



mercy care

# Family of Choice

A guide to supporting someone living with a serious mental illness

[mercycares.org](https://mercycares.org)



This is a guide for anyone who provides support to people living with a serious mental illness (SMI). It's a brief overview to Mercy Care's adult behavioral health system of care in Maricopa, Gila and Pinal counties.

It defines terms or acronyms you might see or hear at health care visits or in the community. It helps you understand how treatment plans are put together for your family member or loved one. It's designed to help you support them in reaching their resiliency and recovery goals.

You're a part of your friend or loved one's extended family — what we call a "family of choice." A family of choice is made up of family members, guardians, friends, coworkers and others. It includes anyone who cares for and wants to support someone with behavioral health issues. This is a very important role in the life of an adult getting treatment for an SMI. It's also very helpful if you give feedback to your friend or loved one's treatment team.

The "treatment team" is the team of clinical professionals at the health home site where your friend or loved one gets services. This team may also be called the "clinical team." **See pages 25-28.**



It's important for you and other members of the family of choice to stay involved with the person through their recovery journey. It's often hard to ask for help within the mental health system, especially for the first time. It's vital that you support them. You should help them use the services offered to them. You know the person and their state of mind, so you can make a difference when you're their support.

You can support them in making decisions about their care. You can help make sure they get to their appointments. You can remind them to ask questions during those health care visits. You can help them cope. You can help them remember key facts about their treatment.

If you have any questions or need more information, you can contact their treatment team. You can always share information with the treatment team about your loved one. If you want details about your friend or loved ones' medical information, they'll need to sign a release of information (ROI) form. **See page 16.**

You can always call Mercy Care ACC-RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY **711**). You can talk to a representative 24 hours a day, 7 days a week. You can find more information, as well as this guide, at **[mercycareaz.org](https://www.mercycareaz.org)**.

*NOTE: This guide is informational only. It does not replace or change Mercy Care policies, and is subject to AHCCCS requirements, including covered services. You can go to **[mercycareaz.org](https://www.mercycareaz.org)** for more information.*



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## About Mercy Care ACC-RBHA (AHCCCS Complete Care-Regional Behavioral Health Agreement)

Mercy Care provides access to health care for many people. These include families, children in foster care, adults with general mental health or substance use (GMH/SU) issues, persons with cognitive and intellectual disabilities, people with long-term care needs, people in crisis and adults living with a serious mental illness (SMI).

**This guide focuses on behavioral health services for adults who have been evaluated and determined as having an SMI.** The goal of this guide is to prepare the member's family of choice to support them through their unique recovery journey. Find more details on your covered services and benefits in the Mercy Care Member Handbook:

- English (PDF): [https://www.mercycareaz.org/content/dam/mercyare/pdf/acc\\_rbha\\_dd\\_member\\_handbook\\_eng\\_ua.pdf](https://www.mercycareaz.org/content/dam/mercyare/pdf/acc_rbha_dd_member_handbook_eng_ua.pdf)
- Espanol (PDF): [https://www.mercycareaz.org/content/dam/mercyare/pdf/acc\\_rbha\\_dd\\_member\\_handbook\\_spa\\_ua.pdf](https://www.mercycareaz.org/content/dam/mercyare/pdf/acc_rbha_dd_member_handbook_spa_ua.pdf)



<b>Member Services</b>	<p>Mercy Care ACC-RBHA Member Services is available 24 hours a day, 7 days a week. You can call <b>602-586-1841</b> or <b>1-800-564-5465</b> (TTY <b>711</b>). You can also send us an email.</p>
<b>OIFA</b>	<p>The OIFA team has the lived experience to support the member and their family of choice. You can contact the OIFA team by email or mail.</p>
<b>Grievance and Appeals</b>	<p>Member grievance, appeal or SMI Grievance: You can file a member grievance (complaint), appeal or SMI grievance either on the phone or in writing.</p> <p>Mercy Care ACC-RBHA Grievance System Department  <b>602-586-1719</b> or <b>866-386-5794</b> (TTY <b>711</b>)  4750 S. 44th Place, Suite 150  Phoenix, AZ 85040</p>
<b>Family Resolution Line</b>	<p>The Family Resolution Line can provide an empathetic ear and guidance to family members who want to learn more about SMI evaluations, crisis resolution, crisis mobile teams, finding a nearby behavioral health home, and resources and services available to individuals with an SMI designation and their families. Family members can call the Family Resolution Line at <b>602-212-4980</b> or <b>1-866-755-8038</b>, Monday through Friday from 8 a.m. to 5 p.m.</p>

## Mercy Care ACC-RBHA Member Services

Mercy Care ACC-RBHA Member Services is available 24 hours a day, 7 days a week. You can call **602-586-1841** or **1-800-564-5465** (TTY **711**). You can also send us an email. Just go to **[www.mercycareaz.org/contact-us.html](http://www.mercycareaz.org/contact-us.html)** and fill out the form under “We’d love to hear from you.”

Member Services is available to help answer your questions.

Member Services can help you:

- Learn about the services you can get
- Find a provider, including providers that offer services after normal business hours
- Make a complaint or give positive feedback about services

## Mercy Care Office of Individual and Family Affairs

You may run into obstacles and situations where you need some help in supporting your friend or loved one. You can always reach out to Mercy Care’s Office of Individual and Family Affairs (OIFA). The OIFA team has the lived experience to support the member and their family of choice. You can contact the OIFA team by email or mail. **See page 55** for more about Mercy Care OIFA.

**[OIFAteam@mercycareaz.org](mailto:OIFAteam@mercycareaz.org)**

Mercy Care  
ATTN: OIFA  
4750 S. 44th Place, Ste. 150  
Phoenix, AZ 85040

## Cultural competency in health care

Mercy Care is committed to bringing culturally competent health services to our members. This means that we respect and respond to members' values, beliefs and practices, preferred languages, level of health care knowledge and communication needs. Embracing what makes a person unique improves the quality of their care and wellbeing. We require that the providers in our network meet these same standards.

Our providers' cultural competency and sensitivity practices should:

- Understand the social factors, including racism, discrimination, war, violence, migration and systemic oppression, that may have played a part in someone's emotional trauma and/or behavioral health issues
- Communicate with patients in a way that respects their language, customs, beliefs and values
- Provide services from trained language interpreters at no cost
- Consider treatment options tailored to a person's race, ethnicity, culture, religion, and beliefs as necessary.
- Understand that accepted medical practices may differ for someone based on their culture, beliefs, race or ethnicity.
- Involve the patient's family of choice, peer or community supports who can help them be comfortable when getting care.

How to know your loved one is getting culturally competent care:

- Ask the provider to see the cultural competency policies or training they have in place. You may also find this information on the provider's website.
- Observe how the provider's staff interact with your loved one, so you can advocate for treatment and services to be aligned to the member's language, customs, beliefs and values.

It's vital that the provider treating your family member or loved one is a good fit for them. You and the person you're supporting need to let providers know how they can best help. Share with them how they can meet the cultural or language needs of your family member. Make sure they know about your family members' cultural differences and ask them to be sensitive to these differences.

If your loved one isn't happy with their current provider, or they want to change a provider for any reason, you can help them get a new provider by calling Mercy Care ACC-RBHA Member Services at **602-586-1841** or **1-800-564-5465** (TTY **711**).

If you believe that your loved one is not getting culturally competent care, you can advocate on their behalf. You can let their provider know about your concerns. You can file a grievance with Mercy Care by calling **602-586-1719** or **1-866-386-5794** (toll-free). You can also reach out to **OIFATeam@mercycaresaz.org**.  
**(See page 55).**

## Self-care and respite resources

As you provide care and support to your family member or loved one, it's good to also care for yourself. Sometimes providing physical or emotional support for others can take a toll on your mental health and wellbeing. The Centers for Disease Control and Prevention and the National Institute of Mental Health offers advice on self-care.

### Self-care

Self-care means taking the time to do things that help you live well. It means doing things that improve your physical and mental health. Self-care can help you manage stress, lower your risk of illness and increase your energy. Even small acts

of self-care in your daily life can have a big impact. Learn more at <https://www.nimh.nih.gov/health/topics/caring-for-your-mental-health>.

Self-care is key to a healthy relationship with yourself. It means doing things to take care of your mind, body and soul. This means doing things that promote well-being and reduce stress. Learn more at <https://www.activeminds.org/about-mental-health/self-care/>.

## Respite

You're a caregiver if you care for someone who needs help. Caregiving is often hard on you despite the great sense of reward you may feel. To continue being a good caregiver, you need to take care of yourself. One way is by making sure to take consistent breaks from your caregiving duties. This is called respite. Short breaks are a key part of keeping yourself healthy. Learn more at [www.cdc.gov/aging/publications/features/caring-for-yourself.html](http://www.cdc.gov/aging/publications/features/caring-for-yourself.html)

## SMI: The basics

### What is a serious mental illness (SMI) determination?

An SMI determination requires two things. One is that a person has a qualifying SMI diagnosis. The second is that the person has a functional impairment because of that qualifying SMI diagnosis.

But what is a functional impairment? It means that a member must have dysfunction in at least one of the following four areas for most of the past 12 months. Or, they must have dysfunction for most of the past six months with an expectation that the dysfunction will go on for at least another six months.

The list below doesn't include every possible situation, but just includes some examples of dysfunction.

- Unable to live in an independent or family setting without supervision
  - Neglect or disruption of ability to attend to basic needs (hygiene, grooming, nutrition, medical/dental care)
  - Unable to care for self in safe/sanitary manner
  - Housing, food and clothing provided by others
- A risk of serious harm to self or others (this list is not exhaustive)
  - Pervasively or imminently a danger to self or others
  - Regular assaultive behavior
  - Arrested, incarcerated, hospitalized or at risk of confinement due to dangerous behavior
  - Neglectful or abusive toward others
- Dysfunction in role performance (this list is not exhaustive)
  - Frequently disruptive or in trouble at work or school
  - Requires structured/supervised work or school setting
  - Performs significantly below expectation for cognitive/developmental level
  - Unable to work, attend school or meet other developmentally appropriate responsibilities
- Risk of deterioration (this list is not exhaustive)
  - Qualifying diagnosis with probably chronic, relapsing or remitting course
  - Co-morbidities, such as substance use
  - Chronic factors such as social isolation, poverty, extreme/chronic stressors

## **Who can ask for an SMI evaluation?**

The following can request an SMI eligibility evaluation:

- A person can request an SMI determination for themselves
- A guardian/legal representative who is authorized to consent to inpatient treatment can make a request on behalf of the member

- An Arizona Superior Court can issue an order instructing that a member undergo an SMI evaluation

All members must be evaluated for SMI eligibility by a qualified assessor. A person can ask for an evaluation through:

- A health care provider
- An AHCCCS health plan
- A Tribal Regional Behavioral Health Authority (TRBHA)
- The Arizona Department of Corrections Rehabilitation and Reentry (ADOCRR)
- The Arizona Department of Juvenile Corrections (ADJC)
- Solari Crisis and Human Services

## **What's involved in an SMI evaluation?**

When a request is made for an SMI evaluation, a qualified assessor will complete an evaluation and an SMI Assessment Packet for the individual. An SMI evaluation must be completed within seven days of the request for the evaluation.

AHCCCS contracts directly with the SMI Determination Entity. This is the provider that makes the decision about whether someone is eligible for SMI services. You can find more information at <https://crisis.solari-inc.org/>.

## **What are the “benefits” of an SMI determination?**

Some benefits of an SMI determination include mental health services (even if the person is not eligible for AHCCCS), case management, medication coverage, medication management, peer support, crisis services and transportation. There are other services that are also available based on the person's specific needs.

## **What happens after a person gets an SMI determination?**

All members enrolled in the Mercy Care ACC-RBHA, and Non-Title 19 SMI eligibility plans, are assigned, or paneled, to a health home. This is based on a newly enrolled member's choice. If the member's choice is unknown, the member is paneled, or assigned, to a health home closest to them.

## **Can an SMI determination be removed?**

There are two ways to remove an SMI determination:

### 1. SMI clinical removal

- The member with an SMI determination or someone from the member's clinical team may request a SMI clinical removal.
- An SMI clinical removal is a finding that a member who has an SMI designation no longer meets the diagnostic and/or functional requirements to qualify for that determination. If that happens because of a review, then:
  - The agency that reviewed the member's SMI status must make sure that the member gets a written notice letting them know about the new decision. The notice has to include information about the member's right to appeal the new decision. And the notice also must let the member know that the new decision will take effect 30 days after the date of the written notice.
  - If the member files a timely appeal, the health plan providing services for the member must make sure that they continue to provide services until a decision is made on the appeal. The health plan also must make sure that the member's services are transitioned as part of the discharge planning process.

## 2. SMI administrative removal

- A member who has an SMI designation may request an SMI administrative removal if they haven't received behavioral health services for at least six months.
  - They should call the AHCCCS Division of Member Services at **1-855-HEA-PLUS**, or **1-855-432-7587**.
  - AHCCCS will evaluate the member's request and review data sources to determine the last date the member received a behavioral health service.

If Solari Crisis and Human Services, the agency that AHCCCS contracts with for SMI determinations, decides that the member no longer meets SMI criteria, the ACC-RBHA health home has to work to transition the member to a general mental health/substance use (GMH/SU) provider, a behavioral health medical professional (BHMP) or primary care physician (PCP) that the member chooses.

The goal is to avoid any gaps in member care. This transfer of services from the ACC-RBHA health home to either a GMH/SU, BHMP or PCP must be completed in less than 30 days from the time the ACC-RBHA health home is notified the member no longer meet SMI criteria.

## **What can I do to best help my friend or loved one?**

### **What information should I have on hand?**

Contact any of the following for more information:

Mercy Care ACC-RBHA Member Services/Nurse Line  
**602-586-1841** or **1-800-564-5465** (TTY **711**)

Arizona Behavioral Health Crisis Line  
**1-844-534-4673** or **1-844-534-HOPE**

Text **HOPE** to **4HOPE (44673)**

Online chat option at <https://crisis.solari-inc.org/start-a-chat/>

OIFA contact: **OIFTATeam@mercycareaz.org**

Have your loved one's information available.

- Clinic information
- Case manager name, phone and/or email
- Updated medication list

In addition, you may want to view a series of videos, "Welcome to SMI Services" (**<https://mercyar.es/smiservices>**) created by Mercy Care for members enrolled with Mercy Care ACC-RBHA.

## Health information privacy

Federal health care privacy rules give all of us rights. They also set rules about who can get an individual's health information. Under the Health Insurance Portability and Accountability Act (known as HIPAA), providers can share your loved ones' protected health information with friends and family if:

- You're involved in their health care
- They tell their provider or health plan that it's OK to share information with you
- They don't object to sharing the information

Other cases where information may be shared include:

- A provider or plan, using their professional judgment, believes that the person doesn't object
- It's an emergency, or the person lacks the capacity to make health care decisions
- A provider believes the person presents a serious and imminent threat to the health or safety of themselves or others
- To notify a family member of the person's location, general condition, or death

- A provider or plan, for purposes of treatment, payment or operations

## **Release of Information (ROI) form**

The ROI form is a document that is signed by the member or guardian. With this form, your friend or loved one can give their provider permission to share their health information with those persons they list on the form. It's a good idea to have an ROI form on file with your loved one's providers. Even with an ROI on file with a provider or health plan, the member, or their guardian, remain the decision-makers for the member's care and treatment.

The treatment team should explain to your friend or loved one why it's a good idea for them to sign an ROI form. They'll encourage him or her to sign an ROI so someone close to them can help advocate for and understand their care, including the medication they're receiving, possible side effects and other aspects of their treatment plan.

You should know that federal or state health information privacy laws do not stop you from sharing information with the treatment team, with or without a signed ROI form. Providers are expected and encouraged to take information from friends and family members about members under their care.

It's also important to note that ROI forms should be signed with each individual agency or provider. That means that if a member signs an ROI for one agency to share information with you, you'll need to sign a separate ROI if you want to hear from different provider or the health plan. Inpatient and outpatient providers all have ROI forms available for your friend or loved one to sign.

## Peer and family support

Each health home has credentialed peer support specialists to help members. These individuals are mentors who can relate to your friend or loved one. They can help them through recovery, using their own lived experience.

Peer support provides members:

- Resources to connect with the community
- Tools to use in times of crisis
- Help with treatment and wellness plans
- An advocate who will work with their clinical team

There are also family mentors, or family support specialists, who can educate and guide you through the behavioral health system. A family support specialist is an advocate for you and your friend or loved one. Family support specialist help give family of choice members a voice at the health home. They give you the chance to explain your family situation. They can also connect you with community resources and additional support, so everyone's needs are fully met.

Peers and families are critical to helping members improve their overall health outcomes. That's why we work with the Arizona Peer and Family Coalition, an organization of peer and family member advocates. They work to make sure people and families have a say in the behavioral health policy decisions that affect their community. Peer and family support services are also available in the community, your home or by telehealth services. If you would like to learn more about these resources or how to get involved with peer and family coalitions, you can email the Office of Individual and Family Affairs at **[OIFATeam@mercycares.org](mailto:OIFATeam@mercycares.org)**.

## Peer and family support resources

### Arizona Behavioral Health Crisis Line

Available 24 hours a day, 7 days a week.

- **1-844-534-4673 (HOPE)** TTY: **1-800-327-9254**
- Text **HOPE** to **4HOPE (44673)**
- Online chat at <https://crisis.solari-inc.org/start-a-chat/>

*Solari operates the crisis line.*

### Peer Support Warm Line

Available 24 hours a day, 7 days a week.

Trained peer counselors can talk to you, your friend or loved one. They have experience with crisis situations.

- **602-347-1100**

*Solari operates the warm line.*

### Peer and Family Referral Center (PFRC)

Credentialed peer and family specialists are available at Recovery Empowerment Network (REN) Monday through Friday from 8 a.m. to 8 p.m. and some extended hours as needed.

- **844-736-PFRC (7372)**

### Family Involvement Center (FIC) Warm Line

The Family Support Warm Lines is a confidential telephone service staffed by family support partners who support family members that deal with behavioral health challenges. The support service provides free guidance and connects people to resources for helping deal with job loss, insurance, heightened anxiety and much more. This service is available at no cost to you statewide in Arizona. Hours are 8:00 a.m.-6:00 p.m. weekdays and 8:00 a.m.-12:00 p.m. on weekends.

- **1-877-568-8468**

## **National Suicide Prevention Lifeline**

Available 24 hours a day, 7 days a week.

- **Dial 988**

## **National Suicide and Crisis Lifeline**

Dial 988

## **Teen Lifeline**

Available 24 hours a day, 7 days a week.

- Within Maricopa County: **602-248-8336 (TEEN)**
- Outside of Maricopa County: **1-800-248-8336 (TEEN)**

Trained, volunteer peer counselors, ages 15-19, answer the phones Monday to Friday from 3 to 9 p.m. They're available to talk to other teens about thoughts of suicide, depression, anxiety, grades and friend/family issues. Calls are answered by the Arizona Behavioral Health Crisis Line's trained crisis specialists all other times.

## **Rally Point Hotline**

Available 24 hours a day, 7 days a week.

Support for veterans, service members and their families from veterans who understand.

- **1-855-RALLY4U** or **1-855-725-5948**

## **Be Connected**

Available 24 hours a day, 7 days a week.

Supports for veterans, service members and their families from veterans who understand.

- **1-866-429-8387**

## **Mercy Care Family Resolution line**

Available weekdays 8:00 a.m.-5 p.m. for family members or loved ones who need support, education, resources or guidance with grievance and appeals.

- **602-212-4980** and **866-755-8038**

# Suicide prevention and awareness

It's important to know the warning signs for suicide and to always take them seriously, especially when someone talks about suicide. Almost all persons with thoughts of suicide give out "invitations" although they may not always be clear or direct.

## Warning signs of suicide

Sometimes those invitations are actions (such as giving away important possessions or making a will), verbal statements (such as saying, "If I see you again, "I'd be better off dead," or "There's no way out."), feelings (such as desperation), and life events that they're going through (such as a loss of a relationship, death of a loved one, school problems).

There are other warning signs to take seriously, too. Get help if someone:

- Seeks out guns, pills, knives, or anything else that could be used for suicide
- Is obsessed with death—for example, they might write poems about it
- Appears hopeless or feels trapped
- Expresses self-loathing or shame
- Is self-destructive or reckless
- Withdraws from family and friends
- Has dramatic mood changes
- Says goodbye as though they won't be seen again
- Gets their affairs in order

While anyone can have thoughts of suicide, certain people are more vulnerable than others. Risk factors include:

- Mental health concerns such as depression, alcoholism or drug use
- Past suicide attempts
- A family history of suicide, physical abuse or sexual abuse

## Take action to help prevent suicide

If you're experiencing a mental health crisis, support is available 24/7. You're not alone.

You can call the Arizona Behavioral Health Crisis Line 24 hours a day, 7 days a week at **1-844-534-4673 (HOPE)**, TTY: **1-800-327-9254**.

You can text **HOPE** to **4HOPE (44673)**.

You can also chat at <https://crisis.solari-inc.org/start-a-chat/>.

Reach the National Suicide and Crisis Lifeline by dialing **988** to talk to a trained counselor.

If there's a chance someone you know may be considering suicide, you can help. Ask directly if they're having thoughts of suicide, and if they answer, "Yes," take the time to listen and connect them to someone who can help them stay safe. Don't leave them alone. Be sure to keep them safe from any weapons or potential means and connect them to someone trained in suicide intervention.

You can contact the Arizona Behavioral Health Crisis Line 24 hours a day, 7 days a week at **1-844-534-4673 (HOPE)** or dial **988**. If you'd like to increase your suicide prevention awareness by attending one of our free trainings on suicide intervention, you can visit <https://mercycaresafetalk.eventbrite.com> or <https://mercycareassist.eventbrite.com> for a list of upcoming training dates.

## Handling a behavioral health crisis

A behavioral health crisis is an unexpected, potentially dangerous behavioral health condition, episode or behavior. Crisis services

are self-defined and determined by the individual experiencing the crisis. Crisis services are available 24 hours a day, 7 days a week.

Crisis mobile teams respond to where someone is experiencing a crisis without duplicating or replacing existing behavioral health services available at that the member's current location. Anyone can receive crisis services if they're having a behavioral health crisis, whether or not they're a member of the Arizona Health Care Cost Containment System (AHCCCS, or Arizona's Medicaid program) or getting behavioral health services. They can get crisis services regardless of income, insurance, eligibility or residency. Crisis resources support people in the immediate crisis and work to connect them to ongoing care. Family members, caregivers, friends, and loved ones who may have concerns for their loved one's well-being may also access crisis resources for themselves or to support their loved one. For enrolled members, their assigned behavioral health home is notified the following day of their crisis to provide follow up care.

You can call the Arizona Behavioral Health Crisis Line

**1-844-534-HOPE (4673)** anytime, 24 hours a day, 7 days a week.

Crisis intervention specialists can help support by deescalating the crisis over the phone. When it's clinically appropriate, they can also send out a mobile team to provide the crisis intervention wherever the person may be without duplicating or replacing existing behavioral health services available at that the member's current location. The crisis line can also provide resources.

Crisis mobile teams will try to resolve the crisis at the place where the person is located. But, if someone does require a higher level of care, the mobile crisis team can support the person by transporting them to a crisis facility. Or they can provide information for families if the person is unwilling or unable to seek voluntary care.

When your friend or loved one is taken to a crisis facility, they may receive 23-hour observation and stabilization, including detox and access to medicated assisted treatment (MAT). Crisis providers will work with your loved one to stabilize the immediate crisis and strive to connect or reconnect them with ongoing care.

For people who may not want treatment, crisis providers can work with family and loved ones to discuss options for supporting that person in the least restrictive means possible. You may also review the crisis FAQs found at <https://azahcccs.gov/BehavioralHealth/CrisisFAQ.html> for more information.

## **When calling 911**

*Always call **911** in life-threatening situations.*

If you choose to call 911 to support your friend or loved one, you can ask whether a certified crisis intervention team (CIT) officer is available to respond. There may not always be a CIT officer available.

CIT officers go through special training to learn how to diffuse situations during behavioral health crisis. They learn about how mental illness and substance use can affect someone's behaviors. When it's possible, CIT officers aim to divert people with behavioral health issues away from jail and into the treatment they need.

## **Behavioral Health Home Crisis Support**

The assigned behavioral health home can provide support to your loved one during a time of crisis.

You can also call your friend or loved one's treatment team during regular business hours. The treatment team can provide crisis services. You can provide information about your friend or loved one's situation that the clinical team should know. Remember, you

can provide the treatment team information even if your loved one has not signed an ROI.

If your loved one is part of an Assertive Community Treatment (ACT) team, the ACT teams are available 24 hours a day, 7 days a week. You can also call them for crisis support and intervention.

You may find that support for you may be helpful, and our crisis providers can help you, as well.

## American Indians/Alaska Natives living with an SMI

If your friend or loved one is a American Indian or an Alaska Native, they have more options for getting services. They can get behavioral health and physical health care services through the state, tribal and federal systems of care.

Mercy Care's Tribal Relations Department has a partnership with tribes, urban Indian organizations and the Indian Health Services (IHS). Mercy Care works with these agencies and organizations to make sure people living on and off tribal lands receive the best care possible.

Your friend or loved one can also choose to receive behavioral health care from Mercy Care ACC-RBHA or the Tribal Regional Behavioral Health Authority (TRBHA), if one is available in their area.

Mercy Care is the RBHA in Maricopa, Gila, and Pinal counties. Mercy Care provides integrated care – both behavioral and physical health care – to its members with an SMI determination.

American Indian members may also choose to receive behavioral health services at any time from an IHS facility, or a tribal-owned or tribal-operated facility. You can find a listing of these facilities at [www.ihs.gov/phoenix](http://www.ihs.gov/phoenix) Or you can also visit AHCCCS's website at <https://www.azahcccs.gov/AmericanIndians/AmericanIndianHealthFacilities/ITUsList.html> for a listing of tribal operated health centers available to Native Americans in Arizona.

If you have questions about how you can connect your friend or loved one to tribal-based care, you or your friend or loved one can reach out to the member's assigned case manager.

## Health homes

A health home is where your loved one will receive their primary behavioral health services. There are three different types of health homes: behavioral health homes (BHH), integrated health homes (IHH), and coordinated integrated health homes. Members choose the health home they receive services from. If no selection is made by the member, then the health home is auto-assigned based on the health home closest to the member's address. Members can talk to their clinical teams if they want to transfer to a different health home.

### **Behavioral health homes (BHH)**

This is a location where members living with a serious mental illness get services such as case management, psychiatric treatment and rehabilitation.

### **Integrated health home (IHH)**

An IHH is just like a BHH, but an IHH offers integrated care. That means that a member can get their behavioral health and physical health care at the same location. If your loved one chooses an

IHH, and has physical health coverage, they can see a primary care doctor at the same location.

### **Coordinated integrated health home (CIHH)**

A coordinated integrated health home is a way that health care providers can coordinate a member’s behavioral health and physical health care. Members with an SMI determination receive behavioral health services from the behavioral health home and physical health care from the primary care provider. The behavioral health home and primary care provider work together in coordination of your health care.

### **Who will you find in the health home?**

Behavioral health homes and integrated health homes have health care staff who are part of the Adult Recovery Team (ART). The ART is also called the clinical team. These teams give you and your loved one the support you need, when you need it. But these teams are made up of more than just staff at the health homes. They can include family members, guardians, friends, clergy and other supportive people from the community.

At the health home, some of the people you may work with on your loved one’s clinical team include:

Health home staff	Description
<b>Behavioral health medical practitioner (BHMP)</b>	Psychiatrist, nurse practitioner or physician’s assistant who prescribes medications and tracks the patient’s treatment and progress with their medications. The BHMPs lead the treatment team.

Health home staff	Description
<b>Case manager (CM)</b>	Ensures your loved one is on track, connects them to the services that are available for them; serves as the single point of contact; and oversees service planning and referrals to different providers/services.
<b>Clinical coordinator (CC)</b>	Leads the team treating your friend or family member and is the case manager’s direct supervisor.
<b>Nurse</b>	Provides basic health and medical help and coordinates the care for your loved one’s physical health care providers.
<b>Primary care physician (PCP)</b>	Your loved one’s physical health doctor. They are an integral part of the team. You can help by ensuring the physical health doctor and behavioral health doctor have the most updated information about medications, side effects, symptoms, etc. PCPs are only located at integrated health homes.
<b>Site administrator (SA)</b>	Oversees the behavioral health home operations.
<b>Clinical director (CD)</b>	Oversees the clinical operations of health home. The clinical director is the clinical coordinator’s direct supervisor.

Health home staff	Description
<b>Rehabilitation specialist (RS)</b>	Engages and explores meaningful activity with your loved one. They help with connections to employment, community activities and services.
<b>Peer support specialist / Peer mentor (PM)</b>	Someone with lived experience who has been through treatment. They can help your loved one by providing support, connecting them to resources and sharing their own experience with recovery.
<b>Peer and family support specialist / Family mentor (FM)</b>	Helps provide an understanding of the behavioral health system and what your loved one is going through.

## Getting care

Your friend or loved one will get outpatient services from treatment teams in the health home. There are health homes across the Valley that provide services and treatment for those with an SMI designation. Health homes have their own missions and business models.

You can find details about health homes, including their locations, at [mercycares.org](https://mercycares.org). Just click on **Find a provider/Pharmacy** in the top right corner of the website. You'll get the most up-to-date information on the website.



If you're having trouble using the provider search, you can call Mercy Care ACC-RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY **711**). Representatives are available 24 hours a day, 7 days a week.

## Levels of care

There are different levels of services for people with an SMI determination. These different levels help decide how often someone should see their clinical team. An individual's level of care is set based on input from the member and ongoing assessments by the clinical team.

It's important to remember that these levels set minimum requirements. If more contact with the health home and clinical team is needed, you or your loved one should let the clinical team know.

Mercy Care has five levels of care: intensive, supportive, connective, navigator and assertive community treatment (ACT). Most people with an SMI determination are on the supportive level of care. ACT is the highest level of support.

### Intensive

- The health home is required to see the member at least every 30 days (once a month) Members at this level should see their Behavior Health Medical Professional (BHMP) not the MH care professional (such as a psychiatrist) at minimum every three months or as clinically indicated. The clinical team should visit the member at home at least once every three months.

## Supportive

- The health home is required to see the member at least every 30 days (once a month)
- Members at this level should see their mental health care professional (such as a psychiatrist) at least every three months
- The clinical team should visit the member at home at least once every three months

## Connective

- The health home is required to see the member at least every three months
- Members at this level should see their mental health care professional (such as a psychiatrist) at least every three months
- The clinical team should visit the member at home at least once a year

## Navigator

- This level of care is only available for Title 19 members with SMI.
- These members may no longer need regular services from the health home, but should receive outreach at least once a year
- A psychiatrist must agree this level of care is appropriate before a member is placed at this level

If the member, a loved one or the clinical team believes the member should move back to a higher level of care, they can return to an intensive, supportive, or connective level of care level of care.

## Assertive Community Treatment (ACT)

ACT is an evidenced-based practice that provides a full range of services to people diagnosed with a serious mental illness (SMI). Mercy Care has 25 ACT teams, 24 in Maricopa County and 1 in Pinal County. ACT teams are fully integrated teams that participate in treatment planning and rehabilitation efforts.

People with an SMI determination must meet specific criteria before getting this level of care. ACT is a voluntary program. ACT teams are either within a BHH/IHH or a location that only has an ACT team (also known as stand-alone ACT teams). **The core services provided by an ACT team include psychiatric services, counseling/psychotherapy, housing support, rehabilitation and employment services and substance use treatment.**

- Members interested in ACT level of care can talk to their clinical team about an ACT referral.
- Members will go through a screening to find out if they're eligible.

During the screening, the member and/or guardian/advocate meet with an ACT team member. It's recommended that someone from the member's current clinical team also take part in the meeting. There are three different types of ACT team.

### There are three different types of ACT team.

#### **ACT PCP Partnership team**

- ACT PCP Partnership teams offer members the ability to get integrated primary care services.
- Getting PCP services from PCP Partnership teams is optional.

## There are three different types of ACT team.

<b>Medical ACT (MACT) team</b>	<ul style="list-style-type: none"><li>• MACT is an ACT team for members with complex physical health conditions.</li><li>• Members with an SMI determination must agree to get services from the PCP on the MACT team to get MACT services.</li></ul>
<b>Forensic ACT (FACT) team</b>	<ul style="list-style-type: none"><li>• FACT teams are ACT teams that serve members who have been involved with the criminal justice system and are at risk of reoffending and getting re-incarcerated.</li></ul>

## Who will you find on an ACT team?

<b>ACT staff</b>	<b>Description</b>
<b>Behavioral health medical provider</b>	Psychiatrist/psychiatric nurse practitioner serves as the medical director for the team. Coordination and consults with outside providers (medical and behavioral). Monitors/is aware of members non-psychiatric medical conditions and non-psychiatric medications.
<b>Two registered nurses (RN)</b>	The RN conducts home visits, treatment planning and daily meetings. Nurse can help administer needed medications and serve to educate the team about important medication issues.

ACT staff	Description
<b>Clinical coordinator</b>	Shadows and mentors' staff on the team while providing face-to-face services with members
<b>Independent living specialist</b>	Encourages and helps member with proper nutrition and budget planning, including grocery shopping, menu selection, budgeting for expenses and other activities as identified by service plan.
<b>Housing specialist</b>	Help find suitable housing
<b>Rehabilitation specialist</b>	Serves as a resource manager of rehabilitation services. Works with people to determine rehabilitation readiness, goals and values.
<b>Employment specialist</b>	Serves as a resource manager of rehabilitation services. Works with people to determine rehabilitation readiness, goals and values.
<b>Two substance abuse specialists (SAS)</b>	SAS is a key member in the service planning process for members with a dual diagnosis and performs the following functions within the team: Modeling skills and consultation, 1:1 Dual Diagnosis counseling, Group Dual Diagnosis treatment
<b>Peer support specialist</b>	Uses their lived experience to help guide treatment and be an active voice for recovery

ACT staff	Description
<b>ACT specialist</b>	People with a wide range of prior ACT or rehabilitative experience acting as senior staff. May provide counseling and psychotherapy services, if licensed.
<b>Program assistant</b>	Facilitates and supports day to day operations for the team and members. Acts as liaison between members and staff.

## Early intervention and prevention

### First episode psychosis (FEP)

First episode psychosis (FEP) refers to a person experiencing psychosis for the first time. For a FEP diagnosis, the onset of symptoms should have occurred within the last year, but no later than in the past two years. Research indicates that early treatment can help to slow down or stop the symptoms of psychosis and improve recovery.

Psychosis can differ from person to person. Some common symptoms include:

- Having thoughts or beliefs that are unusual or bizarre
- Hearing or seeing things that others around you don't
- Feelings that you're being watched
- A change in personality
- Difficulty sleeping
- Isolating yourself from others

If you or someone you know may be experiencing some or all these symptoms, it's important to get help early.

First episode psychosis services include the following:

- Case management
- Counseling (individual/group)
- Family support and education
- Medication
- Peer support
- Supported employment/education

There are three first episode psychosis providers that serve people 15 to 30 years old. People do not require an SMI designation to receive services through FEP programs.

### **Valleywise First Episode Center (FEC)**

950 E. Van Buren St.  
Avondale, AZ 85323

**623-344-6860**

**<https://valleywisehealth.org/locations/community-health-center-avondale/>**

### **Valleywise First Episode Center (FEC)**

950 E Main St.  
Mesa, AZ 85203

**602-655-6242 (phone)**

**602-655-9624 (FAX)**

### **Horizon Health and Wellness**

625 N Plaza Dr.  
Apache Junction, AZ 85120

**833-431-4449**

**[www.hhwaz.org](http://www.hhwaz.org)**

# Treatment planning basics

When your loved one starts getting services from their health home, the adult recovery team (clinical team) will do a complete assessment. An assessment helps collect specific background information to understand what is happening with your loved one. This includes their behaviors, their strengths and any cultural considerations.

The clinical team will ask about your loved one's behavioral health and physical health history. The assessment is used as the foundation to develop a treatment plan so your loved one gets the services they need.

Treatment and services are different for each person. They're based on the treatment plan developed by the member and the clinical team at their health home. The treatment plan considers the member's strengths, needs and goals. Your input, as a family or family of choice member, also helps develop a treatment plan. Treatment plans should be reviewed every six months. They should be updated every year, or more often if there are significant changes in your loved one's life.

Here are some of those plans:

**Individual service plan (ISP):** This is also known as a treatment plan. Each person works with a team to develop goals and create a plan of service to reach those goals. The best time for you, as a family of choice member, to help the clinical team is during development of the ISP. You can help by identifying your family member's strengths and needs. This will help them get the best treatment. The clinical team should include all services on the member's treatment plan. They should also update the plan based on your friend or loved one's needs.

**At-Risk Crisis Plan (ARCP):** Each individual has a plan in case of a crisis. We encourage you to help create this plan. This plan is helpful when the individual is experiencing a crisis. You may be the contact person in this plan. You can also be an aid to the clinical team. Crisis providers, such as Solari Crisis and Human Services, can help when the individual has severe symptoms. **(See the Crisis section on page 68 for details.)**

## Non-Title 19 services and legislative funding

Mercy Care offers mental health and substance use treatment at no cost to eligible people through Non-Title 19 funding.

Non-Title 19 refers to funding for people who are not eligible for AHCCCS but do qualify for some benefits based on certain behavioral health diagnosis. Behavioral health treatment under Non-Title 19 funding can include care for substance use issues, counseling, case management and skills training.

Non-Title 19 funding comes from federal grant programs, state, and county legislative funds. The chart below lists several programs that provide behavioral health services at no-cost through the grants and legislative funds. You can click the program name in the chart to learn more about eligibility and get a list of the Non-Title 19 providers for each program in Gila, Maricopa and Pinal counties.

If your loved one wants to use service covered by Non-Title 19 funding to get treatment, they can call the provider directly. Or they can call Mercy Care ACC-RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY **711**). When you call, tell member services you are uninsured and want to enroll in mental health or substance use services using a Mercy Care grant or legislative funds.

Once your loved one is connected with a provider, they will walk them through the steps to get enrolled, assessed and scheduled for services.

## Programs

### Mental Health Block Grant

- SMI determined
- SED Identified Children

### State Opioid Response

- Opioid Use Disorder or Stimulant Use Disorder

### Substance Use Block Grant

- SMI determined
- Substance use disorder
- Children

## Title 19 benefits

When someone makes a reference to Title 19, they're talking about a person who is eligible for AHCCCS, or Medicaid, benefits. Under Title 19, there are more covered benefits compared to Non-Title 19 benefits.

Table 1 below describes services that are available for people who have Title 19 and Non Title 19 benefits. For a complete review of services, you can contact your loved one's clinical team. You can also review Mercy Care's most recent member handbook. For a copy, just call Mercy Care ACC-RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY **711**). You can speak to a representative 24 hours a day, 7 days a week. You can also go to **<https://www.mercycareaz.org/members/rbha-formembers/handbook>**.

See overview of covered services below. (For information on all Non-Title 19 covered services, visit <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/Exhibit300-2B.pdf>.)

**Table 1**

Services	Title 19 (T19)	Non-Title 19 (NT19)
<b>Behavioral Health Residential Facilities (BHRF)</b>	✓	✓*
<b>Counseling</b>	✓	✓*
<b>Permanent supportive housing</b>	✓	✓*
<b>Case management services</b>	✓	✓*
<b>Employment services</b>	✓	✓*

\*Limited funding available

## Integrated care management (ICM)

Mercy Care’s integrated care management program serves members with a serious mental illness (SMI) designation. The ICM team works with the member’s provider care team to understand the services the member is getting and to help coordinate care.

Services can include:

- Transitioning members to the right level of care
- Monitoring and adjusting members care plans based on their progress and outcomes
- Providing members with the proper tools to manage self-care so they can safely live, work and integrate into the community

Mercy Care's integrated care management is short-term coordination of care. ICM does not replace the provider's day-to-day case management activities. Members with complex needs and those who need special assistance (**see pages 48-49**) are screened to see if they would benefit from intensive and supportive care management.

The ICM team help provider case managers identify in-network options for referrals and request authorizations for services. Our goal is to avoid duplication and/or disruption of existing clinical relationships and services.

## Priority services and evidence-based practices (EBP)

Improvements to the state's behavioral health system over the years found that certain services resulted in better health and wellness for members. These services are sometimes called priority services. Mercy Care's priority services, which include assertive community treatment, supported employment, supportive housing and peer and family services, are also evidenced-based practices.

Get more information at

**[www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/arnoldvsarn.html](http://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/arnoldvsarn.html)**.

Evidence-based practices are services that have consistently demonstrated their effectiveness in helping people with mental illness to achieve their desired goals. The effectiveness was established by different people who conducted rigorous studies and got similar outcomes.



## Assertive community treatment (ACT)

ACT is a member-centered, recovery-oriented way to deliver mental health services. This model uses a team treatment approach to provide comprehensive, community-based psychiatric treatment, rehabilitation and support to persons with serious and persistent mental illness. ACT services are intended for members:

- With severe functional impairments
- Members who have avoided or been unresponsive to traditional outpatient mental health care
- People with co-existing situations such as homelessness, substance use and involvement with judicial system

For more information about assertive community treatment providers, **see pages 63-66.**

## Supported employment (SE)

Supported employment helps people with mental illness find and keep competitive employment that is meaningful to the person. Competitive employment means jobs that exist in the open labor market, pay minimum wage or more and are integrated in the community.

Core principles of supported employment include:

- Eligibility based on member choice, if a member wants the service, they are referred
- Competitive employment is the goal
- Services integrated with behavioral health treatment team
- Personalized benefits counseling
- Job search starts soon after members express interest in working
- Continuous supports
- Member preferences are important

For more information about supported employment providers, **see page 66.**

## Permanent Supportive Housing (PSH)

Permanent supportive housing is community-based housing that is decent, safe and affordable. Members who live in permanent supportive housing have the same rights as any other tenant. PSH includes voluntary supportive services to help members stay in their homes.

### **Permanent Supportive Housing (PSH) services**

Supportive services are available for members who are living independently and are at risk of losing their home, need help to keep their housing, or are searching for housing and need help

finding a home. These services are voluntary and not required to stay in your housing. Supportive services may include:

- Searching for housing
- Helping with daily activities
- Skills training and development
- Transportation
- Health education
- Resolving conflicts
- Problem solving landlord-tenant issues
- Crisis response
- Help with socialization
- Seeking employment

For more information about permanent supportive housing service providers, **see pages 66-67**.

### **Temporary Housing Assistance Program (THAP)**

The Temporary Housing Assistance Program provides temporary financial assistance, combined with Permanent Supportive Housing (PSH) services and Supported Employment (SE) services to members with an SMI designation. The goal is to prevent homelessness or quickly end their homelessness. This program will provide time-limited financial support for eviction prevention activities that include, but are not limited to, back rent, late utilities, moving assistance and deposits. PSH and SE services are available to your family member as long as they want support services.

For more information about THAP service providers, **see page 67**.

### **AHCCCS Housing Program (AHP) – Housing subsidies and financial assistance**

The AHP is a statewide permanent supportive housing and housing support program for people with mental health diagnoses who

are experiencing homelessness and housing instability. Arizona Behavioral Health Corporation and HOM, Inc., are the Housing Administrator for the AHP throughout the state of Arizona. The AHP manages all of the Permanent Supporting Housing subsidies and requests for financial help with unpaid rent or utility bills and move-in expenses.

To find out if you qualify for these benefits, you can reach out to your family members' case manager or service provider.

For more information on the AHP, you can visit the following websites:

- AHCCCS Housing Programs (AHP) – Arizona Behavioral Health Corporation: <http://azabc.org/>
- Housing Admin FAQs: <https://www.azahcccs.gov/AHCCCS/Downloads/HousingPrograms/HousingAdminFAQs.pdf>

## Peer and family support services

People with life experiences that are similar to members' life experiences deliver peer support. They provide compassionate listening, hope, and help with setting goals. Family support services work with the family to provide resources, services that strengthen parenting practices, and help avoid crisis situations.

The office also connects members and families with opportunities to be involved at all levels of the behavioral health system. For more information about peer and family support service providers, **see page 68.**

# Transition Age Youth – Transitioning to adulthood

## **Transition Age Youth services**

Transition age youth services help those 14 to 25 years old as they transition from services within the children’s system of care to services in the adult system of care. Transition plans focus on the young adult’s voice and choice. They are future-focused on these areas: A stable living situation, educational opportunities, employment and career choices, community life functioning, and personal success and wellbeing. At the ACC-RBHA health home, there are specialists who can help support these plans with the member and clinical team.

## **SMI determination**

An SMI determination for a transition age youth start as early as 17.5 years of age. To get a SMI determination, a qualified assessor from the children’s behavioral health home completes an evaluation and submits it to Solari Crisis and Human Services. **(See SMI: The basics, pages 10-15)**

Solari makes a determination in 3-20 days and then sends the youth’s parent or guardian a written notice of their decision. If the youth is designated as SMI, an ACC-RBHA health home (the adult provider) is assigned based on where the youth lives or what they prefer.

**After getting permission from the parent/guardian, the children’s behavioral health home is responsible for inviting the ACC-RBHA health home to the Child and Family Team meetings.**

Sharing of records with appropriate releases can also help coordinate care and prepare for the youth’s transition from the children’s system of care to the adult system of care. If the youth

is not determined SMI, Solari will provide the parent/guardian instructions on how to appeal the decision.

If a hospital requests an evaluation, it's considered an urgent referral and the contracted provider will do the evaluation within 24 hours of the request.

For more information, you can go to:

**<https://community.solari-inc.org/eligibility-and-care-services/>**

When members are 18 years and older and involved in general mental health/substance use services (GMH/SU), the GMH/SU provider is responsible for ongoing assessment to see whether the member is eligible for an SMI determination. If the GMH/SU provider recommends an SMI evaluation, the provider will discuss it with the young adult and coordinate the evaluation.

If a member isn't enrolled in behavioral health services and wants information on getting evaluated, they can call Mercy Care ACC-RBHA member services at **602-586-1841** or **1-800-564-5465**; (TTY **711**). Or they can call Crisis Preparation and Recovery for an evaluation at **480-804-9542** or visit **[www.crisispreandrecovery.com](http://www.crisispreandrecovery.com)** for more information.

## **Extended foster care**

Young adults who have aged out of foster care have the opportunity to remain in extended foster care from age 18 until age 21. They have an extended foster care coach supporting the member during this time. Members with an SMI designation and who are involved in extended foster care can provide consent to have their extended foster care coach join their Adult Recovery Team (ART). The member can speak with their case manager about this. Also, DCS conducts reviews while the young adult is involved in extended foster care and the member can provide consent

for their clinical team to attend the review. During the review process, DCS reviews the young adult's goals and progress while in extended foster care.

## **Young Adult Transitional Insurance (YATI)**

AHCCCS offers transitional medical care for youth leaving foster care age 18 to 26. This program is called Young Adult Transitional Insurance (YATI). You can get details at:

- <https://www.azahcccs.gov/Members/GetCovered/Categories/YATI.html>
- <https://www.fosteringadvocatesarizona.org/young-adult-transitional-insurance-yati/>

## **TAY resources**

Health Care Basics: A guide for young people who aged out of foster care:

<https://www.fosteringadvocatesarizona.org/health-care-basics/>

Arizona Tuition Waiver covers certain school fees and tuition not included in other grants:

<https://www.fosteringadvocatesarizona.org/aging-out-now-what/arizona-tuition-waiver-atw/>

Education and Training Voucher provides up to \$5,000 a year for school-related expenses to youth currently in or who have experienced foster care:

<https://www.fosteringadvocatesarizona.org/education-and-training-voucher-etv/>

Transitional Independent Living Program:

<https://www.fosteringadvocatesarizona.org/aging-out-now-what/transitional-independent-living-programs-tilp-2/>

Housing resources:

**<https://www.fosteringadvocatesarizona.org/housing/>**

Vital documents, like your medical, educational, and personal identity records, are essential to living an independent life:

**<https://www.fosteringadvocatesarizona.org/vital-documents/>**

HomeBase Youth Services:

**<https://www.nativeconnections.org/behavioral-health/young-adult>**

Arizona At Work:

**<https://arizonaatwork.com/>**

Rehabilitation Services Administration/Vocational Rehabilitation:

**<https://des.az.gov/services/employment/arizona-rehabilitation-services>**

Pre-Employment Transition Services:

**<https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation/pre-employment-transition>**

## Special assistance

Special assistance is the support provided to a member with an SMI determination who is unable to make known their treatment preferences and/or participate effectively in the development of the service plan, inpatient treatment and discharge plan (ITDP), grievance and/or appeal processes due to cognitive or intellectual impairment and/or a medical condition.

Special assistance is a formal process the clinical team assesses individuals with an SMI designation for on an ongoing basis.

If you have questions, you can contact:

Special Assistance Coordinator  
Maegan Perry, Lead Special Assistance Coordinator  
**perrym@mercycares.org**

Mercy Care Grievance and Appeals Department  
**MCSpecialAssistance@mercycares.org**

Office of Human Rights (AHCCCS)  
Office: 602-364-4585  
Fax: 602-364-4590  
**[https://www.azahcccs.gov/AHCCCS/Downloads/  
WhatIsSpecialAssistance.pdf](https://www.azahcccs.gov/AHCCCS/Downloads/WhatIsSpecialAssistance.pdf)**

## Court-ordered evaluation (COE) and court-ordered treatment (COT)

Sometimes our loved ones need support but are unable to access services for themselves. There is a civil process that you can use to help your loved one get the help they need. You may consider court-ordered evaluation for treatment if you are concerned about your loved one because:

- They are not willing or not able to participate voluntarily in mental health treatment, or
- Are a danger to themselves or others or
- Are unable to care for themselves.

### **Court-ordered treatment (COT)**

Court-ordered treatment can be used to help your loved one regain stability and control. Court-ordered treatment generally refers to medication management to help your loved one gain stability. When necessary, this can also include your loved one going to the hospital.

## How do I start this process?

For Mercy Care members with an SMI designation living in Maricopa County, the case management team at the member's assigned BHH, IHH, or ACT team will help complete the application and evaluation.

For Mercy Care members with an SMI designation living in Gila and Pinal counties, you can call the Arizona Behavioral Health Crisis Line at **1-844-534-4673** or **1-844-534-HOPE**.

For Mercy Care members in Maricopa County without an SMI designation, the La Frontera EMPACT pre-petition team can help you complete the application. They will also conduct the pre-petition screening. You can contact the La Frontera EMPACT Persistently or Acutely Disabled (PAD) team at **480-784-1514 ext. 1158**, or via email **padreferrals@lajfrontera-empact.org**.

You can also contact Mercy Care ACC-RBHA Member Services at **1-800-564-5465** or the Arizona Behavioral Health Crisis Line at **1-844-534-4673** or **1-844-534-HOPE** for help.

For Mercy Care members in Gila and Pinal counties without an SMI designation, you can call the Arizona Behavioral Health Crisis Line at **1-844-534-4673** or **1-844-534-HOPE**.

Crisis facilities can also help you complete an application for court-ordered evaluation:

Community Bridges Inc. (CBI) CPEC  
358 E. Javelina Ave., Ste. 102  
Mesa, AZ 85210

Connections AZ (UPC)  
1201 S. 7th Ave., Ste. 105  
Phoenix, AZ 85007

Recovery Innovation (RRC)  
13361 N. 99th Ave., Ste. 402  
Peoria, AZ 85345

Community Bridges Inc.  
West Valley Access Point  
824 North 99th Ave, Ste. 109  
Avondale, AZ 85323

Community Bridges Inc.  
Casa Grande  
675 East Cottonwood Lane, Ste. 140  
Casa Grande, AZ 85122

Your loved one's treatment team can submit a COT amendment when the member is on COT and not participating in treatment in the way that the judge issued in the court order.

The following resources can help you learn more about court-ordered evaluation and court-ordered treatment:

Arizona Center for Disability Law:

**<https://www.azdisabilitylaw.org/wp-content/uploads/2015/04/MH1-COT-New-Logo.pdf>**

AZ Court Care:

**<https://azcourtcare.org/>**

COT training:

Watch a one-hour training video from AHCCCS about COE/COT

[https://www.youtube.com/watch?v=zFBMpYQ\\_Ino](https://www.youtube.com/watch?v=zFBMpYQ_Ino)

## Is your family member in a correctional facility?

If you need information about a friend or loved one who you believe is in custody in Maricopa, Pinal or Gila counties, you can contact the jails directly:

Gila County jail

**928-402-8666**

Welcome to Gila County: [gilacountyaz.gov](http://gilacountyaz.gov)

Maricopa County jail

**602-876-0322**

You will need the inmate's booking number. You can find it using the Maricopa County Sheriff's Office's inmate search tool: <https://www.mcso.org/i-want-to/test-lookup-tools>

Pinal County jail

**855-355-0358**

You can use the Pinal County Sheriff's Office's inmate search tool: <https://app1.pinal.gov/search/inmate-search.aspx>

Each of the county sheriff's offices' websites provide key information for friends and loved ones, such as property and money releases, how to place money on an inmate's account, medication questions, bonds and fines, visitation, intake and release procedures.

Each county jail has a medical services provider, who is responsible for providing mental health and medical health care for all inmates. More information and contact information can be found on the respective websites listed above.

If your loved one is arrested, Mercy Care will notify their behavioral health clinic. The clinic will be asked to provide a medication sheet to the jail personnel so that medications are continued. If your loved one is directed to surrender at the jail to serve a sentence, they should take their medications with them in the original bottle from the pharmacy.

## Grievances and appeals

### **What is a member grievance?**

A member grievance (complaint) is a statement of dissatisfaction when a member is not satisfied with the treatment or services they are getting. Reasons for complaints include:

- The quality of services or treatment
- A disagreement when a request for an expedited appeal is denied
- A provider or staff of a provider being rude
- Disagreement with the receipt of a bill for rendered services

### **What is an appeal?**

A member can request an appeal when a service is denied, reduced, suspended or ended.

- A member expresses they are not receiving services/treatment that is needed
- Denial or limitation of a service the member requested
- Reduction, suspension or termination of a service that was previously approved

- Your approved services do not begin within a reasonable timeframe

## **What is an SMI grievance?**

An SMI grievance can be requested if a member's rights have been violated. Other reasons to request an SMI grievance could include:

- The member has been abused or mistreated by staff of a behavioral health provider
- The member has been subjected to a dangerous, illegal or inhumane behavioral health treatment environment
- Violations include inaccurate medical record, verbal abuse, civil/ legal rights, protection from abuse/neglect/exploitation, right to support and treatment

## **How does someone file a member grievance, appeal or SMI grievance?**

You can file a member grievance (complaint), appeal or SMI grievance either on the phone or in writing:

If you want to file over the phone, you can reach Mercy Care ACC-RBHA Grievance System Department at **602-586-1719** or **866-386-5794** (TTY **711**).

Mercy Care ACC-RBHA  
Grievance System Department  
4750 S. 44th Place, Suite 150  
Phoenix, AZ 85040

Mercy Care ACC-RBHA Grievance System  
Department: [mcganda@mercycares.org](mailto:mcganda@mercycares.org)

You can go to the Mercy Care ACC-RBHA Member Handbook at **[www.mercycares.org/members/rbha-formembers/handbook](http://www.mercycares.org/members/rbha-formembers/handbook)** for more information about filing a complaint, grievance, or appeal.

# Office of Individual and Family Affairs (OIFA)

The Office of Individual and Family Affairs (OIFA) promotes recovery, resiliency, and wellness for people with mental health and substance use issues. OIFA builds partnerships with families, families of choice, youth, communities and organizations. The office also works with the people who make decisions at all levels of the behavioral health system.

The OIFA Team are neutral and confidential staff who advocate for the best interest of the member. The OIFA Team also helps with system navigation and connecting people, families, and caregivers to resources. The OIFA Team helps members reach a resolution by answering questions about services and explaining their options.

Concerns can come from anyone. You can reach out to the Mercy Care OIFA Team at any time, but you and your loved one are encouraged to involve the clinical team as the first point of contact.

Mercy Care  
ATTN: OIFA  
4750 S. 44th Place, Suite 150  
Phoenix, AZ 85040  
OIFATeam@mercycaresaz.org  
**480-445-8999**



# Providers

## Behavioral health home (BHH) and integrated health home (IHH) providers

### Gila County providers

#### **Community Bridges Inc. (CBI) - Globe**

Category: BHH

<https://communitybridgesaz.org/>

#### **Community Bridges Inc. (CBI) - Payson**

Category: IHH

<https://communitybridgesaz.org/>

#### **Horizon Health and Wellness - Globe**

Category: BHH

<https://www.hhwaz.org/>

#### **Southwest Behavioral & Health Services**

##### **Rim Guidance - Payson**

Category: BHH

<https://www.sbhservices.org/>

### Maricopa County providers

#### **Alium - Scottsdale (women only)**

Category: IHH

<https://www.aliumhealth.com/>

#### **Alium - Mesa**

Category: IHH

<https://www.aliumhealth.com/>

**Center for Health and Recovery**

Category: BHH

<https://azchr.org/>

**Chicanos Por La Causa (CPLC) - Centro Esperanza**

Category: BHH

<https://cplc.org/>

**Choice Health Integrated - Phoenix**

Category: IHH

<https://www.choiceiop.com/>

**Choice Health Integrated - Mesa**

Category: IHH

<https://www.choiceiop.com/>

**Community Partners Integrated Healthcare**

Category: IHH

<https://www.communitypartnersinc.org/services/integrated-healthcare/>

**Community Bridges Inc. (CBI) - Mesa Heritage**

Category: IHH

<https://communitybridgesaz.org/>

**Copa Health - Arrowhead**

Category: IHH

<https://copahealth.org/>

**Copa Health - East Valley**

Category: IHH

<https://copahealth.org/>

**Copa Health - Gateway**

Category: IHH

<https://copahealth.org/>

**Copa Health - Metro**

Category: IHH

<https://copahealth.org/>

**Copa Health - West Valley**

Category: IHH

<https://copahealth.org/>

**Horizon Health and Wellness (HHW) - Plaza**

Category: IHH

<https://www.hhwaz.org/>

**Horizon Health and Wellness - Queen Creek**

Category: IHH

<https://www.hhwaz.org/>

**Intensive Treatment Systems (ITS)**

24/7 Access Point - Offers medication assisted treatment (MAT) for members with an opioid use disorder (OUD)

Category: IHH

<https://itsofaz.com/>

**Jewish Family and Children's Services (JFCS)**

**East Valley Health Center**

Category: IHH

<https://www.jfcsaz.org/>

**Jewish Family and Children's Services (JFCS)**

**Michael R. Zent Healthcare**

Category: IHH

<https://www.jfcsaz.org/>

**Jewish Family and Children’s Services (JFCS)  
West Valley Healthcare Center**

Category: IHH

<https://www.jfcsaz.org>

**La Frontera-Empact - Apache Junction**

Category: BHH

<https://lafronteraaz-empact.org/>

**La Frontera-Empact - Comunidad**

Category: IHH

<https://lafronteraaz-empact.org/>

**La Frontera-Empact - San Tan**

Category: BHH

<https://lafronteraaz-empact.org/>

**Resilient Health - 1st Street**

Category: IHH

<https://www.resilienthealthaz.org/>

**Resilient Health - Higley**

Category: IHH

<https://www.resilienthealthaz.org/>

**Southwest Behavioral & Health Services - Buckeye Outpatient**

Category: IHH

<https://www.sbhservices.org/>

**Southwest Behavioral & Health Services - Metro Outpatient**

Category: IHH

<https://www.sbhservices.org>

**Southwest Network - Estrella Vista**

Category: IHH

<http://www.southwestnetwork.org/>

**Southwest Network - Northern Star**

Category: IHH

<http://www.southwestnetwork.org/>

**Southwest Network - Saguaro**

Category: IHH

<http://www.southwestnetwork.org/>

**Southwest Network - San Tan**

Category: IHH

<http://www.southwestnetwork.org/>

**Terros Health - 23rd Avenue**

Category: IHH

<https://www.terroshealth.org/>

**Terros Health - 51st Avenue**

Category: IHH

<https://www.terroshealth.org/>

**Terros Health - Desert Cove**

Category: IHH

<https://www.terroshealth.org/>

**Terros Health - Mitchell**

Category: IHH

<https://www.terroshealth.org/>

**Terros Health - Oak**

Category: IHH

<https://www.terroshealth.org/>

### **Terros Health - Priest**

Category: IHH

<https://www.terroshealth.org/>

### **Terros Health - South Mountain**

Category: IHH

<https://www.terroshealth.org/>

### **Valle del Sol - Red Mountain**

Category: IHH

<https://www.valledelsol.com/>

### **Valleywise Health - First Episode Center - Avondale**

*(must meet criteria for First Episode Psychosis before getting services)*

Category: BHH

<https://valleywisehealth.org/>

### **Valleywise Health - First Episode Center - Mesa**

*(must meet criteria for First Episode Psychosis before getting services)*

Category: BHH

<https://valleywisehealth.org/>

### **Valleywise Health - Mesa Behavioral Health Specialty Clinic**

Category: BHH

<https://valleywisehealth.org/>

## **Pinal County providers**

### **La Frontera-Empact - Apache Junction**

Category: BHH

<https://lafronteraaz-empact.org/>

**La Frontera-Empact - Maricopa**

Category: BHH

<https://lafronteraaz-empact.org/>

**La Frontera-Empact - San Tan**

Category: BHH

<https://lafronteraaz-empact.org/>

**Horizon Health and Wellness (HHW) - Casa Grande**

Category: IHH

<https://www.hhwaz.org/>

**Horizon Health and Wellness (HHW) - Florence**

Category: IHH

<https://www.hhwaz.org/>

**Horizon Health and Wellness (HHW) - Oracle**

Category: IHH

<https://www.hhwaz.org/>

**Horizon Health and Wellness (HHW) - Plaza**

Category: IHH

<https://www.hhwaz.org/>

**Horizon Health and Wellness (HHW) - Queen Creek**

Category: IHH

<https://www.hhwaz.org/>

**Pinal Hispanic Council - Casa Grande**

Category: IHH

<https://pinalhispaniccouncil.org/>

**Pinal Hispanic Council - Coolidge**

Category: BHH

<https://pinalhispaniccouncil.org/>

## **Pinal Hispanic Council - Eloy**

Category: BHH

<https://pinalhispaniccouncil.org/>

## **Coordinated integrated health home providers**

### **Southwest Behavioral & Health Services - Payson**

Category: Coordinated IHH

<https://www.sbhservices.org/>

## **ACT team providers**

### **Maricopa County providers**

#### **Community Bridges Inc. (CBI) - 99th Avenue ACT**

Category: Stand-alone ACT team – PCP partnership

<https://communitybridgesaz.org/>

#### **Community Bridges Inc. (CBI) - Avondale ACT**

Category: Stand-alone ACT team – PCP partnership

<https://communitybridgesaz.org/>

#### **Community Bridges Inc. (CBI) -**

#### **FACT 1 & 2 – CACTUS Integrated Care**

Category: PCP partnership

<https://communitybridgesaz.org/>

#### **Community Bridges Inc. (CBI) - Mesa Heritage ACT**

Category: PCP partnership

<https://communitybridgesaz.org/>

### **Copa Health - Gateway ACT**

Category: PCP partnership

<https://copahealth.org/>

### **Copa Health - Medical ACT (MACT)**

*MACT team is now at the same location as West Valley ACT*

<https://copahealth.org/>

### **Copa Health**

#### **Metro Omega ACT - Metro Varsity ACT**

Category: PCP partnership

<https://copahealth.org/>

#### **Copa Health - West Valley ACT**

Category: PCP partnership

<https://copahealth.org/>

### **La Frontera-Empact**

#### **Capitol Center ACT - Comunidad ACT**

Category: PCP partnership

<https://lafronteraaz-empact.org/>

#### **La Frontera-Empact - Tempe ACT**

Category: Stand-alone ACT team – PCP partnership

<https://lafronteraaz-empact.org/>

### **Southwest Network - Northern Star ACT**

Category: PCP partnership

<http://www.southwestnetwork.org>

### **Southwest Network - Saguaro ACT**

Category: PCP partnership

<http://www.southwestnetwork.org>

**Southwest Network - San Tan ACT**

Category: PCP partnership

<http://www.southwestnetwork.org>

**Terros Health**

23rd Ave. ACT Team 1

Category: PCP partnership

<https://www.terroshealth.org>

**Terros Health**

23rd Ave. ACT Team 2

Category: ACT

<https://www.terroshealth.org>

**Terros Health - 51st Avenue ACT**

Category: PCP partnership

<https://www.terroshealth.org/>

**Terros Health - Priest (formerly Enclave) ACT**

Category: ACT

<https://www.terroshealth.org/>

**Terros Health - South Mountain ACT**

Category: PCP partnership

<https://www.terroshealth.org/>

**Valleywise Health - Maryvale FACT**

Category: Stand-alone FACT team

<https://valleywisehealth.org/>

**Valleywise Health - Mesa Riverview ACT**

Category: PCP partnership

<https://valleywisehealth.org/>

## **Pinal County providers**

### **Horizon Health and Wellness - Cottonwood ACT**

Category: PCP partnership

<https://www.hhwaz.org/>

## **Supported employment providers**

### **Gila County providers**

**Beacon Group:** <https://www.beacongroup.org/>

**Copa Health:** <https://copahealth.org/>

### **Maricopa County providers**

**Beacon Group:** <https://www.beacongroup.org/>

**Copa Health:** <https://copahealth.org/>

**Focus Employment Services:** <http://www.focusemployment.com/>

**Terros Health (Lifewell):** <https://www.terroshealth.org/>

**VALLEYLIFE:** <http://www.valleylifeaz.org/>

**Wedco:** <http://wedco.net/>

### **Pinal County providers**

**Beacon Group:** <https://www.beacongroup.org/>

**Wedco:** <http://wedco.net/>

## **Permanent supportive housing service providers**

### **Gila County providers**

**Horizon Health & Wellness:** <https://www.hhwaz.org/>

**La Frontera-Empact:** <https://lafronteraaz-empact.org/>

## Maricopa County providers

**Choice Health Integrated:** <https://www.choicehealthaz.com/>

**Community Bridges Inc. (CBI):** <http://communitybridgesaz.org/>

**Resilient Health:** <https://www.resilienthealthaz.org>

**RI International:** <https://riinternational.com/>

**Sevita:** <https://sevitahealth.com/state/arizona/>

**Southwest Behavioral & Health Services (SBHS):**

<https://www.sbhservices.org/>

**Terros Health:** <https://www.terroshealth.org>

## Pinal County providers

**Horizon Health & Wellness:** <https://www.hhwaz.org/>

**La Frontera-EMPACT:** <https://lafronteraaz-empact.org/>

## Temporary housing assistance program service providers

### Maricopa County providers

**La Frontera-EMPACT:** <https://lafronteraaz-empact.org/>

### Gila County providers

**La Frontera-EMPACT:** <https://lafronteraaz-empact.org/>

### Pinal County providers

**La Frontera-EMPACT:** <https://lafronteraaz-empact.org/>

## Peer and family support service providers

### Maricopa County providers

**Center for Health and Recovery (CHR):** <https://www.cheeers.org/>  
**STAR (Stand Together and Recover)**

**Central:** <https://www.thestarcenters.org/>

**East:** <https://www.thestarcenters.org/>

**West:** <https://www.thestarcenters.org/>

**NAZCARE:** <https://www.nazcare.org/centers/risingstar.html>

**Hope Inc.:** <https://hopearizona.org/>

**Hope Lives:** <https://www.hopelivesaz.org/>

**Recovery Empowerment Network (REN):** <https://renaz.org/>

### Pinal County providers

**NAZCARE:** <https://www.nazcare.org/centers/risingstar.htm>

## Behavioral health crisis resources

Crisis services are available at no cost to everyone in Arizona, regardless of health insurance coverage or whether they qualify for AHCCCS. Services for crisis are covered under state, federal and grant funding. If you need services after the initial crisis episode, this may result in copayments or other charges. Potential costs depend on your insurance coverage and follow-up needs.

Facility-based crisis services include crisis stabilization and observation, similar to urgent care for physical health needs.

Frequently asked questions about crisis services:

**<https://www.azahcccs.gov/BehavioralHealth/CrisisFAQ.html>**

Arizona Behavioral Health Crisis Line: Available 24 hours a day, 7 days a week.

- **1-844-534-4673 (HOPE)** TTY: **1-800-327-9254**
- Text **HOPE** to **4HOPE (44673)**
- Online chat at <https://crisis.solari-inc.org/start-a-chat/>

*NOTE: Members are able to access crisis services anywhere, not just the county they live in and not just in the Mercy Care RBHA counties: Maricopa, Gila and Pinal.*

## **Maricopa County providers**

### **Community Bridges Central**

#### **City Addiction Recovery Center (CCARC) – Phoenix**

Type: Adult detox and crisis facilities

<https://communitybridgesaz.org/>

### **Community Bridges East Valley**

#### **Addiction Recovery Center (EVARC) – Mesa**

Type: Adult detox and crisis facilities

<https://communitybridgesaz.org/>

### **Community Bridges Community Psychiatric Emergency Center (CPEC) – Mesa**

Type: 23-hour psychiatric observation

<https://communitybridgesaz.org/>

### **Connections AZ Urgent Psychiatric Center (UPC) – Phoenix**

Type: 23-hour psychiatric observation

<https://www.connectionsahs.com/>

### **RI International Recovery Response Center (RRC) – Peoria**

Type: 23-hour psychiatric observation

<https://riinternational.com/listing/crisis-respite-peoria/>

## **Community Bridges West Valley Access Point (WVAP) – Avondale**

Type: 23-hour psychiatric observation

<https://communitybridgesaz.org/>

## **Mind 24/7 – voluntary adults, youth and children – Phoenix and Mesa**

Type: 23-hour psychiatric observation

<https://www.mind24-7.com/>

## **Pinal County providers**

### **Community Bridges, Inc. – Casa Grande**

Type: 23-hour psychiatric observation

<https://communitybridgesaz.org/>

You can go to the Mercy Care ACC-RBHA Member Handbook at **[www.mercycareaz.org/members/rbha-formembers/handbook](http://www.mercycareaz.org/members/rbha-formembers/handbook)** for more information about behavioral health services.

## **Community resources**

You can find many community resources, services and supports by visiting **2-1-1 Arizona (<https://211arizona.org/mercycrg/>)**, a community information and referral service.

### **Mercy Care Community Resource Guide:**

<https://www.mercycareaz.org/community-resource-guide.html>

### **Mercy Care Member Handbook - see section**

#### **Community Resources:**

- English (PDF): [https://www.mercycareaz.org/content/dam/mercycare/pdf/acc\\_rbha\\_dd\\_member\\_handbook\\_eng\\_ua.pdf](https://www.mercycareaz.org/content/dam/mercycare/pdf/acc_rbha_dd_member_handbook_eng_ua.pdf)

- Spanish (PDF): [https://www.mercycareaz.org/content/dam/mercyare/pdf/acc\\_rbha\\_dd\\_member\\_handbook\\_spa\\_ua.pdf](https://www.mercycareaz.org/content/dam/mercyare/pdf/acc_rbha_dd_member_handbook_spa_ua.pdf)

**Dial 2-1-1** or go to **<https://211arizona.org/>**.

## The 9 Guiding Principles for Recovery-Oriented Adult Behavioral Health Services

*The 9 Guiding Principles for Recovery-Oriented Adult Behavioral Health Services, as outlined by AHCCCS, are:*

1. **Respect:** The cornerstone of recovery-oriented care.
2. **Person-Centered:** Individuals in recovery choose services and are involved in decision-making.
3. **Person as a Whole:** Focus on the individual as a whole person, using natural supports.
4. **Empowerment:** Supporting independence and allowing for risk-taking without fear of failure.
5. **Community Participation:** Integration and collaboration with the community.
6. **Partnership:** Collaboration between individuals, family, and staff for shared decision-making.
7. **Self-Definition:** Persons in recovery define their own success and goals.
8. **Strengths-Based/Responsive:** Flexible, culturally responsive services tailored to individual needs.
9. **Hope:** The foundation for the recovery journey, fostering a future of possibility.

# 10 Guiding Principles of Recovery

(SAMHSA - 10 Guiding Principles of Recovery:

<https://library.samhsa.gov/sites/default/files/pep12-recdef.pdf>)

- Recovery emerges from hope
- Recovery is person-driven
- Recovery occurs via many pathways
- Recovery is holistic
- Recovery is supported by peers and allies
- Recovery is supported through relationship and social networks
- Recovery is culturally-based and influenced
- Recovery is supported by addressing trauma
- Recovery involves individual, family, and community strengths and responsibility
- Recovery is based on respect

## Defined terms and information

Defined terms	Information
<b>Guardianship</b>	A person appointed by the court to provide care and make decisions for someone who cannot do so for themselves. More at: <a href="https://superiorcourt.maricopa.gov/probate-and-mental-health-department/guardianships-and-conservatorships/">https://superiorcourt.maricopa.gov/probate-and-mental-health-department/guardianships-and-conservatorships/</a>
<b>Public fiduciary</b>	A county agency that provides a person to help someone who has no family or family of choice to help them. More at <a href="http://www.maricopa.gov/pubfid/">www.maricopa.gov/pubfid/</a> .

Defined terms	Information
<b>Advanced directives</b>	Describes a person’s wishes about the kind of care they do or don’t want when they can no longer decide for themselves. These forms can be found at the member’s health home.
<b>Mental health power of attorney</b>	<p>A psychiatrist or psychologist may determine that your loved one’s ability to make choices is impaired. They may recommend a mental health power of attorney so you can legally make decisions about their care. More information in the Mercy Care ACC-RBHA Member Handbook:</p> <p><b><a href="https://www.mercycareaz.org/members/rbha-formembers/handbook">https://www.mercycareaz.org/members/rbha-formembers/handbook</a>.</b></p> <p>You can get the power of attorney forms at <b><a href="https://www.azag.gov/seniors/life-care-planning">https://www.azag.gov/seniors/life-care-planning</a></b>.</p>
<b>Designated representative</b>	Anyone your friend or loved one chooses, or that is appointed to make decisions for them, to make sure they’re treated fairly.
<b>Representative payee</b>	A person or organization that receives Social Security benefits on behalf of the individual and helps them allocate their money for their own best interest. A payee can be assigned voluntarily, by mandate of Social Security Administration or by the behavioral health medical practitioner (BHMP). More at <b><a href="http://www.azdisabilitylaw.org">www.azdisabilitylaw.org</a></b> .

Defined terms	Information
<p><b>Adult Protective Services</b></p>	<p>An Arizona state agency that takes reports of abuse, neglect, and misuse of vulnerable or incapacitated adults. Their hotline is available Monday through Friday, 7 a.m. - 7 p.m., and Saturday and Sunday, 10 a.m. - 6 p.m. <b>1-877-SOS-ADULT</b> or <b>1-877-767-2385</b>.</p> <p>More at <b><a href="https://des.az.gov/services/basic-needs/adult-protective-services">https://des.az.gov/services/basic-needs/adult-protective-services</a></b>.</p>
<p><b>Community Legal Services</b></p>	<p>Provides civil legal services to indigent and low-income residents of Maricopa County, including on consumer and disability law. More information at <b>602-258-3434</b> or <b><a href="http://www.clsaz.org">www.clsaz.org</a></b>.</p>
<p><b>Office of Human Rights/Special Assistance</b></p>	<p>The Office of Human Rights (OHR) can help your friend or loved one if they have questions about whether their rights and needs are being met.</p> <p>If someone from the OHR was appointed to the member, the OHR employee will help plan your loved one’s treatment. You can get more information by calling <b>602-364-4585</b> or <b><a href="https://www.azahcccs.gov/AHCCCS/healthcareadvocacy/ohr.html">https://www.azahcccs.gov/AHCCCS/healthcareadvocacy/ohr.html</a></b>.</p>

Defined terms	Information
<b>Arizona Center for Disability Law</b>	A public interest law firm and federally-designated protection and advocacy center that works to protect the human and civil rights of people with disabilities. You can get more information by calling <b>602-274-6287</b> (central and northern Arizona) or <b>520-327-3547</b> (southern Arizona). Or go to <b><a href="https://www.azdisabilitylaw.org/">https://www.azdisabilitylaw.org/</a></b> .

## Acronym appendix

During your friend or loved one’s treatment, they may go through different levels of recovery as they learn more about their illness and identify their individual treatment plans. As a support to your friend or loved one, you may come across acronyms or abbreviations. You can contact your loved one’s treatment team for more information or a more detailed definition.

<b>Table 1A contains some common acronyms and their meaning:</b>	
ABHC	Assigned behavioral health clinic
ACC	AHCCCS Complete Care
ACT	Assertive community treatment
ADHS	Arizona Department of Health Services
AHCCCS	Arizona Health Care Cost Containment System
AIHP	American Indian Health Program
APNO	Adult Provider Network Organization
APS	Adult Protective Services
ARCP	At-risk crisis plan
ART	Adult recovery team

AZSH	Arizona State Hospital
BHH	Behavioral health home
BHMP	Behavioral health medical professional
BHR	Behavioral health recipient
BS	Benefits specialist
CC	Clinical coordinator
CD	Clinical director
CHS	Correctional Health Services
CFT	Child and family team
CL	Clinical liaison
CLP	Community living placement
CM	Case manager
COE	Court-ordered evaluation
COT	Court-ordered treatment
CRN	Crisis Response Network
CRS	Children’s Rehabilitation Services
CSA	Community Service Agency
CSR	Customer service representative
DB101	Disability Benefits 101
DCC	Direct care clinic
DCS	Department of Child Safety
DES	Department of Economic Security
DDD	Division of Developmental Disabilities
DTO	Danger to others
DTS	Danger to self
DVH	Desert Vista Hospital
EBP	Evidence-based practice
ES	Employment specialists

ESE	Extended supported employment
FACT	Forensic assertive community treatment
FIC	Family Involvement Center
FM	Family mentor
G/A	Grievance and appeal
GCSO	Gila County Sheriff's Office
GD	Gravely disabled
GMH	General mental health
GMH/SU	General mental health/Substance use
HIPAA	Health Insurance Portability and Accountability Act
HS	Housing specialist
HUD	Housing and Urban Development
ICM	Integrated care management
IDD	Intellectual and developmental disabilities
IEP	Individualized education program
IHH	Integrated health home
IHS	Indian Health Services
ILS	Independent living skills
ISP	Individualized service plan
LOC	Level of care
LOS	Length of stay
MACT	Medical assertive community treatment
MCA	Mercy Care Advantage
MCSO	Maricopa County Sheriff's Office
NAMI	National Alliance for Mentally Ill
NT	Nontitle
OHR	Office of Human Rights
OIFA	Office of Individual and Family Affairs

PAD	Persistently and acutely disabled
PBS/BS	Peer benefit specialist/benefit specialist
PCP	Primary care physician
PCS	Personal care services
PCSO	Pinal County Sheriff's Office
PM	Peer mentor
PRO	Peer run organization
PSH	Permanent supportive housing
PSS	Peer support specialist
ACC-RBHA	AHCCCS Complete Care-Regional Behavioral Health Authority
RD	Regional director
RN	Registered nurse
ROI/AUD	Release of Information/Authorization Use and Disclose
RRC	Recovery Response Center
RS	Rehabilitation specialist
RSA	Rehabilitation Services Administration
SA	Site administrator
SAS	Substance abuse specialist
SE	Supported employment
SMI	Serious mental illness
SU	Substance use
TAY	Transition-aged youth
TRBHA	Tribal Regional Behavioral Health Authority
TSW	Transition school to work
VHH	Virtual health home
VR	Vocational rehabilitation
YATI	Young Adult Transitional Insurance









mercy care

[mercy care az.org](https://www.mercycareaz.org)