|  |
| --- |
| **Overview** |

The purpose of the Psychiatric Rehabilitation Progress Report (PRPR) is to demonstrate the effectiveness of rehabilitation services and the promotion of recovery in the lives of individuals served through:

* For Regional Behavioral Health Authority (RBHA) Contractors, measuring adherence to the Interagency Service Agreement (ISA) between Arizona Health Care Cost Containment System (AHCCCS) and Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA), including Statewide Collaborative Protocols.
* Monitoring the promotion of employment services for the members served, including employment services provided through the Contractor, and the promotion of the ADES/RSA.
* Monitoring the provider service array to make sure there are an adequate number of employment choices for the members served.
* Assessing employment outcomes as a quality of life indicator for *all* individuals, regardless of diagnosis.

**Timeframes**

* Contractors shall complete and submit a Psychiatric Rehabilitation Progress Report.

Submission: Due to AHCCCS on:

FFYQ1: Oct-Dec January 15

FFYQ2: Jan-Mar April 15

FFYQ3: Apr-Jun July 15

FFYQ4: July-Sept October 15

**General Instructions**

* ACC-only Contractors: Only one PRPR is to be completed by the Contractor, separated out by region.
* ACC and RBHA Contractors: One PRPR for ACC and one PRPR for SMI separated out by regions within each.
* The submission of the PRPR shall include a cover page listing the following: Contractor name; Region(s) served; Federal Fiscal Year, and Quarter. This information will also be included in the footer on each page.
* For RBHA Contractors, RSA programmatic data is submitted to the AHCCCS/DHCM, Employment Administrator separately. The information requested in this report is accessible to the Contractor without any needed coordination with RSA.

|  |
| --- |
| **Regions** |

For RBHA Contractors, below is a list of the different regions served per Contractor.

**Health Choice Arizona**: North – Mohave, Yavapai, Coconino, Gila, Navajo, and Apache counties

**Arizona Complete Health**: South – Pima County; Pinal County; Rural Counties (La Paz, Santa Cruz, Cochise, Graham, Greenlee); Yuma County

**Mercy Care**: Maricopa County

For ACC Contractors, below is a list of the different regions served per Contractor.

**Banner University Family Care**: Central Region (Maricopa, Gila, Pinal); Pima County; Southern Counties (Yuma, La Paz, Santa Cruz, Cochise, Graham, Greenlee)

**Care 1st**: Central Region (Maricopa, Gila, Pinal); North Region (Mohave, Yavapai, Coconino, Navajo, Apache)

**Health Choice Arizona**: Central Region (Maricopa, Gila, Pinal); North Region (Mohave, Yavapai, Coconino, Navajo, Apache)

**Arizona Complete Health**: Central Region (Maricopa, Gila, Pinal); Pima County; Southern Counties (Yuma, La Paz, Santa Cruz, Cochise, Graham, Greenlee)

**Magellan Complete Care**: Central Region (Maricopa, Gila, Pinal)

**Mercy Care**: Central Region (Maricopa, Gila, Pinal)

**United Healthcare Community Plan**: Central Region (Maricopa, Gila, Pinal); Pima County

|  |
| --- |
| **Methodology** |

1. **Referrals to Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR)**

For RBHA Contractors, a “referral” is defined as both a referral packet being provided by the Behavioral Outpatient Clinic/Integrated Clinic to RSA/VR and the member being placed into RSA/VR status code 00, which reflects the member has expressed interest in participating in the RSA/VR program. Due to the ISA, AHCCCS receives the data of new referrals from RSA/VR.

For ACC Contractors, a “referral” means a referral packet was provided to RSA/VR for a member interested in pursuing the RSA/VR program. ACC Contractors are to track members being referred to RSA/VR, as reported by the Behavioral Outpatient Clinics/Integrated Clinics, utilizing the following format for tracking referrals made to RSA/VR:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Referrals To:** | **Month - Year** | **Month - Year** | **Month - Year** | **Total** |
| RSA/VR, as reported by subcontracted Provider sites |  |  |  |  |

With seven different Contractors (health plans) and with Providers that may be contracted with multiple health plans, it is important to have consistency for when the Providers are submitting RSA/VR referral data to the different health plans. This data is usually submitted to the health plans by the Providers on a monthly basis in the form of a monthly report. In order to capture this data and remain consistent across the state, RBHA and ACC Contractors should use the following table that Providers would send to the Contractors on a monthly basis. Providers are going to be responsible for knowing which members are enrolled with which Contractor, and submit the member information accordingly.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provider Organization Name** | **Site / Location** | **Member Name  (Last, First)** | **AHCCCS ID #** | **Referral Date** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

For both RBHA and ACC Contractors, this section shall also include:

* New activities being done around the emphasis on the importance of the partnership between the Contractor and RSA/VR
* New activities the subcontracted providers are doing to support mutual members throughout the VR program
* Any other pertinent information
* Any new reporting items, as determined by the AHCCCS/DHCM, Employment Administrator

1. **Provider Service Array**

In order to provide a continuum of employment services between the ADES/RSA service system and the AHCCCS service system (e.g. prevocational and extended supported employment services), RBHA and ACC Contractors and ADES/RSA will utilize, as needed and appropriate, service providers who are contracted with both the Contractor and ADES/RSA. Contractors and ADES/RSA shall develop and implement contracts with community providers to meet the vocational needs of persons determined Serious Mental Illness (SMI) within the region and ensure that there is an adequate number of dedicated staff to provide those services.

The following table shall include:

* *Provider Name* – Name of agency.
* *Counties Served*– List of counties the agency provides services in.
* *Funding Source* – Whether only contracted with the Contractor or mutually contracted with ADES/RSA
* Contractor only
* Contractor and ADES/RSA

Mark those agencies that are mutually contracted with both the Contractor and ADES/RSA in **bold print**.

|  |  |  |  |
| --- | --- | --- | --- |
| **Provider Name** | **Counties Served** | **Funding Source** | **New Provider**  **Y/N** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. **Workforce Competencies**

In effort to ensure provider staff at each Integrated Clinic (Provider Type IC) and each Behavioral Outpatient Clinic (Provider Type 77) offering behavioral health services, especially fully dedicated employment/rehabilitation provider staff, are receiving the appropriate support to achieve competence in the Workforce Competencies as specified in ACOM Policy 447, the Contractor shall monitor provider activities that support staff development and professional development.

These clinical staff personnel are supervised by the providers they are employed with, and it’s understood that not all supervisors of these staff fully understand or comprehend employment services and supports. The Contractor will make sure clinical staff is receiving the technical assistance and support necessary for staff to achieve these competencies.

Contractor monitoring will be established through the Workforce Development Alliance’s Annual (Provider) Workforce Development Plan and reported by the Contractor Employment/Vocational Administrator in this section. The details on the monitoring requirements will be established collaboratively by AHCCCS and the Contractors. Once the monitoring requirements are determined, it will be submitted to the Workforce Development Alliance to finalize, approve, and implement.

The following considerations will be made when collaboratively establishing the content for the Annual (Provider) Workforce Development Plan:

* Assessing providers’ understanding and comprehension of employment services and supports, as specified in ACOM Policy 447
* Competency Review Tool Training for Supervisors
* Provider monitoring of the Workforce Competencies as specified in ACOM Policy 447
* Contractors technical assistance to providers to ensure accurate and appropriate supervision, coaching, and mentoring activities are being performed
* Other requirements as determined

1. **Member Engagement**

Contractors shall ensure that subcontractors are engaging in employment discussions with members that are explicitly expressing interest in employment or employment-related supports and services, as well as with members NOT explicitly expressing interest in employment or employment-related supports and services.

Provide updates on Contractor activities and strategies that support the Providers to be able to adhere to the practices and principles in the agreed upon Annual (Provider) Workforce Development Plans.

1. **AMPM Policy 310-B and AHCCCS Behavioral Health Services Matrix**

Contractors shall ensure that subcontractors are billing correctly when providing employment services.

Provide updates on Contractor activities and strategies that support the Providers to be able to adhere to the practices and principles in the agreed upon Annual (Provider) Workforce Development Plans.

1. **Arizona Disability Benefits 101 (AZ DB101)**

Contractors shall ensure that subcontracted employment staff are creating an active, personal AZ DB101 account; assisting members in creating their own AZ DB101 accounts; completing AZ DB101 calculator sessions (full versions and quick estimates) with members; accurately interpreting and analyzing results with members who may require an extra level of understanding; and when necessary, assisting members in accessing the different types of Social Security and/or AHCCCS work incentives.

Provide updates on Contractor activities and strategies that support the Providers to be able to adhere to the practices and principles in the agreed upon Annual (Provider) Workforce Development Plans.

1. **Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR)**

Contractors shall ensure that subcontracted employment staff are referring members interested in employment to the RSA/VR program, which includes education about and supporting members to make informed decisions about RSA/VR. Subcontractor employment staff shall also be educated on RSA/VR processes, services, and terminology, including, but not limited to, eligibility criteria, Order of Selection (OOS), and VR status codes.

Provide updates on Contractor activities and strategies that support the Providers to be able to adhere to the practices and principles in the agreed upon Annual (Provider) Workforce Development Plans.