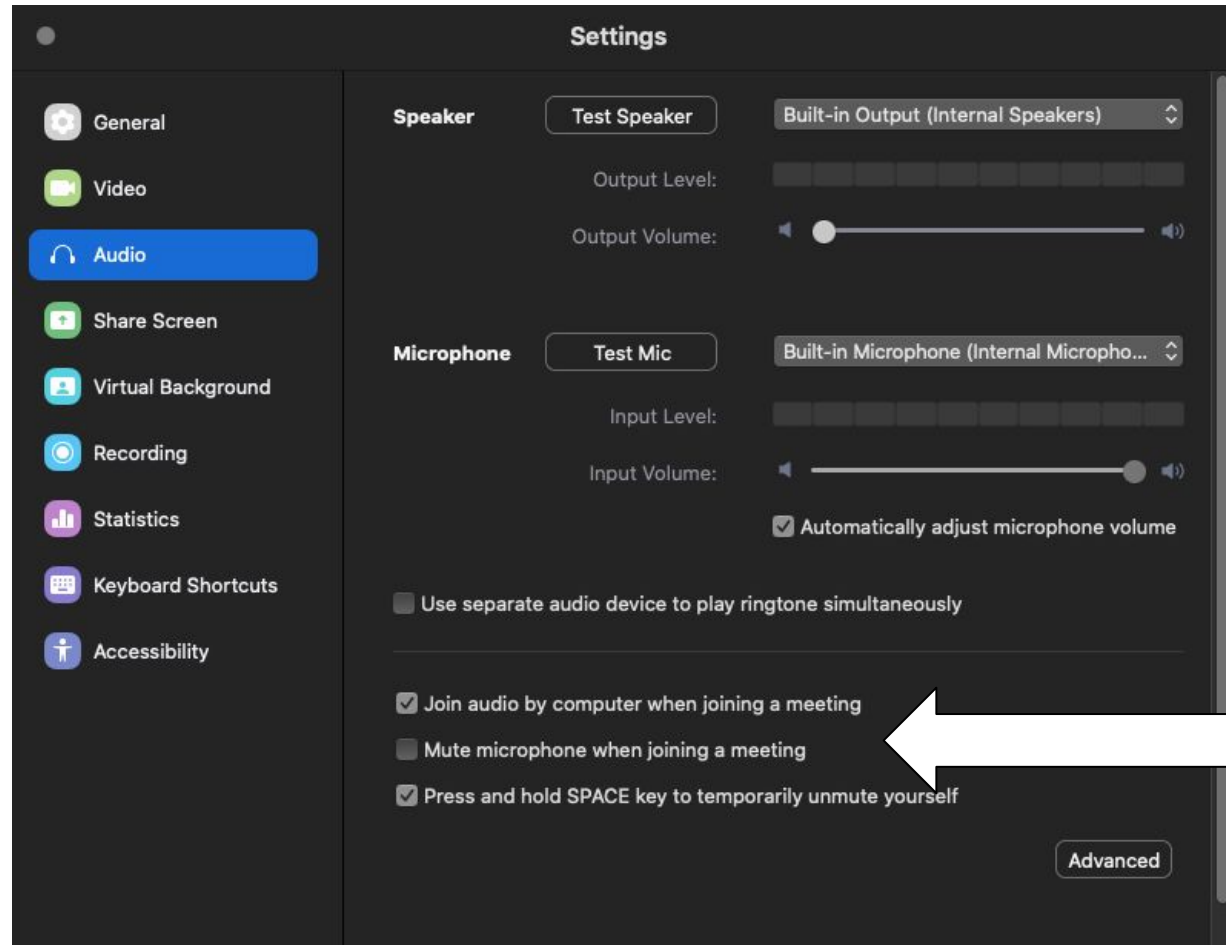
Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.

A screenshot of the Zoom Webinar interface. On the left, a 'Select a Speaker' menu is open, showing options: 'Same as System', 'Built-in Output (Internal Speakers)' (checked), 'Test Speaker & Microphone...', 'Leave Computer Audio', and 'Audio Settings...'. A white arrow points from the 'Audio Settings...' option to the 'Audio Settings' button in the bottom control bar. The bottom control bar is dark grey and contains a 'Chat' button with a speech bubble icon, a 'Raise Hand' button with a hand icon, and a red 'Leave' button on the right.

Audio Settings



The screenshot shows the Zoom 'Settings' window with the 'Audio' tab selected. The left sidebar lists various settings categories, with 'Audio' highlighted in blue. The main content area is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', and sliders for 'Output Level' and 'Output Volume'. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', sliders for 'Input Level' and 'Input Volume', 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 the Individualized Service Plan and Why it Matters for individuals designated 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 following the training,
- Contact information for the OHR for questions on other topics, and
- Each participant will receive a 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 Division of Community Advocacy and Intergovernmental Relations (DCAIR)
- ❑ Overview: The Office of Human Rights (OHR)
- ❑ The Individualized Service Plan
- ❑ Why the ISP Matters
- ❑ Navigating the Rights of Individuals with a Serious Mental Illness
- ❑ Overview: The Office of Individual and Family Affairs (OIFA)
- ❑ Advocacy Resources
- ❑ Upcoming Forums and Training



* [AHCCCS Acronyms Guide](#)



The Individualized Service Plan (ISP) and Why it Matters

Presented by:

The Office of Human Rights (OHR)

The Office of Individual and Family Affairs (OIFA)

AHCCCS/Division of Community Advocacy and Intergovernmental Relations (DCAIR)

April 19, 2023



Overview

Division of Community Advocacy and
Intergovernmental Relations (DCAIR)

Alex Demyan

DCAIR Interim Assistant Director

DCAIR Departments

The Division of Community Advocacy and Intergovernmental Relations (DCAIR) is an AHCCCS division that houses functions that interface with our members, family members and other stakeholders. These areas are very important as they ensure the voice of the community is heard.

Office of Individual and Family Affairs (OIFA)

Peer and Family Support, and Member Engagement

Office of Human Rights (OHR)

Advocacy for persons with a Serious Mental Illness

Federal Relations and Communications (FRAC)

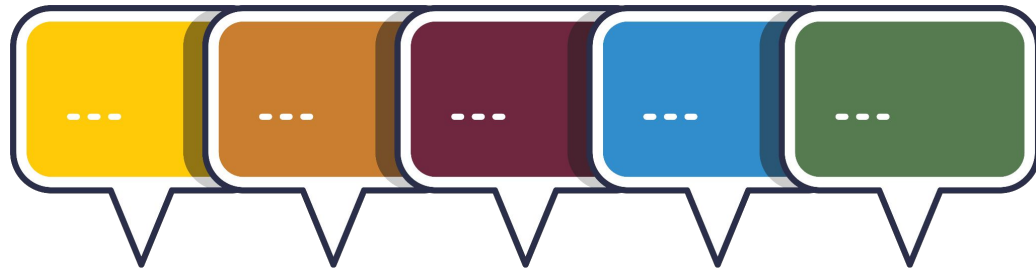
Waiver, State Plan, Tribal Relations, and Communications

DCAIR Community Involvement

DCAIR routinely engages with our communities to educate, inform, and solicit feedback from members, families, providers, and stakeholders. We also facilitate or participate in workgroups & committees to address health care needs including:

- Behavioral Health Planning Council
- Arizona Council of Human Service Providers
- OIFA Advisory Council
- The State Medicaid Advisory Committee

See the [AHCCCS Community Events Calendar](#) for more public events.



Sources for Feedback

AHCCCS/DCAIR facilitates community forums, listening sessions and trainings to educate and solicit community feedback. We do so in many different ways such as public comments on policy, Q&A with the community, calls received by the Advocate of the Day (AOD), other departments at AHCCCS such as the Office of Individual and Family Affairs (OIFA), in addition to trainings like this.





Overview

The Office of Human Rights (OHR)

Dijana Hastings, Data & Policy Manager

The Office of Human Rights

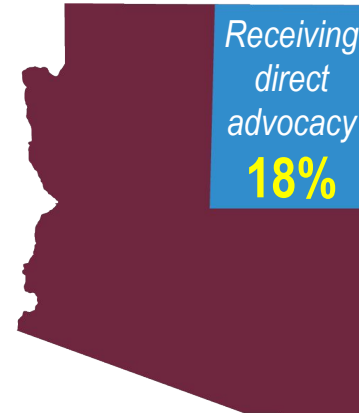
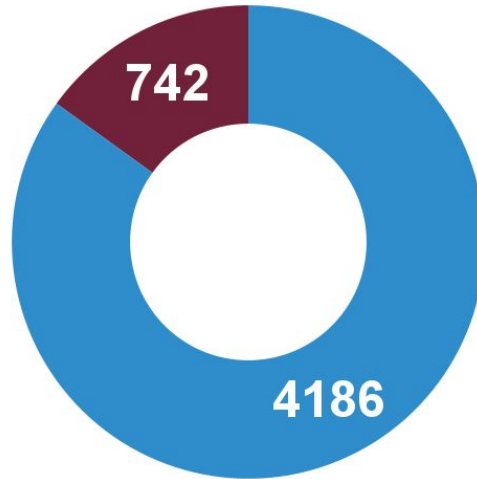
Mission Statement

The 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.



Special Assistance Data as of April 1, 2023

- Total Special Assistance Members
- Served Directly by OHR



OHR Advocacy at-a-Glance



Community Education

DCAIR hosted eight community education sessions in the past year on a variety of topics which has resulted in providing education and engagement with over 1800 attendees in the following trainings:

- Rights of Individuals living with a Serious Mental Illness,
- Court-ordered Evaluation and Court-ordered Treatment for Individuals Living with a Serious Mental Illness,
- The Individual Service Plan and Why it Matters for Individuals Living with a Serious Mental Illness,
- Inpatient Treatment and Discharge Planning for Individuals with a Serious Mental Illness,
- The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness,
- The Power of Collaboration and Advocacy for Individuals Living with a Serious Mental Illness, and
- Why Assess for Special Assistance for Individuals Living with a Serious Mental Illness.
- Provider Case Management for Individuals living with a Serious Mental Illness

Previous OHR trainings are available [here](#).



Individualized Service Plan (ISP)

Autumn Ross, OHR Advocate

What is the Individualized Service Plan (ISP)?

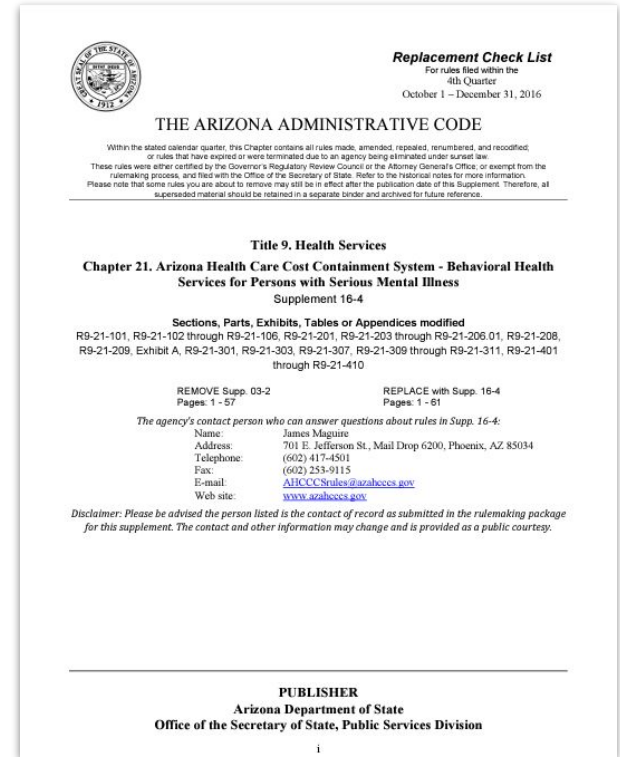
A comprehensive written description of all covered health services and other informal supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life.



[AHCCCS Contract and Policy Dictionary](#)

It Is a Right To Have an Individualized Service Plan

The Arizona Administrative Code lists the [Rights for Individuals Living with a Serious Mental Illness](#) regarding support and treatment.



Before the ISP: The Assessment



An ongoing collection and analysis of the individual's needs, up to and including:

- medical
- psychological
- psychiatric,
- social conditions, and
- behavioral health services

[AHCCCS Contract and Policy Dictionary](#)

What Does the ISP Consist of?

- One or more long term goals.
- Long term goals that are broken down into measurable objectives.
- Strengths
- Cultural considerations
- The goals and objectives come to life with individual Interventions.

GOALS



Who Should Be Involved?

- a. The client, any designated representative and guardian, including an invitation to submit relevant information in writing if their attendance is impossible;
- b. Clinicians involved in the assessment or further evaluation;
- c. All current and potential service providers;
- d. All members of the client's clinical team;
- e. Family members, with the client's permission;
- f. Other persons familiar with the client whose presence at the meeting is requested by the client;
- g. Any other person whose participation is not objected to by the client and who, in the judgment of the case manager, will contribute to the ISP.

Additional Goals and Desires in the ISP

It's important to consider other aspects in an ISP, including but not limited to:



- Attending class at community college or university
- Working with peer support to increase community involvement
- Exercising at the gym three days per week
- Visiting a drop-in center or clubhouse once a week
- Getting more involved in church or other spiritual activities
- Attending groups and/or one-to-one counseling to address
- substance abuse
- Volunteering at a local senior center

Knowledge is Power

- The member is the most important person on the team.
- The member decides if the ISP addresses their needs.
- If the member does not accept or reject the ISP within 30 days, it will be considered signed and agreed to.
- The ISP needs to be updated as a person's needs change and as often as necessary, at a minimum, every 6 months.
- A new ISP must be completed every year.
- A member can request a meeting to update the ISP at any time.



Some treatment planning decisions are made on behalf of members if they have a Health Care Decision Maker (HCDM), which is defined as: An individual who is authorized to make health care treatment decisions and is sometimes referred to as a guardian. [AHCCCS Contract and Policy Dictionary](#)



A Resiliency-Oriented Behavioral Health Delivery System

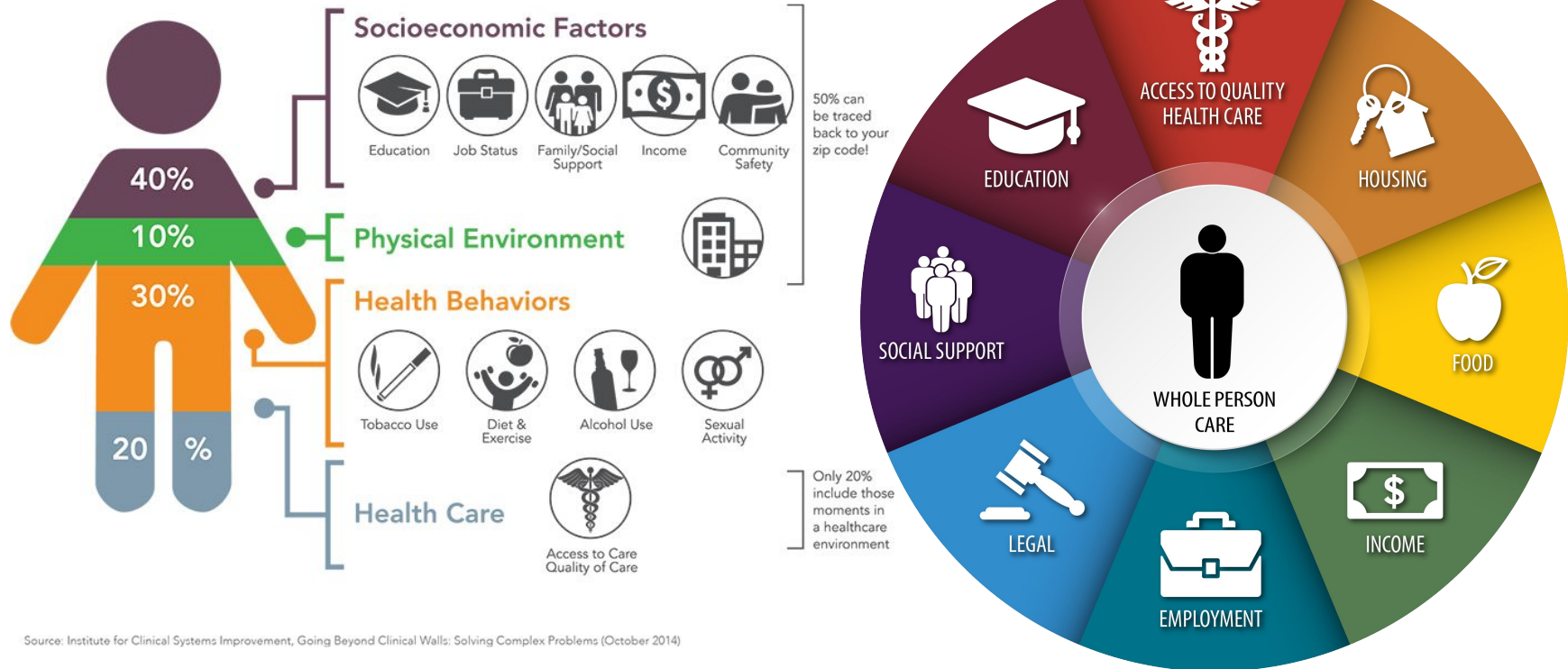
Lia Ballesteros, OHR Lead Advocate

Guiding Principles

The [Nine Guiding Principles](#) were developed to provide a shared understanding of the key ingredients needed for an adult behavioral health system to promote recovery.

1. Respect
2. Choice and voice
3. Focus on individual as a whole person,
4. Empower
5. Integration, collaboration, and participation
6. Partnership
7. Self-measured success
8. Strengths-based, flexible, and responsive services
9. Hope

Whole Person Care in the ISP



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

The Road and Timelines to Receiving Services



[Arizona Administrative Code \(R9-21\)](#)

NO WAIT LISTS!

Wait lists for AHCCCS Covered Behavioral Health Services are **PROHIBITED**.



This is in accordance with

[AHCCCS Policy 417: Appointment Availability, Transportation Timeliness, Monitoring, and Reporting](#)

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:

**2022
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



Why the ISP Matters

Emily Lopex, OHR Advocate

The ISP Matters

The ISP is the map to provide high quality care that affords people the best possible quality of life. The ISP provides:

- Support to develop the knowledge, skills and confidence needed to more effectively manage and make informed decisions,
- Platforms for an improved experience, quality care and improved health outcomes, and
- Higher satisfaction with their care.



The Driver's Seat

The most important person driving the ISP is the one receiving the services. The planning can help develop:

- Healthier coping patterns,
- Goals and achievements,
- A greater understanding of treatments,
- Reduce the mentality of the ISP is a one size fits all industry,
- The delivery of integrated behavioral health,
- Better outcomes,
- Whole person care, and
- Platforms to navigating the rights of individual living with a Serious Mental Illness.





Navigating the Rights of Individuals Living with a Serious Mental Illness

John Pizzo, OHR Advocate II

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](#).

Assisting with Grievances

Grievances may be submitted orally or in writing to **any employee of a mental health agency** who shall forward the grievance to the appropriate person as identified in R9-21-404.

Case management shall assist in filing grievances or appeals process upon request. See the OHR training for [the Grievance and Appeal Process for Individuals Living with Serious Mental Illness.](#)



Resources on SMI complaints, appeals, and grievances is available on [the AHCCCS website.](#)

SMI Grievance and Appeal Process

The SMI grievance and appeals process are formal actions that can be taken when a member needs to resolve an issue in accordance with [the Arizona Administrative Code R9-21-401 and 403](#).

SMI Grievance: Grievances are filed when there is an allegation that a member living with a serious mental illness has had their rights violated. This process is in accordance with [AHCCCS Contractor Operations Manual \(ACOM\) 446](#) for grievances and investigations.

SMI Appeal: Appeals are filed when a member disagrees with decisions regarding eligibility for behavioral health services, including TXIX services, fees and waivers; assessments and further evaluations; and services and treatment plans. 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 "MEMBER/APPLICANT INFORMATION" and contains fields for NAME (LAST, FIRST, MIDDLE INITIAL), DATE, ADDRESS, CITY, STATE, ZIP CODE, PHONE, and DATE OF BIRTH. Below these fields is a section for "NAME OF INDIVIDUAL FILING FORM (IF DIFFERENT FROM ABOVE)" with similar fields. The bottom form is titled "DESCRIPTION OF APPEAL OR GRIEVANCE" and contains a large text area for describing the issue and a section for "WHAT SOLUTION DO YOU WANT?". Both forms have a header with the AHCCCS logo and the text "AHCCCS CONTRACTOR OPERATIONS MANUAL POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM".



Overview

The Office of Individual and Family Affairs (OIFA)

Jamie Green

Healthcare Advocacy Coordinator

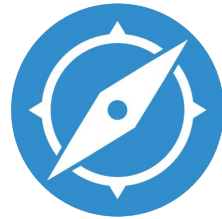
OIFA Mission

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 members and family members in the public health care system. OIFA is dedicated to three core areas:



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

Member 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

Denard Stewart, OHR Advocate

Health Plans, ACC-RBHA and TRBHA Contacts

Health Plans, ACC-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 Indians-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 Members 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](#)

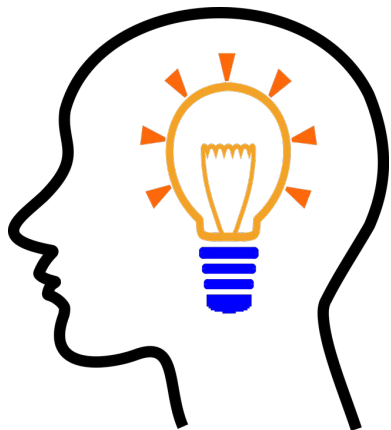
[Case Manager Requirements - AMPM 570](#)

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



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

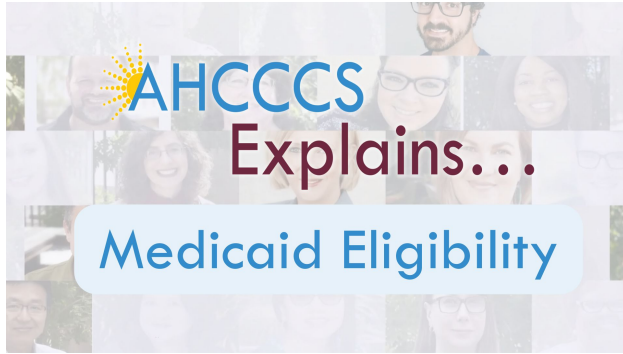
A list of contacts at AHCCCS



Public Notices

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

Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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



Upcoming Forums and Trainings

Shannan Ortiz, Lead Advocate -OHR

Upcoming AHCCCS Advocacy Training

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



5/23	<u>The Role of the Office of Human Rights for Individuals Living with a Serious Mental Illness</u>
6/21	<u>The Grievance and Appeals Process for Individuals Living with a Serious Mental Illness</u>
7/19	<u>Covered Behavioral Health Services for Individuals Living with a Serious Mental Illness</u>

Upcoming Forums and Events

Jacob's Law Training

Thurs., 5/11, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

AHCCCS Hot Topics: Housing and Health Opportunities (H2O) Waiver

Mon., 5/15, 11:00 a.m. - 12:00 p.m. [Register in Advance](#)

OHR/OIFA: The Role of the Office of Human Rights

Tues., 5/23/2023, 9:30 a.m. - 11:00 a.m. [Register in Advance](#)

OIFA Health Care Navigation: Planning for the Future: OIFA Focus Group

Tues., 5/23, 12:00 p.m. - 12:30 p.m. [Register in Advance](#)

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Handle:

[@AHCCCSgov](https://www.facebook.com/AHCCCSgov)

Handle:

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

Handle:

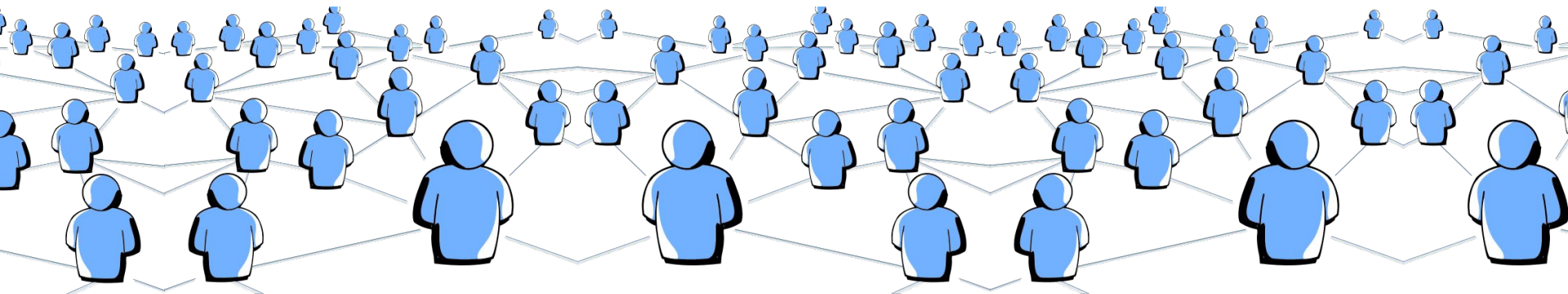
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

Handle:

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

Channel:

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



Questions?



Please take the survey.

Surveys help us better tailor meetings to your needs.





Thank you