



mercy maricopa integrated care

Collaborative Protocol with Phoenix VA Health Care System (PVAHCS)

Mercy Maricopa Integrated Care (Mercy Maricopa) is the Regional Behavioral Health Authority (RBHA) in Maricopa County; serving Medicaid eligible persons, those determined to have a Serious Mental Illness (SMI) and Substance Abuse Prevention and Treatment (SABG) block grant funded programs. The Phoenix Veterans Administration Health Care System (PVAHCS) is a federally funded health system that provides benefits to persons who served in the active military, naval, or air service, and who were discharged or released therefrom under conditions other than dishonorable (Congressional Research Center, 2012). Recognizing the importance of eligibility criteria in determining each agency's respective ability to provide covered services to persons; both parties are jointly committed to working collaboratively to serve Geographic Service Area 6. This collaboration stems from a shared vision in accordance with Adult Systems of Care Nine Guiding Principles.

To help maintain collaborative relationships, Mercy Maricopa is committed to participating in joint System planning, aligning service coordination within the larger context of Maricopa County's multiple systems, pro-actively resolving potential problems/barriers, and seeking targeted improvement efforts to improve the behavioral health service delivery system in a synchronized and collaborative way.

Effective communication and coordination of services are fundamental objectives for providers when serving recipients involved with other government entities. When providers coordinate care efficiently, the following positive outcomes can occur:

- a. Duplicative and redundant activities, such as assessments, service plans, and agency meetings are minimized;
- b. Continuity and consistency of care are achieved;
- c. Clear lines of responsibility, communication and accountability across service providers in meeting the needs of the recipient and family are established and communicated; and
- d. Limited resources are effectively utilized.

A. Coordination of Care	
Mercy Maricopa Responsibilities	Phoenix Veterans Administration Health Care System Responsibilities
<p>If a PNO clinic or other RBHA contracted provider needs to determine a member's eligibility for veterans benefits, they shall:</p> <ol style="list-style-type: none"> 1. Have the provider sign a release of information (ROI) for the PVAHCS to share member eligibility information and records. 2. Submit the ROI to the PVAHCS's eligibility department by faxing the form to: 602-222-6441 <p>Contact the eligibility department via phone at: 602-222-6508 to request the member's PVAHCS status and records.</p>	<p>If the PVAHCS needs to determine whether a person is eligible for SMI services, they should contact the Mercy Maricopa customer service line at: 1 (800) 564-5465 to request this information.</p> <p><u>If an individual is not currently receiving services with Mercy Maricopa:</u> Contact the Mercy Maricopa customer service line and they can assist the call with making necessary referrals and if appropriate schedule an SMI evaluation to be completed within 7 days. The Mercy Maricopa customer service department can be reached at 1 (800) 564-5465.</p>



Collaborative Protocol with Phoenix VA Health Care System (PVAHCS)

<p>Evaluation Process</p> <ol style="list-style-type: none"> 1. The PVAHCS can make a referral for an SMI evaluation by contacting the Mercy Maricopa Customer Service Line at 1 (800) 564-5465 who will submit a referral for SMI evaluations. 2. Upon receipt of request, the Provider will conduct an SMI evaluation within 7 days of the request. The Provider will submit the completed assessment and supportive documentation to the ADHS contracted SMI eligibility determination vendor. 3. The ADHS contracted SMI eligibility vendor must render SMI eligibility determination within three (3) working days of receiving the assessment. 4. If there is insufficient information to make a determination due to co-occurring substance abuse, the person may be referred to the Extended Evaluation Program or the determination may be pended or up to 20 days in order to obtain records from past treatment providers. In either case, the person must consent to a waiver of the timelines. 	<p>While developing a mental health treatment plan, the VA initiates an assessment process for all veterans served.</p> <ol style="list-style-type: none"> 1. PVAHCS staff will conduct a baseline assessment that includes a mental health risk category. 2. In developing a mental health treatment plan or at any time, if it is determined the Veteran falls into a mental health risk category or a drug/alcohol risk, or is in need of treatment, the VA Clinician may include additional screenings for mental health services. The VA clinician shall: <ol style="list-style-type: none"> a. Meet with Veteran b. If the Phoenix Veteran's Administration (PVAHCS) believes the person may have a serious mental illness, the representative should contact Mercy Maricopa Customer Service Line to request an SMI eligibility determination
<p>B. Intake and Assessment</p>	
<p>Maricopa RBHA Responsibilities</p>	<p>Phoenix Veterans Administration Health Care System Responsibilities</p>
<ol style="list-style-type: none"> 1. At the time of intake/ assessment, the behavioral health provider completes a comprehensive assessment. 2. Behavioral health provider will assess and document if the individual is VA involved. 3. If it is identified that the PVAHCS is involved, the Maricopa County RBHA provider will make every effort to coordinate care with the PVAHCS. 	<ol style="list-style-type: none"> 1. If the member has been referred for an SMI assessment by a PVAHCS Clinician, the clinician will assist in acquiring consent to the release of information and transmission of relevant clinical documents to aid in assessment. 2. PVAHCS will assess and document if the individual is enrolled with Maricopa County RBHA 3. If it is identified that the RBHA is involved, the PVAHCS will make every effort to coordinate care with the RBHA.
<p>C. Crisis Services – All Adult Populations</p>	
<p>Mercy Maricopa maintains a robust continuum of crisis services that is accessible to all persons, including Veterans, twenty-four hours a day, seven</p>	

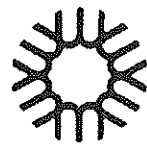


mercy maricopa
integrated care

Collaborative Protocol with Phoenix VA Health Care System (PVAHCS)

days a week, three hundred and sixty-five days per year including crisis telephone and mobile response, 23 hour observation and detox services.

Maricopa RBHA Responsibilities	Phoenix Veterans Administration Health Care System Responsibilities
<p>If a call is received from the Phoenix Veterans Administration, the Maricopa County Crisis Line will:</p> <ol style="list-style-type: none"> 1. Provide crisis specialists to answer the call. 2. The crisis specialist will ask a series of questions to triage the crisis situation. 3. Obtain the person's personal information from the PVAHCS staff <ul style="list-style-type: none"> - Name, Date of Birth and Social Security Number 4. If the person is currently case managed by an outpatient clinic, Clinic, the VA staff will be warm transferred to the assigned site and connected to the Clinical team prior to releasing the call. 5. If the person is not enrolled with the RBHA or it is not during clinic office hours, the VA clinician should put the person on the phone to allow the Crisis Supervisor to ask a series of risk assessment questions to the person to further assess the risk level. 	<p>If the Veteran is experiencing a crisis, the PVAHCS Clinician will work in concert with the Veteran to contact the Maricopa County Crisis Line at 1-800-631-1314 or 602.222.9444. (The PVAHCS Clinician can call the person's Whole Health Clinic if during business hours).</p>
D. Treatment	
Maricopa RBHA Responsibilities	Phoenix Veterans Administration Health Care System Responsibilities
<ol style="list-style-type: none"> 1. The Clinical Point of Contact will invite the PVAHCS Clinician into the service planning process. 2. A copy of the current medication sheet will be provided to the PVAHCS Clinician. 3. The Clinical Point of Contact will inform the PVAHCS Clinician of any changes in the treatment plan including medication changes so that the VA can monitor compliance with medication and interventions. 4. Coordination of care with outpatient provider 	<ol style="list-style-type: none"> 1. When it is determined that the Veteran is scheduled for an assessment or ISP development, to the extent possible, the assigned PVAHCS Clinician shall make arrangements to provide available reports and share information with the Maricopa County RBHA that would benefit the coordination of care. 2. To the greatest extent possible, the PVAHCS Clinician will provide the Maricopa County RBHA with any collateral information relevant to the Veteran's psychiatric status including any available psychological evaluations, self-reported hospitalizations, medications, prior psychiatric interventions and any other pertinent



mercy maricopa
integrated care

Collaborative Protocol with Phoenix VA Health Care System (PVAHCS)

	<p>supporting documentation in accordance with PVAHCS privacy requirements</p> <p>3. To the extent possible, the PVAHCS Clinician will provide input to the clinical team as part of the service planning process.</p>
B. Housing	
Maricopa RBHA Responsibilities	Phoenix Veterans Administration Health Care System Responsibilities
<p>Mercy Maricopa believes in permanent supportive housing and has adopted the SAMHSA model for permanent supportive housing programs. The 12 Key Elements of the SAMHSA Permanent Supportive Housing Program are:</p> <ol style="list-style-type: none"> 1. Tenants have a lease in their name, and, therefore, they have full rights of tenancy under landlord-tenant law, including control over living space and protection against eviction. 2. Leases do not have any provisions that would not be found in leases held by someone who does not have a psychiatric disability. 3. Participation in services is voluntary and tenants cannot be evicted for rejecting services. 4. House rules, if any, are similar to those found in housing for people who do not have psychiatric disabilities and do not restrict visitors or otherwise interfere with a life in the community. 5. Housing is not time-limited, and the lease is renewable at tenants' and owners' option. 6. Before moving into Permanent Supportive Housing, tenants are asked about their housing preferences and are offered the same range of choices as are available to them at their income level in the same housing market. 7. Housing is affordable, with tenants paying no more than 30 percent of 	<p>The Phoenix VA offers transitional and permanent housing to Veterans through the process below:</p> <ol style="list-style-type: none"> 1. If the Veteran is not registered in the PVAHCS System, staff will assist with registration if a period of Service can be confirmed. 2. A VI-SPDAT Assessment is completed. If determined eligible for CRRC services and currently homeless, Veteran will meet with a Peer Support Specialist to complete a Vulnerability Assessment which will determine the most appropriate housing intervention. 3. Veteran will meet with a Social Worker to complete a Clinical Assessment, Suicide Risk Assessment and Treatment/Housing Plan that best meets the Veteran's needs. Veteran may receive assistance with connecting with medical and mental health care, substance abuse treatment, ongoing peer support, shelter, transitional or permanent housing, apply for PVAHCS Benefits(a VBA Representative is onsite 2 days a week), food stamps etc. Services will be based on the Veteran's needs. 4. If a Veteran is eligible for PVAHCS medical care and is not currently assigned to a VA Clinic, he/she will be referred to the onsite Homeless Patient Aligned Care Team Clinic (HPACT) to establish medical care. Veteran will receive care from the HPACT, NP, RN,



mercy maricopa integrated care

Collaborative Protocol with Phoenix VA Health Care System (PVAHCS)

<p>their income toward rent and utilities, with the balance available for discretionary spending.</p> <ol style="list-style-type: none"> 8. Housing is integrated. Tenants have the opportunity to interact with neighbors who do not have psychiatric disabilities. 9. Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences. 10 As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes. 11. Support services promote recovery and are designed to help tenants choose, get, and keep housing. 12. The provision of housing and the provision of support services are distinct. <p>Mercy Maricopa will ensure these principles are upheld in housing efforts around the veteran community.</p>	<p>LPN, and MSA who will provide ongoing care and coordination for the Veteran when services are needed throughout the VA Medical Center.</p> <p>If referred to PVAHCS Supported Housing (HUDVASH)</p> <ol style="list-style-type: none"> 1. VA Supported Housing (VASH) follows the Housing First Model. 2. VASH follows the admission criteria set forth by the HUD-VASH National Handbook. 3. Veteran participation in VASH services is voluntary. 4. Services are swiftly provided to minimize the amount time being homeless prior to being housed. The overall goal is for a veteran to move into the apartment of their choice within 30 days of receiving their voucher. Bridge housing is provided as available. 5. Each veteran chooses where he/she would like to reside and is encouraged to be an active participant in their housing. 6. VASH services (including but not limited to social work, peer support, medical, recreation therapy, substance use disorder specialists) are provided to veterans using the Critical Time Intervention Model. 7. VASH partners closely with community partners.
<p>Mechanisms for resolving problems</p>	
<ul style="list-style-type: none"> ▪ In order to maintain a collaborative relationship between Mercy Maricopa and persons who are Veterans and pro-actively address areas of concern, Mercy Maricopa will: <ul style="list-style-type: none"> ○ Routinely meet with the Phoenix Veterans Administration and persons who are Veterans to review reporting data and trends, discuss system barriers and opportunities for enhancements and ensure both parties needs are being met in a mutually beneficial and highly coordinated way. ▪ In the event that concerns arise, the Adult System of Care Administrator will meet with the concerned party to propose strategies to address the concerns. <ul style="list-style-type: none"> ○ If resolutions cannot be identified, the concerns will be brought to the RBHA Crisis System Director to identify additional opportunities to address the concerns. 	
<p>Information sharing</p>	
<ul style="list-style-type: none"> ▪ Mercy Maricopa will collaboratively work with the Phoenix Veterans Health Care Administration to share information as needed. 	



mercy maricopa
integrated care

Collaborative Protocol with Phoenix VA Health Care System (PVAHCS)

Procedures to identify and address joint training needs

- As training needs arise, Mercy Maricopa will work with the Phoenix Veterans Health Care Administration to identify and develop trainings for Mercy Maricopa staff and providers as well as the Phoenix Veterans Health Care Administration.
- Mercy Maricopa will invite the Phoenix Veterans Health Care Administration to participate in relevant online and in person trainings facilitated by the RBHA free of charge.
- Both Mercy Maricopa and the Phoenix Veterans Health Care Administration will encourage and support family members as participants and co-facilitators of trainings.

This protocol outlines the joint commitments of both parties in our service to the community.

Eddy Broadway, Chief Executive Officer, Mercy Maricopa Integrated Care

03-16-16
Date

David Jacobson, LCSW Chief of Social Work Phoenix VA Health Care System

3/16/16
Date