

**Collaborative Protocol
Between Arizona Health Care Cost Containment System (AHCCCS)
BCBSAZ Health Choice and
Department of Child Safety (DCS)**

Effective Date: 4.1.2022

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AHCCCS Complete Care (ACC) Health Plans and the Department of Child Safety (DCS), agree to coordinate activities in the implementation of the Child and Family Team process (CFT). The elements of the CFT process, and the roles and responsibilities of each agency are outlined below. ACC Health Plans and DCS recognize that success for the child(ren) and family requires the parent(s) partnership as a central focus of clinical activities.

This partnership:

- Begins with the member and their family or guardian,
- Respects the member/family preferences, interests, needs, culture, language and belief system,
- Provides opportunities for families to identify their roles within the structure of the Medicaid Health System, and reflects the family's voice, and
- Adheres to clinical best practices.
- Promotes adherence to Arizona Vision and 12 Principles detailed in AHCCCS Medical Policy Manual Policy 100 and the Multi-systemic Agency Memorandum of Understanding among AHCCCS, ADCS and other Arizona state partners.

ACC Health Plan providers, and the child(ren)'s family, and DCS (when a member of the CFT), collaborate to develop Individual Service Plans (ISP) for children and families, completed via the CFT process.

ACCs will monitor and support provider adherence to standards of care for families as outlined in AHCCCS Medical Policy Manual and AHCCCS Contractors Operational Manual including the Arizona Vision and 12 Principles.

Definitions:

ACC – AHCCCS Complete Care Health Plan. An AHCCCS health plan with responsibility to oversee the delivery of physical and behavioral health services to enrolled members.

DCS Caregiver: Person(s) with whom a child in foster care resides. Caregivers are responsible to provide for the care, supervision and well-being of children in their home. Caregivers may be of different types: foster caregiver, kinship caregiver or congregate caregiver.

DCS CHP – Department of Child Safety Comprehensive Health Plan, AHCCCS contracted health plan responsible to oversee the delivery of physical and behavioral health services to enrolled members. Membership into DCS CHP is determined by Arizona Revised Statute 8-512.

DCS Out of Home Care – also known as foster care. This is when substantiated allegations of abuse or neglect result in a child being removed from their parent(s)' care and placed into the care custody and control of the State of Arizona.

Family – Refers to the child and their parents (e.g. biological or adopted and/or legal guardian).

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Legal Guardian – A guardian is a person appointed by the court to provide for the needs of a child, youth, or young adult and protect his or her interests until he or she reaches adulthood. The guardian's rights are limited. For families without court intervention, the legal guardian may be the biological or adopted parent.

Parent(s) – The person(s) who provide care for their child(ren) due to being biological parents or adoptive parents and/or legal guardian.

NOTE: When the child enters DCS Out of Home Care, the Court has granted temporary custody to DCS who stands in as the custodial entity. The DCS Specialist and their supervisory chain of command act as guardian and health care decision maker on behalf of DCS.

1. Procedures for each entity to coordinate the delivery of covered services to members served by both entities,

| ACC/Provider Responsibilities | DCS Responsibilities |
|---|---|
| <ol style="list-style-type: none"> 1. Upon receiving a referral for services, the contracted ACC Provider shall determine if there is involvement i.e. in home dependency or investigation, with the DCS. This applies to referrals from the health plan, self/guardian, Primary Care Provider (PCP), schools, hospitals, etc. 2. When it is determined that a youth is involved with the DCS, the contracted ACC Provider shall make efforts to obtain a Release of Information (ROI) from the family for the purpose of coordination of care. 3. When released to do so, ACC Provider will initiate contact with assigned DCS specialist, if known, or to ACC for escalation. 4. The contracted ACC Provider shall verify Title XIX/XXI eligibility and ACC enrollment. 5. Provider will complete a clinical intake and initiate the CFT process, to include DCS as CFT member as appropriate. | <ol style="list-style-type: none"> 1. DCS shall determine if the youth and/or family are currently enrolled in an ACC. <ol style="list-style-type: none"> a. If they are Title XIX or Title XXI eligible and not enrolled, DCS can provide information to the family on applying for AHCCCS benefits. 2. When a family is determined to be enrolled with an ACC and in need of health services, DCS shall provide: <ol style="list-style-type: none"> a. ACC plan customer service intake phone number to the family HCA Customer Service 1-800-322-8670 and b. Follow up with the family to inquire as to whether the family called to initiate services. |

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2. Mechanisms for resolving problems:

| ACC Responsibilities | DCS Responsibilities |
|---|--|
| <p>ACC Health Plans provide a list of key contacts in Resources portion of collaborative protocol for DCS CHP *.</p> <ol style="list-style-type: none"> 1. ACC personnel will review escalated situations to determine whether DCS CHP System of Care (SOC) Team involvement is appropriate. <ol style="list-style-type: none"> a. If appropriate to involve DCS CHP SOC team, ACC personnel will escalate situation to DCS CHP SOC key contact(s). <p>*For DCS internal use only: <i>not</i> to be shared with members/family</p> | <p>DCS CHP provides to ACC plans a list of key contacts within DCS CHP System of Care Team in the Resources portion of collaborative protocol.</p> <ol style="list-style-type: none"> 1. DCS CHP System of Care Team (SOC) will review situations escalated to determine whether ACC involvement is appropriate. <ol style="list-style-type: none"> a. If appropriate to involve ACC staff, DCS CHP SOC team will escalate situation to ACC key contact(s). |

3. Information Sharing:

| ACC/Provider Responsibilities | DCS Responsibilities |
|--|---|
| <ol style="list-style-type: none"> 1. Each party agrees that it will utilize data sharing agreements and Administrative Orders that permit the sharing of written, verbal and electronic information, and will comply with all applicable Administrative Orders, State and federal law, rules or regulations, as amended from time-to-time, including but not limited to Health Insurance Portability and Accountability Act (HIPAA) requirements that permit the sharing of written, verbal and electronic information (as of the effective date of those regulations), and 42 CFR Part 2 relative to alcohol and substance abuse treatment. | <ol style="list-style-type: none"> 1. Each party agrees that it will utilize data sharing agreements and Administrative Orders that permit the sharing of written, verbal and electronic information, and will comply with all applicable Administrative Orders, State and federal law, rules or regulations, as amended from time-to-time, including but not limited to Health Insurance Portability and Accountability Act (HIPAA) requirements that permit the sharing of written, verbal and electronic information (as of |

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| <p>2. The ACC shall establish and maintain procedures and controls, for the purpose of assuring that no personal health information contained in its records or obtained from DCS or from others in carrying out its functions under the protocol shall be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the protocol between the ACC and DCS.</p> <p>3. Third Parties requesting information held by DCS should be referred to the DCS. The ACC also agrees that any information pertaining to individual persons shall not be divulged other than to pertinent employees, officers, agents or subcontractors of ACC to carry out ACC performance under its AHCCCS contract, or as required by law or by ACC government regulators or as needed for the performance of duties under the protocol, unless otherwise agreed to in writing by DCS.</p> | <p>the effective date of those regulations), and 42 CFR Part 2 relative to alcohol and substance abuse treatment.</p> <p>2. DCS shall establish and maintain procedures and controls, for the purpose of assuring that no personal health information contained in its records or obtained from DCS or from others in carrying out its functions under the protocol shall be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the protocol between the ACC and DCS.</p> <p>3. Third Parties requesting information held by DCS should be referred to the DCS. DCS also agrees that any information pertaining to individual persons shall not be divulged other than to employees, officers, agents or subcontractors of DCS to carry out DCS performance under its AHCCCS contract, or as required by law or by DCS government regulators or as needed for the performance of duties under the protocol, unless otherwise agreed to in writing by the ACC.</p> |
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4. Resources each entity commits for the care and support of members mutually served:

| ACC Responsibilities | DCS Responsibilities |
|--|--|
| <p>1. ACC Key Contacts for care coordination. HCIC_DCS@azblue.com</p> <p>2. ACC Key Contact for escalating situations. Kimberly.Sevier@azblue.com Victoria.Tewa@azblue.com 928-214-2370</p> | <p>1. DCS CHP System of Care Team for care coordination When DCS personnel are known, please address matters according to the below escalation hierarchy.</p> <ul style="list-style-type: none"> • CFT Facilitator ↔ DCS Specialist • Facilitator Sup ↔ DCS Unit Sup • Provider Liaison ↔ DCS CHP System Of Care (SOC) Coordinator • BH Clinical Director ↔ DCS Program Manager and/or DCS CHP SOC Manager |

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| ACC Responsibilities | DCS Responsibilities |
|----------------------|--|
| | <ul style="list-style-type: none"> • Provider CEO ↔ DCS Program Administrator or DCS CHP SOC Administrator • ACC SOC Administrator ↔ DCS CHP Administrator or Manager <p>When appropriate staff for escalation of member situation are not available, please email to DCS CHP Key</p> <p>Contacts for care coordination: CHP System of Care chpsystemofcare@AZDCS.gov; and Sara Perry Sara.Perry@azdcs.gov</p> <p>2. DCS CHP Contact for escalating situations. Sara Perry Sara.Perry@azdcs.gov</p> |

5. Procedures to identify and address joint training needs.

| ACC Responsibilities | DCS Responsibilities |
|---|---|
| <ol style="list-style-type: none"> 1. The ACC will collaborate with DCS regarding training needs identified in the community, related to ACC covered services. 2. ACC will make trainings available to the community free of charge, also available to DCS personnel, free of charge. 3. ACC Workforce Development to develop and implement education to providers in the need, treatment and support to families with adopted children. | <ol style="list-style-type: none"> 1. DCS will invite/include the ACC Staff, Providers, or other personnel as appropriate to participate in trainings offered by DCS to enhance knowledge and skills related to working with the population of youth and families involved with DCS. |

The parties' signature below indicates approval to the term of this Protocol:

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Jennie McMillian
Jennie McMillian, LPC

Signature of Authorized Individual

Name: Jennie McMillian LPC

Title: Chief Clinical Officer
BCBSAZ Health Choice
ACC Health Plan

Date: 8/16/2022

Shalom Jacobs

Signature of Authorized Individual

Name: Shalom Jacobs

Title: Deputy Director of Field Operations
Arizona Department of Child Safety

Date: 8-16-22