

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

Section 8.2 Independent Case Review

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8.2.1 Introduction

ADHS/DBHS is required to oversee the performance of an Independent Case Review (ICR) to ascertain the extent to which established guidelines regarding access to services, timeliness of services and quality outcomes are being adhered to in the public behavioral health delivery system. The Independent Case Review is an annual evaluation of the statewide behavioral health system, conducted by a Professional Review Organization, to assess contractor performance and to identify areas of needed improvement in the provision of behavioral health services. Currently, the evaluation process is primarily conducted through case reviews but may also involve interviews of behavioral health recipients or others involved (e.g., service providers) when deemed necessary. Independent Case Review findings are utilized to improve care for persons receiving behavioral health services. This section provides an overview of the Independent Case Review and describes expectations for behavioral health providers to assist with:

- Implementation of the Independent Case Review Tool; and
- Implementation of any recommended actions to improve performance.

8.2.2 References

The following citations can serve as additional resources for this content area:

- [AHCCCS/ADHS Contract](#)
- [ADHS/RBHA Contracts](#)
- [ADHS/TRBHA IGAs](#)
- [Independent Case Review Tool](#)

8.2.3 Scope

To whom does this apply?

All enrolled persons, their behavioral health records and service providers may be part of the Independent Case Review.

8.2.4 Did you know...?

- An independent entity, also known as a Professional Review Organization, conducts the Independent Case Review.

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- Independent Case Review results are used to assess the quality of behavioral health services.
- Each standard in the Independent Case Review Tool has a pre-determined level of performance established by ADHS/DBHS.

8.2.5 Objectives

To describe behavioral health provider's obligations regarding the Independent Case Review.

8.2.6 Procedures

8.2.6-A: Independent Case Review

Behavioral health providers must cooperate with ADHS, the Professional Review Organization and the T/RBHA by allowing access to provider staff, behavioral health recipients and their behavioral health records.

NARBHA Service Area and Tribal Area Agencies are required to transport the ADHS/DBHS selected sample of behavioral health records to NARBHA in compliance with format and date requirements provided to them by NARBHA.

8.2.6-B: Additional RBHA medical record review activities

NARBHA conducts the following additional medical record review activities:

- Quarterly Utilization Management Reviews of Level I admissions and Child Level II admissions and/or discharges.
- The annual NARBHA Case File Review
- The annual NARBHA Fee For Service Review
- Additional review activities as necessary