



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

You were automatically muted upon entry.

Please only join by phone or computer.

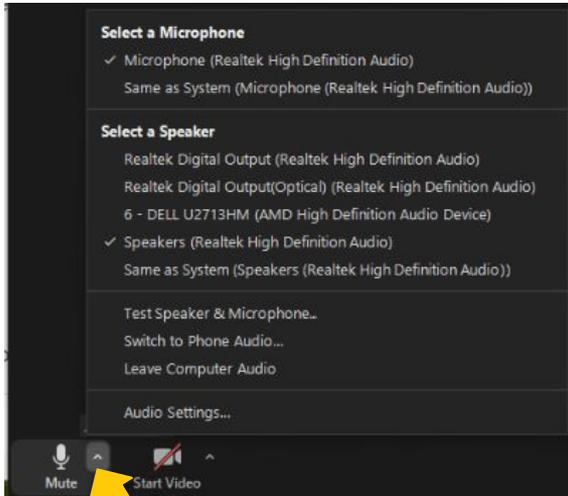
Please use the chat feature for questions or raise your hand.

Thank you.

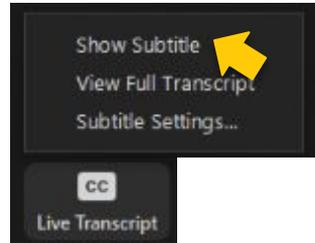
# Zoom Webinar Controls

Navigating your bar on the bottom...

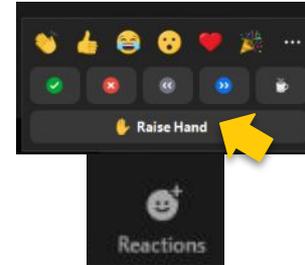
Audio Settings



Turn on Closed Captioning



Raise Hand



Chat



## KEYBOARD SHORTCUTS TO RAISE HAND

**Windows:** Alt+Y to raise or lower your hand

**Mac:** Option+Y to raise or lower your hand

# Welcome!

## What to expect during the training:

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

## What to expect after the training:

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



# Frequently Asked Questions

**Who is in the audience?**

**Who can see my chats?**

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

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

# Agenda

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



\* [AHCCCS Acronyms Guide](#)



## Overview

Division of Community Advocacy and  
Intergovernmental Relations (DCAIR)

Alex Demyan  
DCAIR Assistant Director

# DCAIR Departments

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

Office of Individual and Family Affairs (OIFA)

Peer and Family Support,  
and Individual  
Engagement

Office of Human Rights (OHR)

Advocacy for persons  
with a Serious Mental  
Illness

Federal Relations and  
Special Engagements  
Team (FRAS)

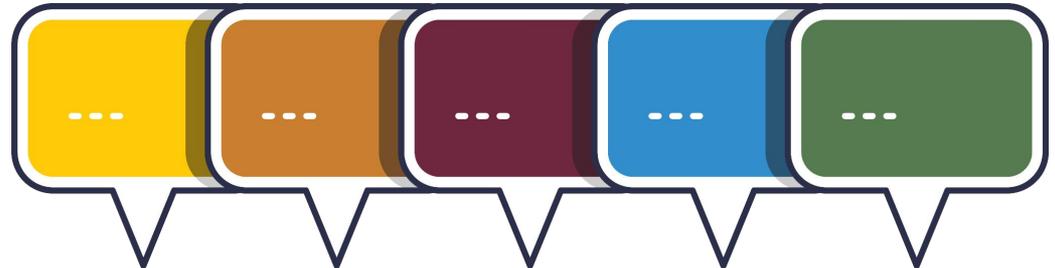
Waiver, State Plan, Tribal  
Relations

# DCAIR Community Involvement

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

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

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



# Sources for Feedback

- Public comments on policy,
- Calls received by the Advocate of the Day (AOD),
- Q&A with the community, and
- Other departments at AHCCCS like OIFA.





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

Presented by:

The Office of Human Rights (OHR)

The Office of Individual and Family Affairs (OIFA)

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

September 26, 2023



# Overview

## The Office of Human Rights (OHR)

Denard Stewart, Advocate

# The Office of Human Rights

## Mission Statement

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



# Special Assistance

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



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

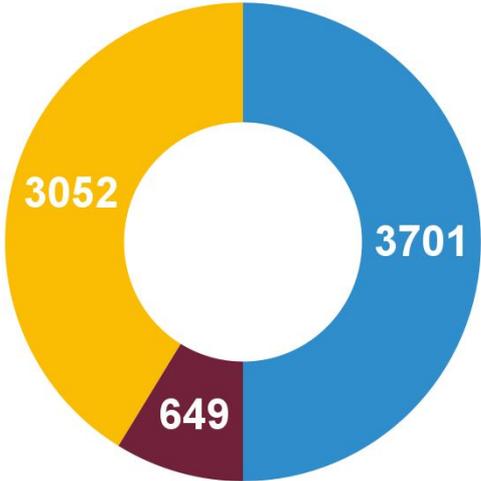
This is due to a cognitive or intellectual impairment and/or medical condition.

# OHR Advocacy at-a-Glance



# Special Assistance Data as of September 1, 2023

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





# Inpatient Treatment and Discharge Plan (ITDP) Process

John Pizzo, Advocate II

# What is an ITDP?

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

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

# Process Overview



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

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

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

# ITDP Meeting

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



# ITDP Meeting



The ITDP meeting shall include discussion of the following:

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

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

# Developing the ITDP

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

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

# After the ITDP Meeting



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

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

# After Discharging from the Hospital

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



# Post Discharge

3  
Days

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

7  
Days

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

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

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



# Why is the ITDP Important?

Ywchari Manos, Advocate

# The Importance of the ITDP

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



# The ITDP Supports Recovery and Outcomes

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



# Navigating the SMI Rights

Kisha Kimber, Advocate

# You Have Rights While Inpatient\*



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

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

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

# You Have Rights While Inpatient\*

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



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

# Navigating SMI Rights

There are several ways individuals can protect their SMI rights:

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

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

R9-21-203.A.8

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

# SMI Grievance and Appeal Process

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

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

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

The image shows two overlapping forms from AHCCCS. The top form is titled "POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM". The bottom form is titled "POLICY 446, ATTACHMENT A - AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM". Both forms contain the following fields:

- MEMBER/APPLICANT INFORMATION
- NAME (LAST, FIRST, MIDDLE INITIAL): \_\_\_\_\_ DATE: \_\_\_\_\_
- ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_
- ZIP CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_
- NAME OF INDIVIDUAL FILING FORM (IF DIFFERENT FROM ABOVE)
- NAME (LAST, FIRST, MIDDLE INITIAL): \_\_\_\_\_ DATE: \_\_\_\_\_
- ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_
- ZIP CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_
- DESCRIPTION OF APPEAL OR GRIEVANCE: (Please include dates, names, locations, also any other attempts to resolve the problem, attaching additional pages as necessary.)
- WHAT SOLUTION DO YOU WANT?

At the bottom of the forms, it says: "446, Attachment A - Page 1 of 2" and "Effective Dates: 07/01/16, 10/01/17, 08/01/19, 03/01/21" and "Approval Dates: 03/20/18, 06/30/19, 02/02/21".

# The Importance of the SMI Appeal Process

- It provides a path to disagree with a decision that was made about services.
- Allows guardians, designated representatives, or service providers to file an appeal.
- Services may continue during the appeal process when an appeal is filed timely.
- It could overturn a decision.
- It empowers voice and choice.
- It strengthens self-advocacy.

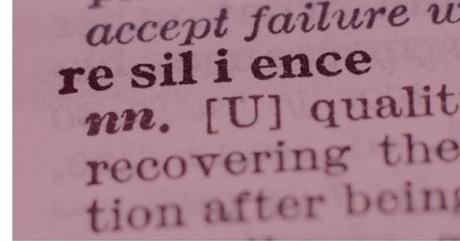
This is in accordance with [the Arizona Administrative Code R9-21-401](#)



# The Importance of the SMI Grievance Process

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





# Overview

## The Office of Individual and Family Affairs (OIFA)

Susan Kennard

OIFA Healthcare Advocacy Coordinator

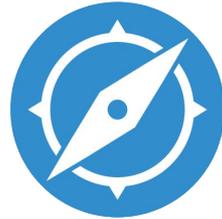
# OIFA Mission

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



# Office of Individual and Family Affairs (OIFA)

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



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

# Individual Voice and Education Events

AHCCCS Community Forums

Community Policy Workgroup

AHCCCS Hot Topics

Jacob's Law Training

Healthcare System Navigation

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

# Ending Stigma

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





# Advocacy Resources

Emily Lopex, Advocate

# Self-Advocacy While Inpatient

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



# Advocate of the Day



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

**2022  
Calls**



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

**1-800-421-2124**

# Community Education

OHR hosts 10 community education sessions every year:

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

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



# AHCCCS Website

[www.azahcccs.gov](http://www.azahcccs.gov)

# Navigating the AHCCCS Website



ENHANCED BY Google



Advanced search

HOME

AHCCCS INFO

MEMBERS/APPLICANTS

PLANS/PROVIDERS

AMERICAN INDIANS

RESOURCES

FRAUD PREVENTION

CRISIS?

## Transformative Healthcare SCHOLARSHIPS



MARICOPA  
COMMUNITY COLLEGES



Building the Health Care Workforce

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

[Notice of Non-Discrimination \(Aviso De No Discriminación\)](#)

[Español](#)

[Diné Bizaad](#)

[Tiếng Việt](#)

[繁體中文](#)

[العربية](#)

[Tagalog](#)

[한국어](#)

[Deutsch](#)

[Srpsko-hrvatski](#)

[日本語](#)

[Français](#)

[Русский](#)

[Ἰنگليز](#)

[فارسی](#)

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# Navigating the AHCCCS Website



## News & Updates

A listing of current AHCCCS News & Updates.



## Calendar

A list of upcoming events at AHCCCS



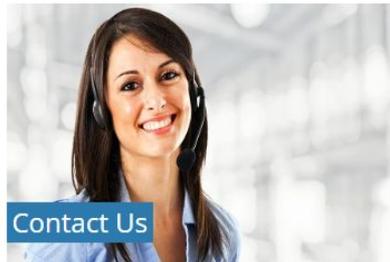
## Having a Crisis?

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



## Apply Now

Apply for AHCCCS Benefits at Health-e-Arizona Plus



## Contact Us

A list of contacts at AHCCCS



## Public Notices

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

# Health Plans, ACC-RBHA and TRBHA Contacts

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

# Resources: Rule and Statutes

## **Arizona Administrative Code:**

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

## **Arizona Revised Statutes:**

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

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

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



# Resources: Policies and Manuals

## AHCCCS Medical Policy Manual (AMPM)

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

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

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

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

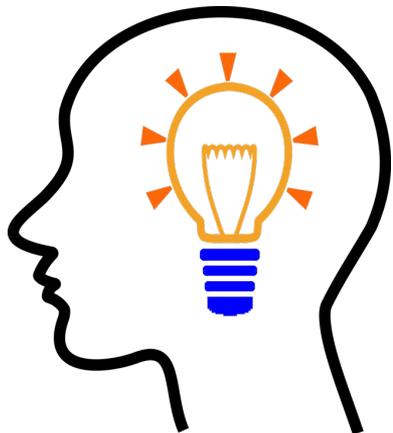
[Case Manager Requirements - AMPM 570](#)

## AHCCCS Contractor Operations Manual (ACOM)

[SMI Appeals-ACOM 444](#)

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

[SMI Grievance/Appeal Form](#)



# Additional Advocacy Resources

[AHCCCS OHR Web page](#)

[AHCCCS OIFA Web page](#)

[AHCCCS Related Acronyms](#)

[AHCCCS Contract and Policy Dictionary](#)

[AHCCCS Community Events Calendar](#)





# Upcoming Forums and Trainings

Autumn Ross, Advocate

# Upcoming AHCCCS Advocacy Training

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



10/26

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

# Upcoming Forums and Events

## AHCCCS Community Forum

Mon., 10/16, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

## Jacob's Law Training

Thurs., 10/19, 10:00 a.m. - 12:00 p.m. [Register in Advance](#)

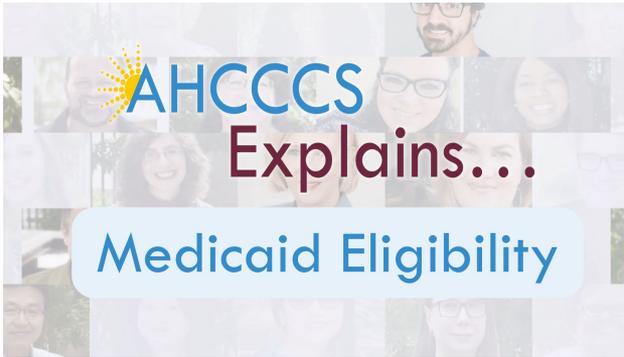
## OIFA Health Care Navigation

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

## OHR/OIFA: The Power of Collaboration and Advocacy

Thurs., 10/26, 1:00 p.m. - 2:30 p.m. [Register in Advance](#)

# Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

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

# Follow & Support AHCCCS on Social Media

facebook



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

Handle:

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

Handle:

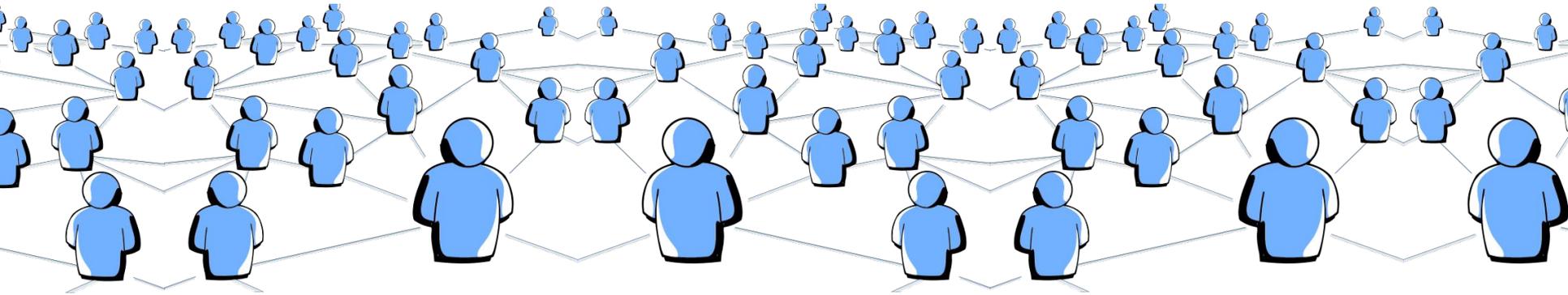
[@AHCCCSGov](https://www.instagram.com/AHCCCSGov)

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Channel:

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





*Please take the survey*

to help us better  
tailor meetings to  
meet your needs.



Questions?

Thank You.