

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

Section 10.6 **Coordination of Care for Referrals to In-Network GSA 1 NARBHA
Inpatient and Chemical Dependency (CD) Residential Facilities**

- 10.6.1 [Introduction](#)
- 10.6.2 [References](#)
- 10.6.3 [Definitions](#)
- 10.6.4 [Did you know...?](#)
- 10.6.5 [Objectives](#)
- 10.6.6 [Procedures](#)

10.6.1 Introduction

NARBHA has established in-network inpatient and CD residential services for all NARBHA members eligible for those services across the GSA Region 1 in order to provide accessible and available inpatient/residential treatment. These inpatient beds are located at Mohave Mental Health Clinic (MMHC) in Kingman, West Yavapai Guidance Clinic (WYGC) in Prescott, The Guidance Center (TGC) in Flagstaff, Mingus Center in Cottonwood and Community Counseling Center (CCC) in Pinetop. CD residential beds are located at The Guidance Center (TGC) in Flagstaff, West Yavapai Guidance Clinic (WYGC) in Prescott, and Verde Valley Guidance Center (VVGC) in Cottonwood.

Although each inpatient and CD residential facility has a defined primary service area, individuals may be admitted to any in-network GSA 1 NARBHA facility if the primary facility is full or, in case of an emergency admission, to the nearest in-network GSA 1 inpatient facility.

In the event that all in-network GSA 1 inpatient and CD residential facility beds in the NARBHA region are full, based on member eligibility, individuals may be eligible for admission to other out-of-network inpatient or CD residential facilities.

In no case may a NARBHA inpatient facility deny an emergency admission to an individual based on geographic or Responsible Agency (RA) enrollment considerations.

Unless a person requests an emergency admission to an inpatient facility that is different from the primary facility, the primary inpatient facility will accept the eligible person.

- An example of when a person may request a different inpatient facility includes having non-NARBHA insurance coverage for inpatient stays at a facility different from the primary facility.
- An inpatient facility may not permit an uncertainty about payment to interfere with its obligations.
- Alternative payers or payment options including self-pay may be discussed and arranged once the emergency behavioral health condition has been stabilized.

Arizona Department of Health Services

Division of Behavioral Health Services

PROVIDER MANUAL

NARBHA Edition

For persons presenting outside of the NARBHA geographic service area and who require emergency psychiatric hospitalization, no prior authorization is necessary for admission to the closest inpatient facility. The eligible person will be considered for transfer to a NARBHA in-network GSA 1 facility as soon as possible if the total length of stay is anticipated to be greater than 72 hours. See DBHS/NARBHA Policy [3.14 Securing Services and Prior Authorization](#).

10.6.2 References

[R9-20-101](#)

10.6.3 Definitions

[Emergency Behavioral Health Service](#)

[On-call](#)

[Licensed Capacity](#)

[Inpatient Treatment Program](#)

10.6.4 Objectives

To ensure the proper process for referral of eligible NARBHA members to NARBHA's in-network GSA 1 inpatient facilities and CD residential beds.

10.6.6 Procedures

Primary inpatient facility designations

- Individuals presenting in Mohave County (MMHC and Southwest Behavioral catchment area) are initially referred to MMHC facility.
- Individuals presenting in Coconino County (TGC, Southwest Behavioral and Community Behavioral Health Services (CBHS) catchment areas) are initially referred to TGC facility.
- Individuals presenting for inpatient care in the Verde Valley Guidance Center (VVGC) catchment area are initially referred to Mingus Center facility.
- Voluntary individuals presenting in Yavapai County (WYGC and Southwest Behavioral) catchment area are initially referred to WYGC facility. Individuals presenting for involuntary inpatient care in that area are referred to the Mingus Center facility.
- Individuals presenting in Apache and Navajo Counties (CCC, Hopi Guidance Center (HGC), Little Colorado Behavioral Health Centers (LCBHC) and Community Bridges catchment areas) are initially referred to CCC facility.

Primary CD residential facility designations

- Individuals presenting in Mohave and Yavapai Counties are initially referred to the WYGC facility.

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

- Individuals presenting in Coconino, Apache and Navajo Counties are initially referred to the TGC facility.
- Female individuals enrolled as Seriously Mentally Ill (SMI) and with chemical dependency disorders presenting from any area may be referred to the gender-based Verde Valley Guidance Center (VVGC) CD residential treatment facility.

Qualifications for prior authorization denials:

Denials for prior authorization of admissions and continued stays in inpatient facilities are the responsibility of NARBHA.

An in-network inpatient or CD residential facility may not deny the psychiatric appropriateness for emergency admission when an eligible person has been determined to need admission by an RA behavioral health professional.

Concerns about medical stability or fragility should be satisfactorily concluded between the referring RA medical practitioner and the accepting inpatient or CD residential facility medical practitioner.

When a person inquires about financial liability for emergency services and treatment:

- CD residential treatment is not considered an emergency service.
- If a person inquires about his or her obligation to pay for emergency services, such an inquiry should be answered by a staff member who has been well trained to provide information regarding potential financial liability. This staff member must clearly inform the person that, notwithstanding the person's ability to pay, the provider stands ready and willing to provide a crisis assessment and stabilizing treatment, if necessary.
- Crisis staff and inpatient staff should encourage any person who believes that he or she may have an emergency behavioral health condition to remain for the crisis assessment and to defer further discussion of financial responsibility issues until after the assessment has been performed. If the person chooses to withdraw his or her request for assessment or treatment, a staff member with appropriate behavioral health training must discuss the behavioral health issues related to a "voluntary withdrawal."
- **Voluntary withdrawal.** If an individual chooses to withdraw his or her request for a crisis assessment or treatment, the crisis worker or inpatient facility must perform the following:
 1. offer the individual further assessment and treatment within the staff and facilities available to the individual or at the inpatient facility as may be required to identify and stabilize an emergency behavioral health condition, and which may include a detailed outpatient crisis plan;
 2. inform the individual of the risks and benefits of such assessment and treatment, and of the risks and benefits of withdrawal prior to receiving such assessment and treatment; and

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

3. take all reasonable steps to secure the individual's written informed consent to refuse such assessment and treatment. The medical record should contain a description of the assessment, treatment, or both, if applicable, that was refused.
4. consider and document if the individual meets the criteria for T36 involuntary services.

Referral and admission procedures to in-network GSA 1 inpatient facilities

- Once an RA behavioral health professional has determined the need for admission for inpatient psychiatric care, the RA designated staff contacts the individual's primary facility's designated staff to arrange admission.
- Appropriate "on-call" staff from both agencies, including the medical practitioner of the referring facility and the accepting inpatient facility's medical practitioner is available as necessary within 15 minutes of the referral to the facility to discuss the referral and to make necessary arrangements to facilitate the transfer and admission of the individual.

Referral and admission procedures to in-network GSA 1 CD residential facilities

- RAs ensure timely transmission of clinical information relevant to the admission to the receiving CD residential facility.
- At this time, it is the responsibility of the RA referring staff to determine the need for CD residential services utilizing ASAM criteria. This service will require prior authorization some time in the future by NARBHA.

It is the responsibility of the CD residential facility to prioritize the admissions and give the first-available bed to the new referral as per Section [3.21 Service Prioritization for Non-Title XIX/XXI Funding](#).

- The CD residential facility must provide the RA referring staff with the first available admission date for that referral within 24 hours of the referral.
- In the event that the first available admission date does not fully meet the treatment needs of the member, the referring RA develops interim service plans until the admission date or refers to the other CD residential block-purchased facilities.

Referrals to out-of-network inpatient and CD residential facilities when GSA 1 in-network facility capacity has been exceeded

- Eligible members who have an inpatient hospital or CD residential benefit may receive that service at an out-of-network inpatient or CD residential facility when all NARBHA in-network GSA 1 facility beds are at licensed capacity.
- The cost of care is assigned to the RA where the person is enrolled.
- In order to ensure that NARBHA or the RA does not incur expenses for an out-of-network service, the primary inpatient or CD residential facility may be responsible for payment of the out-of-network service if it is determined that there was in-network bed availability at the time the referral was denied for lack of beds.
- Eligible persons in out-of-network inpatient or CD residential facilities are transferred back to an in-network inpatient facility as soon as possible if their anticipated length of stay is going

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

to be longer than 72 hours, unless the service is covered by a Medicare DRG payment which pays a lump sum for the entire episode of care.

Enrollment of un-enrolled individuals referred for inpatient facility services.

- In order to ensure receipt of service value and because of the depth of clinical information gathered during an inpatient stay, enrollment in the NARBHA system for eligible persons is the responsibility of the RA at which the inpatient facility is located, unless otherwise arranged with the referring RA.
- A completed DBHS Core Assessment is not required prior to admission in emergency situations as per Section [3.9 Intake, Assessment and Service Planning](#). In an emergency situation, the person's immediate clinical needs must be initially addressed.
- Members who are enrolled as SMI by the inpatient facility's physician are presumed to be SMI by the member's RA for continued services until a new SMI determination is completed.

Inpatient and CD residential facilities' bed management

- NARBHA requires the in-network GSA 1 inpatient and CD residential facilities to manage their bed capacity to ensure that their beds are available and accessible to NARBHA-eligible individuals. Each inpatient and CD residential facility provider must implement internal utilization review procedures to ensure that care is based on DBHS admission and continued stay authorization criteria and for CD residential services on ASAM criteria for this level of care and that individuals are discharged from inpatient and CD facilities when they no longer meet these criteria.
- Each facility has a licensed capacity based on the number of beds approved by licensure.
- Each inpatient facility may begin voluntary admission diversions when bed capacity is two or less than the licensed capacity.
- While NARBHA has an approximate number of beds per day that have been purchased as part of a block-purchase, this in no way should be construed as a daily census cap for NARBHA members. Eligible persons should be admitted based on need and overall bed availability, not on the approximate number of beds per day in the block-purchase.
- NARBHA has block-purchased bed-days on an annualized basis and may make mid-year adjustments either up or down dependent on actual utilization.
- Eligible individuals referred for admission to their primary inpatient or CD residential facility must be admitted to the primary inpatient or CD residential facility if a bed is available.
- Except in the case of T36 referrals, inpatient facilities may not preferentially prioritize or deny admissions before full licensed capacity has been met. (For example, beds may not be saved for unknown potential admissions when a known admission is referred).
- In all cases, Title 36 individuals have priority for inpatient facility beds in the county in which Title 36 proceedings were initiated.
- In the event that an inpatient facility is nearing licensed capacity or at capacity, the medical staff is responsible for decisions regarding capacity management to ensure availability and accessibility.

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

- Decisions to discharge or to transfer an individual should be based on the acuity of individuals affected by the decision, the legality and logistics of transferring new or existing inpatients and continuity of care considerations.
- Precipitous disruptions in the care of current inpatients in order to admit a new individual are to be avoided if at all possible. Current inpatients may be considered for transfer to accommodate a new admission when there is a need to accept a T36 referral, when a person is from or will be relocating to the RA of the secondary inpatient facility at discharge, when the clinical needs of the person can be appropriately met at the new facility and when the person agrees to the transfer.

Decisions to manage inpatient and CD residential facility capacity may include:

- Discharging current inpatients/residents considered discharge-ready to accommodate new admissions;
- Negotiating timing of admissions based on the safety level of the new admissions (for example, delaying admissions of individuals in secure environments briefly while an inpatient/resident is being discharged);
- Transferring current inpatients/residents to another in-network GSA 1 inpatient or CD residential facility; or
- Referring new admissions to secondary in-network GSA 1 inpatient or CD residential facilities.

Referral to secondary inpatient and CD residential facilities due to capacity issues

- Definition of “referring RA”
 - If an individual has not been admitted yet, the “referring RA” is the RA determining the need for hospitalization or CD residential services;
 - If a current inpatient/resident must be referred to a secondary inpatient or CD residential facility, “the referring RA (or Mingus Center)” is the inpatient or CD residential facility.
- The referring RA is responsible for contacting and communicating with the receiving facility to arrange for admission, transfer and transportation to the facility.
- Distance, facility occupancy, and other considerations are taken into account in making decisions about which individuals to refer/transfer and in choosing which secondary inpatient or CD residential facility to use.
- When the primary inpatient or CD residential facility is unable to accept an eligible referral, the primary inpatient or CD residential facility contacts the other in-network GSA 1 inpatient facilities to determine alternate bed availability. This information with contact names and phone numbers is given to the referring RA within 15 minutes of the referral for inpatient care or 24 hours for CD residential care. The referring RA then completes the inpatient or CD residential referral process with the secondary inpatient or CD residential facilities.

Notification to other inpatient facilities when near bed capacity maximum

- When an inpatient facility is nearing its bed capacity maximum, the facility should put the other inpatient facilities on alert by contacting the directors of nursing or their designees at each inpatient facility so that they may begin to make accommodations.

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

Referral to secondary inpatient facility due to involuntary status

- Eligible WYGC members who were initially involuntary (T36) and convert to voluntary status while at Mingus Center, or who are WYGC or SWBHS members and have converted to court-ordered status (C36) and who are in need of continued inpatient services should be considered for transfer to the WYGC inpatient facility if their projected length of stay is going to be longer than 72 more hours; otherwise the person should complete their inpatient stay at Mingus Center. In cases where WYGC inpatient facility does not have an available bed or the WYGC or SWBHS member chooses to complete the voluntary inpatient care segment at Mingus Center, the member may remain at Mingus Center.

Transportation Responsibilities

- For court-ordered evaluations (COE) or during a COE inpatient stay
 - County law enforcement agencies are responsible for the transportation of Title 36 individuals to and from inpatient facilities for court-ordered evaluations as per county contracts.
 - If the person requires transportation for evaluation of a medical condition, such as to an emergency room for evaluation of chest pain, seizure, etc, the responsible entity is:
 - AHCCCS Health Plan for TXIX/TXXI members,
 - Insurance plans for insured individuals.
 - County or self-pay for all other individuals.
- For transportation needs during voluntary treatment
 - The referring RA (see above definition of “referring RA”) is responsible for arranging and assisting the individual referred for inpatient or CD residential admission.
 - Arrangements for transportation are based on clinical acuity/dangerousness.
 - Medically necessary transportation is a covered service for Title XIX and Title XXI eligible persons. Transportation is arranged for by the referring RA.
 - Since timely discharges are frequently dependent on transportation issues, the arrangement of transportation of a person to his/her home community upon discharge is the responsibility of the inpatient or CD residential facility. The service value/costs of that transportation service are borne by the RA in which the member is enrolled, or the individual, depending on the member’s benefits.
- During voluntary or COT inpatient stay for behavioral health purposes, such as transfers between inpatient facilities or to other agency facilities:
 - For persons with a non-emergency transportation benefit:
 - the inpatient facility, in consultation with the member’s RA, determines the type of transportation based on clinical needs (ambulance, supervised, locked, self, etc.)
 - the inpatient facility arranges transportation so that timing of transport and readiness of the individual is appropriate.
 - the RA of the enrolled member authorizes and pays for transportation.
 - emergency transportation is never prior authorized.
 - For persons without a non-emergency transportation benefit:

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

- the inpatient or CD residential facility determines and arranges transportation dependent on clinical needs.
- the individual or other insurer pays for transportation.

Coordination of care between the inpatient and CD residential facility providers and outpatient providers

- It is the responsibility of the individual's outpatient clinical team to ensure coordination of care and maintenance of continuity of care between inpatient and CD residential services and outpatient settings.
- It is the responsibility of the inpatient and CD residential facility to notify the RA clinical designee about admissions and pending discharges.
- Discharge summaries should be completed within 14 days as per licensure and sent to the RA outpatient clinical team.

Medications

- Individuals in the community, who are referred for inpatient or CD residential facilities, are encouraged to bring their current medications in their original bottles to the facility in order to reconcile medications, dosages and adherence.
- Inpatient and CD residential facilities may, at their discretion, request that members being transferred from one inpatient or CD residential facility to another arrive with enough medications to last until the next pharmacy delivery in order to ensure continued appropriate administration of medications.
- Prescriptions, when needed, are provided at discharge sufficient to last until the first post-discharge follow-up service with the outpatient medical practitioner.

Discharge Planning and Appointments

- Discharge planning is the primary responsibility of the inpatient and CD residential facility treatment team with input and collaboration from the individual's referring RA clinical team.
- If at all possible, the inpatient and CD residential facility will notify the outpatient RA clinical team of discharges 24 hours prior to discharge so that appropriate arrangements may be made.
- To determine if a person hospitalized at a secondary inpatient facility should be discharged from the secondary inpatient facility directly to outpatient services or transferred to the primary inpatient facility for continued inpatient services:
 - If the person was a transfer from a primary inpatient facility to a secondary inpatient facility, the primary inpatient facility must be contacted prior to discharge to determine if the person should be transferred back or discharged to outpatient services directly;
 - For all other persons, the person's RA clinical team should be contacted prior to discharge for discharge planning.
- The first post-discharge follow-up face-to-face clinical service is scheduled prior to discharge at the outpatient provider as part of the discharge plan.
- For inpatient services, the outpatient provider must provide this first post-discharge follow-up service in a timely fashion ideally within 7 days after discharge, but no later than 30 days as

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

clinically appropriate. See Section [3.8 Outreach, Engagement, Re-Engagement and Closure](#).

- The outpatient provider must prioritize appointments within seven days of discharge with a medical practitioner if a person discharged on medications and must schedule an appointment with a medical practitioner within a timeframe that ensures that the person does not run out of any needed psychotropic medications and within a timeframe indicated by clinical need, preferably within 7 days, but no later than 30 days from the discharge date. See Section [3.2 Appointment Standards and Timeliness of Service](#). See Section [3.8 Outreach, Engagement, Re-Engagement and Closure](#).