

JACOB’S LAW REQUIRED TIMELINE

From time of request, appointments must be provided within:

72 Hours → Rapid Response

2 hours for an urgent need

7 Days → Behavioral Health Assessment

24 hours for an urgent need

21 Days → Service Appointment

Work with your provider and Member Services

Rapid Response – An initial in-home evaluation for children entering into the Department of Child Safety custody. Clinicians will assess immediate needs and triage any crisis or trauma-related issues. Includes behavioral health evaluation, screening for developmental delays, support to child/family placement (see back page for more information) and connection to ongoing services.

Behavioral Health Assessment – An initial evaluation by an assigned service provider following a referral or caregiver’s request for services.

Behavioral Health Service Appointment – Following assessment of a behavioral health need, services must be initiated within 21 days.

Caregiver Notification: To support timely access to services, the caregiver may contact the health plan and AHCCCS points of contact at any time to report that a needed appointment has not yet been scheduled. Advanced notification gives the health plan the opportunity to proactively locate a network provider.

1. E-mail or call the health plan’s designated point of contact (*listed in the table below*) – **AND** –
2. E-mail or call AHCCCS customer service line to report assessment of need and lack of a provider appointment DCS@azahcccs.gov or 602-364-4558 or 1-800-867-5808

Securing Services: If the recommended services are not initiated within 21 days, the caregiver may use any AHCCCS registered provider (even when outside of the health plan’s network) by following the Caregiver Notification process outlined above. The health plan will reimburse clean claims at 130% of the AHCCCS Fee For Service Rate or the provider standard service rate, whichever is less. A complete list of all of AHCCCS registered providers can be found at: <https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/>.

Mercy Maricopa Integrated Care

Maricopa County and Pinal zip codes 85120, 85140, 85143, 85220, 85240, 85243

Member Services: 1-800-564-5465

Children’s Liaison: 480-751-8471 or

DCS@mercyarizona.org

Cenpatico Integrated Care

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma

Member Services: 1-866-495-6738

Children’s Liaison: 520-809-6432 or

DCS@cenpatico.com

Health Choice Integrated Care

Apache, Coconino, Gila, Mohave, Navajo & Yavapai

Member Services: 1-800-640-2123

Children’s Liaison: 928-214-2370 or

DCS@iasishealthcare.com

UnitedHealthcare Community Plan CRS

Statewide for children with qualifying CRS medical condition

Member Services: 1-800-348-4058

Children’s Liaison: 602-255-1692 or

CRS_specialneeds@uhc.com

Dedicated Foster Care Hotline

Mercy Maricopa Integrated Care
602-633-0763

Cenpatico Integrated Care
1-844-365-3144

Health Choice Integrated Care
928-293-7038
(Starting 11/01/2016)

UnitedHealthcare Community
Plan CRS
1-800-582-8220

If you or a loved one is facing a Behavioral Health Crisis, call the Crisis Line

A crisis is any situation in which a person's behaviors puts them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available.

The Crisis Line can connect you to in-home supports within 2 hours in most areas of Arizona

Maricopa County and Pinal Zip Codes
85120, 85140, 85143, 85220, 85240, 85243:
1-800-631-1314 or 602-222-9444

**Apache, Coconino, Gila, Mohave,
Navajo and Yavapai Counties:**
1-877-756-4090

**Cochise, Graham, Greenlee, La Paz, Pima,
Pinal, Santa Cruz and Yuma Counties:**
1-866-495-6735

The crisis line can help when urgent needs exist by:

- Talking to you and helping you/child calm down
- Stabilizing violent or threatening situations
- Presenting options for dealing with other urgent situations
- Helping you identify your resources for care
- Telephonic interventions or referral of mobile teams that come to you within two hours

If the crisis team does not respond within two hours, call the designated health plan's Children's Liaison (listed in the table in previous page)

Call the assigned Dedicated Foster Care Hotline if your child exhibits these or other symptoms:

As the caregiver of a child in DCS custody, it is important you know the signs to watch for and take appropriate steps to get additional support for the child (and yourself) as needed. (Dedicated Foster Care Hotline numbers are listed on the previous page)

- Increased anger outburst
- Withdrawn behavior
- Inappropriate bed wetting
- Nightmares
- Harming animals
- Refusing to eat
- Acting sexually towards others
- Threatening self-harm
- Self-mutilation
- Frequent tantrums
- Starting fires
- Talking about death
- Aggressiveness towards others (kicking, hitting, spitting, etc.)

Covered Services Include but are not limited to:

- Family support services assist the family who are caring for the child
- Individual, family and/or group counseling; including trauma informed practices
- Respite services offers short term behavioral health services or general supervision that provides rest or relief to a family member.
- A broad range of in-home supports based on your unique needs
- Assistance in dealing with family loss and separation when a child leaves the foster home
- Referrals to Peer-run organizations, Support Groups, Community services and Workshops

For children exhibiting unsafe behaviors, **there are options besides disrupting or out of home placement.** To ensure the stabilization of the family, services are available based on individualized need and determined through the Child and Family Team (CFT) meeting. Children are eligible for these services whether they are in the custody of DCS or adopted from foster care. Services include but are not limited to:

Meet Me Where I am is a direct service program that provides intensive in-home support to children and families who are struggling with emotional and behavioral issues that are causing significant distress. Meet Me Where I am services can assist children who are at risk of an out of home placement or help transition children who are returning from an out of home placement.

Intensive Outpatient Program (IOP) is a highly structured therapeutic treatment program designed to help children who struggle with emotional and behavioral management. Children who are at risk of out of home placement or are returning from an out of home placement and who have difficulty functioning in social situations are often good candidates for the IOP program.

Payment to Out-of-Network Providers: The health plan will reimburse clean claims at 130% of the AHCCCS Fee For Service Rate or the provider standard service rate, whichever is less.