



Northern Arizona Regional Behavioral Health Authority

MEMORANDUM

To: RA CEOs, NARBHA A/C Committee, NACC Group
CC: Dr. Teresa Bertsch, NARBHA; Ray Johnson, NARBHA
From: *ml* Maureen Rehak, NARBHA and *TD* Trevor Davis, NARBHA
Date: August 12, 2010
RE: Provider Manual Policy & Procedural Change – CPS “Urgent” Responses

Please be advised that effective September 1, 2010, NARBHA will enact a change in policy 3.2, “Appointment Standards and Timeliness Of Service,” to reflect an ADHS/DBHS directive. On that date, CPS “Urgent” Response timeframes will change from a required 24-hour response to a required 72-hour response. All expectations separate from the response time and all documentation requirements will remain consistent.

Other policies in the NARBHA/Provider Manual may be updated as well, but only to reflect the above change in response timeframe.

Attached, please find two documents:

- Letter addressed to Dr. Teresa Bertsch from ADHS/DBHS explaining the rationale behind the decision
- Flyer: “Change To CPS Removal Process”

NARBHA makes the first document available for reference by your leadership team. The flyer attached has a targeted audience of staff, system partners and stakeholders involved in the Children’s Behavioral Health System.

With any questions or concerns about this process and changes, please contact the following individuals:

MAUREEN REHAK
Children’s System Of Care Administrator
(928) 214-1193
maureen.rehak@narbha.org

TREVER DAVIS
Crisis Response Network Coordinator
(928) 214-2298
trever.davis@narbha.org

This change will be discussed in the August 17, 2010, RA Adult/Child Committee Meeting.



Division of Behavioral Health Services
Office of the Chief Medical Officer

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JANICE K. BREWER, GOVERNOR
WILL HUMBLE, DIRECTOR

August 10, 2010

Teresa Bertsch, M.D.
NARBHA
1300 S. Yale Street
Flagstaff, AZ 86001

Dear Dr. Bertsch:

During the past six months, the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) has been evaluating our policy regarding the twenty-four hour urgent behavioral health response for children taken into ADES/CPS custody due to our Non-Title XIX/XXI budget cuts. Based on ongoing discussions internally as well as with our stakeholder Division of Children, Youth and Families (DCYF), we have decided to implement a change in the response time.

Specifically, Provider Manual Section 3.2 *Appointment Standards and Timeliness of Service* will be updated to reflect a change from a twenty-four hour response to a seventy-two hour response. Although this time frame has been expanded, our expectations remain the same regarding the following:

- 1) An urgent response is required for all children who are taken into the custody of ADES/DCYF/CPS regardless of Title XIX or Title XXI eligibility status.
- 2) Behavioral health services will be provided within a timeframe indicated by behavioral health condition but no later than 72 hours from identification of need.
- 3) The ADES/DCYF/CPS Case Manager will be provided with findings and recommendations for medically necessary covered behavioral health services prior to the initial Preliminary Protective Hearing.

ADHS/DBHS will continue to collaborate with DCYF during our bi-monthly Strategic Planning Meetings to address any ongoing issues or concerns. It is also our expectation that you will contact your respective Regional Program Managers and Mental Health Specialists to inform them of when this policy change will be in effect for your Geographic Service Area; I have attached the DCYF directory for your reference.

Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Sara Salek".

Sara Salek, M.D.
Medical Director for Children's Services

Enclosure



Change To CPS Removal Process

EFFECTIVE SEPTEMBER 1, 2010!

**Responsible Agencies now have 72
hours in which to provide an “Urgent
Response” to CPS removals!**

**Please contact Maureen Rehak or Trevor Davis
with questions/concerns. (928) 774-7128**