

# Foster and Kinship Caregivers Resources



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## CONTACT INFORMATION

Children in foster care are enrolled with Comprehensive Medical Dental Program (CMDP) for physical health services and behavioral health services are provided by the Regional Behavioral Health Authority (RBHA)

### **Comprehensive Medical and Dental Program (CMDP)**

Member Services: 602-351-2245 or toll- free 1-800-201-1795

Foster Care and Adoptive Family Liaison: 1-877-KIDS-NEEDU or 1-877-543-7633

After Hours (DCS Child Abuse Hotline): 1-888-SOS-CHILD or 1-888-767-2445

Email: [CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov)

Website: <https://dcs.az.gov/services>

### **Mercy Care Arizona**

Foster Care Hotline: 602-633-0763

Children's Liaison: 602-453-8095

Member Services: 1-800-564-5465

Email: [DCS@mercycaresaz.org](mailto:DCS@mercycaresaz.org)

Website: [www.mercycaresaz.org](http://www.mercycaresaz.org)

### **Arizona Complete Health**

Foster Care Hotline: 1-844-365-3144

Children's Liaison: 520-809-6432

Member Services: 1-866-495-6738

Email: [AzCHDCS@azcompletehealth.com](mailto:AzCHDCS@azcompletehealth.com)

Website: [www.azcompletehealth.com](http://www.azcompletehealth.com)

### **Steward Health Choice Arizona**

Foster Care Hotline: 928-293-7038

Children's Liaison: 928-214-2370

Member Services: 1-800-640-2123

Email: [HCIC\\_dcs@steward.org](mailto:HCIC_dcs@steward.org)

Website: [www.stewardhealthchoiceaz.com](http://www.stewardhealthchoiceaz.com)

### **AHCCCS – Clinical Resolution Unit**

Phone: 1-800-867-5808

Email: [DCS@azahcccs.gov](mailto:DCS@azahcccs.gov)

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

## IMPORTANT INFORMATION – Fill In & Save

### MEMBER INFORMATION

<b>MEMBER NAME:</b>	<b>DOB:</b>
<b>AHCCCS OR CMDP ID:</b>	<b>BEHAVIORAL HEALTH PLAN:</b>
<b>PROGRAM INVOLVEMENT:</b> Dept. of Child Safety: <input type="checkbox"/> Division of Developmental Disabilities: <input type="checkbox"/> Juvenile Probation: <input type="checkbox"/>	
<b>MEDICATIONS:</b>	
<b>DIAGNOSES:</b>	
<b>ALLERGIES:</b>	

### PROVIDER CONTACT INFORMATION

<b>BEHAVIORAL HEALTH PROVIDER AGENCY:</b>	<b>EMAIL:</b>	<b>PHONE:</b>
<b>CASE MANAGERS NAME:</b>	<b>EMAIL:</b>	<b>PHONE:</b>
<b>CASE MANAGERS SUPERVISORS NAME:</b>	<b>EMAIL:</b>	<b>PHONE:</b>

### PHYSICAL & BEHAVIORAL HEALTH PLAN INFORMATION

**Mercy Care Arizona**

Foster Care Hotline: 602-633-0763  
Children's Liaison: 602-453-8095  
Member Services: 1-800-564-5465  
Email: [DCS@mercycaresaz.org](mailto:DCS@mercycaresaz.org)  
[www.mercycareaz.org](http://www.mercycareaz.org)

**Steward Health Choice Arizona**

Foster Care Hotline: 928-293-7038  
Children's Liaison: 928-214-2370  
Member Services: 1-800-640-2123  
Email: [HCIC\\_dcs@steward.org](mailto:HCIC_dcs@steward.org)  
[www.stewardhealthchoiceaz.com](http://www.stewardhealthchoiceaz.com)

**AHCCCS - Clinical Resolution Unit**

Phone: 602-364-4558  
In-State Toll Free: 1-800-867-5808  
Email: [DCS@azahcccs.gov](mailto:DCS@azahcccs.gov)  
[wwwazahcccs.gov/foster](http://wwwazahcccs.gov/foster)

**CRISIS**

Maricopa County: 1-800-631-1314  
Cochise, Graham, Greenlee, La Paz, Pima, Pinal,  
Santa Cruz and Yuma Counties: 1-866-495-6735  
Apache, Coconino, Gila, Mohave, Navajo and  
Yavapai Counties: 1-877-756-4090

**Arizona Complete Health**

Foster Care Hotline: 1-844-365-3144  
Children's Liaison: 520-809-6432  
Member Services: 1-866-495-6738  
Email: [AzCHDCS@azcompletehealth.com](mailto:AzCHDCS@azcompletehealth.com)  
[www.azcompletehealth.com](http://www.azcompletehealth.com)

**Comprehensive Medical and Dental Program**

Member Services: 602-351-2245  
In-State Toll Free: 1-800-201-1795  
Email: [CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov)  
<https://dcs.az.gov/services>

**Department of Child Safety**

Phone: 1-602-255-2500  
Foster Care & Adoption Phone: 1-877-543-7633  
DCS Child Abuse Hotline: 1-888-767-2445  
Email: [GeneralInquiries@AZDCS.gov](mailto:GeneralInquiries@AZDCS.gov)  
<https://Dcs.az.gov>

## PHYSICAL HEALTH Q&A

### How does a foster or kinship caregiver request a Primary Care Provider (PCP) Appointment?

A child in foster care can go to any AHCCCS registered provider. CMDP does not automatically assign a PCP. A caregiver can call CMDP for assistance with locating a PCP and/or scheduling an appointment.

See a list of AHCCCS registered providers at:

[www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/](http://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/)

### How do I arrange transportation to a doctor's appointment?

Call CMDP Member Services to arrange transportation services for physical health and your assigned behavioral health plan for behavioral health related appointments.

### Should I pay for any medical services, dental services, or prescriptions?

No. Do not ever pay for medical services, dental services, or prescriptions even if you are asked to do so. Contact CMDP if the provider has any questions.

### How soon after placement should I have the foster child seen by a doctor/dentist?

Children are required to see a doctor and a dentist within 30 days of placement. For emergent or medication needs, an acute visit with a doctor is recommended within the first 3 days, followed by a well check (EPSDT) visit within the first 30 days.

### A child has been placed with me but I do not have a CMDP card. How do I get one?

If you do not have a CMDP card, contact CMDP to have a card either emailed or mailed to you. You may contact CMDP by phone 602-351-2245 or 1-800-201-1795 or email [CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov).

### What do I do if I am at the pharmacy and the child is not in the system?

If the child is not in the system, do not pay for any prescriptions. Call the DCS Hotline or Foster Care and Adoptive Family Liaison for assistance. You can also contact CMDP member services who will be able to assist you and do a warm transfer to the Pharmacy Help Desk (available 24 hours a day).

## BEHAVIORAL HEALTH Q&A

### What types of behavioral health services can I consent to for children placed in my care by the Department of Child Safety (DCS)?

The foster or kinship caregiver can consent to and request assessment, evaluation and treatment for routine medical and dental treatment and procedures, including behavioral health services. Examples of behavioral health services caregivers **can consent** to include:

- Assessment and Service Planning
- Counseling and Therapy
- Rehabilitation Services
- Medical Services
  - Psychiatric evaluation
  - Psychotropic medication
  - Laboratory devices
- Crisis Intervention Services
- Behavioral Health Day Programs
- Support Services
  - Case management
  - Personal care services
  - Family support
  - Peer support
  - Respite
  - American Sign language or oral interpretation services
  - Transportation

The caregiver must notify their DCS Specialist and the caregiver's licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a foster child to be seen by a doctor of medicine, physician assistant, or registered nurse practitioner.

If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact the assigned behavioral health plan and AHCCCS Clinical Resolution Unit by email [DCS@azahcccs.gov](mailto:DCS@azahcccs.gov) or by phone 1-800-867-5808. Additional information on physical and behavioral health services for children in Foster Care can be found on the AHCCCS website: [www.azahcccs.gov/foster](http://www.azahcccs.gov/foster)

### What behavioral health services require DCS consent?

DCS must consent to:

- Inpatient assessment
- Inpatient psychiatric care services
- Behavioral Health Inpatient Facilities (also known as residential treatment services)
- Behavioral Health Residential Facilities (also known as therapeutic group homes)
- Home Care Training to Home Care Client (HCTC)

### How can I secure behavioral health services for a child in foster care?

Children in foster care are enrolled with Comprehensive Medical Dental Program (CMDP) for physical health services and a Regional Behavioral Health Authority (RBHA) for behavioral health services. If the child does not already have a behavioral health provider, a caregiver may request a rapid response assessment which can identify needed services and providers. If the caregiver is experiencing difficulty in identifying a provider or scheduling an appointment, he or she should contact the behavioral health plan for assistance (contact information located at the beginning of this document). If the caregiver is not satisfied with the health plan's responsiveness he or she should contact AHCCCS Clinical Resolution Unit at 602-364-4558.

If a behavioral health service has been determined medically necessary and is not initiated within 21 calendar days, the caregiver must notify both the behavioral health plan's Children's Liaison **and** AHCCCS Clinical Resolution Unit. After notification, any AHCCCS registered provider may be seen for the recommended

services (even when outside of the behavioral health plan's network). List of AHCCCS registered providers can be found at: [www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/](http://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/)

### What is a Rapid Response Assessment?

Rapid Response teams assess immediate needs and triage any crisis or trauma-related issues. Services provided by this team may include, but are not limited to: a behavioral health assessment, screening for developmental delays, support to the child/family placement, and connection to ongoing services. DCS is to refer all children to the local RBHA for a behavioral health assessment within 24 hours from the time they are initially removed from their homes. A Rapid Response Assessment must be initiated within 72 hours of notification to the behavioral health system that a child has been, or will be, removed from their home.

### Can I request a Rapid Response Assessment for a foster child in my care?

Yes— the caregiver may submit a request to the behavioral health plan for a rapid response assessment based on the need of the child. Assessments are required to take place within 72 hours after notice is received or within 2 hours for an urgent need.

### How quickly can a foster child access behavioral health services?

The behavioral health appointment standards for foster children are as follows:

- 72 hours from time of request for a Rapid Response (2 hours for a crisis response) – An initial in-home assessment for children entering into the Department of Child Safety (DCS) custody may be requested by DCS or the caregiver.
- 7 calendar days for a Behavioral Health Assessment (24 hours for an urgent need) – An appointment for an assessment by an assigned service provider after an initial referral or a request for ongoing behavioral health services.
- 21 calendar days for a service appointment – Following the determination of a medically necessary behavioral health need, the first appointment must be within 21 calendar days of the assessment. Behavioral health services should be provided at least monthly for the first six months after a child enters DCS custody.

### What is a Crisis Services?

A crisis is any situation in which a person's behaviors puts them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available. In a behavioral health emergency, contact your provider (if you have one) or call the Behavioral Health Crisis Line, available at no cost, 24 hours a day, 7 days a week. If needed, the Crisis Line can connect you to in-home supports within 2 hours in most areas of Arizona.

Crisis Line Services include dispatch of a mobile team, stabilization services over the phone, initiating rapid response assessment (for DCS-involved children), as well as warm transfers to representatives of the behavioral health plans.

If the crisis mobile team does not respond within two hours, call the crisis line and your behavioral health plan.

### What is a Child and Family Team (CFT)?

A CFT is a group of individuals that includes, at a minimum, the child and his or her family/guardian, foster or kinship caregiver, DCS Specialist, and a behavioral health representative. It may also include teachers, extended family members, friends, family support partners, healthcare providers, coaches and community resource providers, representatives from faith communities, other service systems like the Department of

Child Safety (DCS), Juvenile Justice (JJ) or the Department of Developmental Disabilities (DDD), and any individuals important in the child's life that are identified and invited to participate by the child and family.

#### Does DCS have to be kept updated on behavioral health services provided to foster children?

Yes, as part of the CFT, the DCS Specialist must have immediate knowledge concerning behavioral health services being provided to foster care for children on his/her caseload. If a DCS Specialist is not at a CFT, he or she will receive an update from the CFT facilitator.

#### Can a CFT still meet if the DCS Specialist is not available to attend in person or by phone?

Yes, although it is very important that the DCS Specialist continue to be involved in the CFT process, the foster or kinship caregiver can consent to changes in the service plan through the CFT.

#### How long does the behavioral health plan have to respond to a request for behavioral health treatment in an out-of-home treatment setting?

A request made by the foster or kinship caregiver for placement in a behavioral health out-of-home treatment setting due to the child displaying dangerous or threatening behavior will be responded to by the behavioral health plan as expeditiously as the child's health condition warrants but no later than 72 hours. In the event the behavioral health plan determines there is insufficient information to make a determination, the behavioral health plan will make concerted efforts to obtain the necessary information in order to make a determination within the 72 hour timeframe.

If the child is hospitalized due to the threatening behavior before a determination is made on the expedited request for behavioral health out-of-home treatment, the behavioral health plan will coordinate with the hospital and CFT to ensure that there is an appropriate and safe discharge plan prior to the date of anticipated discharge. Discharge planning begins at admission and should include the foster or kinship caregiver who can assist in discussion about the child's transition back into their home or to a new caregiver.

The behavioral health plan must collaboratively work with DCS to find an appropriate alternative placement for the member to be discharged when:

- a. It is unsafe for the member to return to the out-of-home placement, and/or
- b. It is unsafe for the out-of-home placement for the member to return.

In the event the request for a behavioral health out-of-home treatment setting is denied, the behavioral health plan will ensure medically necessary alternative services are provided. A caregiver may file an appeal or an expedited appeal with the behavioral health plan upon notification of denial.



## CAREGIVER SPECIFIC Q&A

What can I do to make sure services are provided following the determination that a service is medically necessary?

The foster or kinship caregiver can contact the assigned plan at any time, including CMDP or the behavioral health plan.

Can I take a foster child to the emergency department for behavioral health concerns?

The caregiver may take the child to a hospital for an assessment. The caregiver must notify DCS of the trip to the Emergency Department as soon as possible. Only DCS can provide consent if the child needs to be admitted.

Can a foster or kinship caregiver take a foster child directly to a psychiatric hospital for behavioral health concerns?

The caregiver may take the child to a hospital for an assessment. The caregiver must notify DCS of the trip to the Emergency Department and/or psychiatric hospital visit as soon as possible. DCS must provide consent if the foster child needs to be admitted.

If as a kinship caregiver, I have power of attorney for a child in my care, but DCS has custody, can I still consent to services such as a complete psychiatric evaluation?

Power of attorney is null once DCS has legal custody of the child (i.e. temporary custody, severed parental rights or dependent cases). However, if the child is placed by DCS with a kinship caregiver, the caregiver can consent to behavioral health services as previously described. This includes the ability to consent to a psychiatric evaluation.

How can I receive health treatment information for a child in foster care?

The caregiver must give the signed Notice to Provider Form received from DCS, to the treatment provider in order to receive a child's health treatment information. The health provider must provide records and information related to the child's condition and treatment to the caregiver.

Can I consent to terminate behavioral health treatment?

No — the termination of behavioral health treatment requires DCS consultation and agreement.

Can I refuse consent for medically recommended behavioral health treatment?

If the caregiver disagrees with the behavioral health treatment recommended through the CFT, the team, which includes the caregiver and DCS Specialist, should reconvene and discuss the recommended treatment plan. Only DCS can refuse consent to medically recommended behavioral health treatment.

How do I present concerns or complaints to the health plan?

To support timely access to services, a caregiver may contact the health plan and AHCCCS points of contact at any time to report that a needed appointment has not yet been scheduled. Advanced notification gives the health plan the opportunity to proactively locate a network provider.

In addition, each Health Plan has a grievance and appeal process where members and their representatives can present concerns about their health care such as denials of requests for services, failure to receive services

in a timely manner, or inability to find a provider. Contact the Health Plan's Grievance Department for assistance and more information.

### What can I do if the pharmacy says that a medication is not covered because the child is not showing up in the system?

When a child is placed in foster or kinship care by DCS, the caregiver does not need to pay for any necessary medical services, dental services or prescriptions even if he or she is asked to. The caregiver should contact their DCS Specialist who will arrange to have the medication covered.

**DCS Warm Line:** 1-877-KIDS-NEEDU or 1-877-543-7633 option 3 (M-F 8:15-4:30) or  
**After Hours (DCS Child Abuse Hotline):** 1-888-SOS-CHILD or 1-888-767-2445.

### When should a foster or kinship caregiver complete a Significant Incident Report form?

The caregiver must immediately (as soon as possible) notify DCS and the caregiver's licensing agency (if applicable) if the child experiences a serious illness, injury, or mental health crisis requiring hospitalization or emergency room treatment, unexplained marks or bruises, an accident involving injury or trauma, behavior not witnessed before and any other unusual incident that seriously jeopardized the health, safety, or well-being of a child. The caregiver must also document the incident by filling out the Significant Incident Report form. This Significant Incident Form (CSO-1151A) can be found here: <https://dcs.az.gov/data/dcs-forms> in the Foster Care/Kinship Care category on the DCS web site.

Additionally, the caregiver must notify DCS and the caregiver's licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a child to be seen by a doctor of medicine, physician assistant, or registered nurse practitioner.

## ADDITIONAL RESOURCES

### **AHCCCS Resources for Foster/Kinship/Adoptive Families** - [www.azahcccs.gov/foster](http://www.azahcccs.gov/foster)

Provides information on AHCCCS physical and behavioral health plans, reports, data and policy updates.

### **DCS Foster Family Resources** - <https://dcs.az.gov/foster-adoption/resources/family-resources>

Provides contact information for many resources throughout the state including non-profit organizations, child care, faith-based resources, etc.

### **Arizona Family Resources** - <http://www.azfamilyresources.org>

Provides resources for families, ranging from medical, educational, legal, etc. Also has a large calendar of events covering the entire State.

### **Behavior Health Services for Children in Foster, Kinship & Adoptive Care Flyer**

[https://www.azahcccs.gov/Members/Downloads/Resources/BHSFosterCare\\_Rev092018.pdf](https://www.azahcccs.gov/Members/Downloads/Resources/BHSFosterCare_Rev092018.pdf)

### **Crisis Services for Children in Foster, Kinship & Adoptive Care Flyer**

[https://www.azahcccs.gov/Members/Downloads/Resources/CrisisFosterCare\\_Rev092018.pdf](https://www.azahcccs.gov/Members/Downloads/Resources/CrisisFosterCare_Rev092018.pdf)

### **No Wait Lists! Flyer**

[https://www.azahcccs.gov/AHCCCS/Downloads/NoWaitList\\_06182018\\_English.pdf](https://www.azahcccs.gov/AHCCCS/Downloads/NoWaitList_06182018_English.pdf)