



Collaborative Protocol with the Arizona Department of Corrections

I. Mercy Maricopa intake procedure for Arizona Department of Corrections and their vendor Corizon (referred to as "vendor").

a. General Knowledge

- Approximately 45 inmates needing SMI services are released in Maricopa County each month.
- Any inmate requesting an SMI evaluation must be referred to the Mercy Maricopa Customer Service line at 1-800-564-5465. Written requests may be submitted to:

Mercy Maricopa Integrated Care
Attn: Court Advocacy
4350 E. Cotton Center Blvd Bldg. D
Phoenix, AZ 85040

Written request should include, at a minimum: full legal name, DOB, inmate's number, physical address, phone number the individual can be reached at, and a statement describing the nature of the request (i.e. requesting an SMI evaluation").

- The SMI Evaluator will determine whether the evaluation will take place face-to-face at the Arizona State Prison Complex or through a scheduled interview upon release.
- Inmate referrals for behavioral health services should be submitted to Mercy Maricopa Integrated Care 90-120 days prior to release.

b. Process

i. ADC's vendor shall:

1. Prepare basic demographic information, symptoms, and release information.
2. Call the Mercy Maricopa Customer Service Department at 1-800-564-5465 to refer the inmate for an SMI evaluation.
Make certain the inmate's medical records are available for the evaluator on or before the day of the evaluation. These records are utilized to determine SMI eligibility.
3. Request written notification of evaluation results after providing the basic demographic information.

c. Mercy Maricopa shall:

- i. Refer the inmate to a provider who will conduct an evaluation for SMI eligibility.
- ii. Require the provider completing the evaluation to submit a request for SMI eligibility determination via the ADHS contracted SMI eligibility determination vendor's website.

d. SMI Evaluator shall:

- i. Notify the ADC Vendor liaison/vendor representative, by phone, e-mail, or fax, the date the referral was received.
- ii. Schedule an evaluation appointment in collaboration with the ADC Vendor liaison/vendor representative.
- iii. Follow ADC procedures regarding notification of non-ADC Vendor staff prior to the evaluator arriving at the complex.
- iv. Submit the evaluation via the ADHS-contracted SMI eligibility vendor's website.



Collaborative Protocol with the Arizona Department of Corrections

- v. Communicate with ADC Vendor regarding the status of the SMI eligibility determination.
- vi. Facilitate the gathering of additional records if requested by the ADHS-contracted SMI eligibility vendor.
- e. The ADHS-contracted SMI eligibility determination vendor will:
 - i. Notify the inmate and the SMI evaluator of the eligibility decision.
 - ii. Meet with the inmate in-person or via telephone to discuss the appeal process if the inmate disagrees with the eligibility determination.

Near release date, the medication sheet should be faxed to the SMI clinic site if the inmate is prescribed any medication and the last prescription and injection administration date.

II. ADC Referral Process for SMI Inmates Closed Less Than One Year and Currently Pending Release

a. General Knowledge

- SMI enrolled members do not need to be re-evaluated for SMI services if they were closed from the Maricopa County RBHA less than a year prior to the inmate's referral date to Mercy Maricopa.
- The Mercy Maricopa customer service representative will have information about the closure date and previous clinic site. (It is not the same date as the inmate's incarceration date.)

b. Process

- i. When the ADC Vendor MH Release Planner is notified during the referral process that the inmate has been closed less than a year ago, the Planner will call the assigned SMI clinic site and discuss the inmate's behavioral health needs with the Clinical Director.
- ii. If there is difficulty getting in contact with the site's Clinical Director, the ADC Vendor MH Release Planner shall e-mail Mercy Maricopa's Court Liaison Administrator, the name of the inmate, the inmate's date of birth, the date when the call was made to the Clinical Director, and the outcome of the call.
- iii. If the SMI Clinic Clinical Director assigns a treatment team, clinical coordinator, or case manager to the inmate, the ADC Vendor MH Release Planner will arrange an exit staffing.
- iv. Mercy Maricopa's Court Liaison Administrator, if needed, will contact the SMI Clinic's Clinical Director and request the name of the case manager assigned to the inmate. The case manager will be given instructions to contact the ADC Vendor MH Release Planner. The Court Liaison Administrator will provide the assigned case manager's name and contact information to the ADC Vendor MH Release Planner.

c. On-going Collaboration:

The VENDOR MH Re-Entry Program Coordinator and Mercy Maricopa Courts Administrator will routinely meet to resolve systems issues, discuss methods to improve coordination efforts, and identify training needs.