

POPULATION TYPE	CASE MANAGEMENT INTENSITY	MAXIMUM CASELOAD RATIO	CONTACT REQUIREMENTS
Individuals with a Serious Mental Illness (SMI) designation	Assertive Community Treatment (ACT) (Not eligible to be a blended caseload in any scenario)	10:1*	Contacted by assigned provider case manager daily or as needed, at minimum four contacts weekly, per Substance Abuse and Mental Health Services Administration (SAMHSA) Fidelity Requirements.
Children	High Needs (Not eligible to be a blended caseload without prior AHCCCS approval)	25:1	Contacted by assigned provider case manager every 30 days, or more often as needed.
Individuals with an SMI designation, General Mental Health/Substance Use (GMH/SU), Children	Supportive (Eligible to be a blended caseload with other members who need Connective case management)	30:1**	Contacted by assigned provider case manager at a minimum, every 30 days, or more often as needed.
Individuals with an SMI designation, GMH/SU, Children	Connective (Eligible to be a blended caseload with other members who need Supportive case management)	70:1**	Contacted by assigned provider case manager at a minimum, every 90 days, or more often as needed.

*10:1 ratio effective 10/01/25.

**Caseload maximum only applicable to individuals with an SMI designation. Reporting of adult GMH/SU members is only required for blended case manager caseloads to ensure maximums are not exceeded.