

Collaborative Protocol with VA Health Care System (VAHCS) and Steward Health Choice Arizona (“SHCA”)

Steward Health Choice Arizona (SHCA) Health Plan and its Providers provide and coordinate care for Medicaid enrolled members, who are assigned to the ACC plan. The Veterans Administration Health Care System (VAHCS) is a federally funded health system that provides comprehensive medical and mental health care to Veterans across the care continuum. (Congressional Research Center, 2012). Recognizing the importance of eligibility criteria in determining each agency’s respective ability to provide covered services to persons; both parties are jointly committed to working collaboratively to serve Geographic Service Area 6, as well as Gila and Pinal County. This collaboration stems from a shared vision in accordance with Adult Systems of Care Nine Guiding Principles.

To help maintain collaborative relationships, SHCA is committed to participating in joint System planning, aligning service coordination within the larger context of Maricopa, Pinal and Gila County’s multiple systems, pro-actively resolving potential problems/barriers, and seeking targeted improvement efforts to improve the behavioral health service delivery system in a synchronized and collaborative way.

Effective communication and coordination of services are fundamental objectives for SHCA Providers when serving members involved with other government entities. When SHCA Providers coordinate care efficiently, the following positive outcomes can occur:

- a. Duplicative and redundant activities, such as assessments, service plans, and agency meetings are minimized;
- b. Continuity and consistency of care are achieved;
- c. Clear lines of responsibility, communication and accountability across service providers in meeting the needs of the member and family are established and communicated; and
- d. Limited resources are effectively utilized.

A. Coordination of Care	
(INSERT ACC Health Plan Name) Responsibilities	Veterans Administration Health Care System Responsibilities
<p>If a SHCA Provider needs to determine a member's eligibility for veteran’s benefits, they shall:</p> <ol style="list-style-type: none"> 1. Have the member sign a release of information (ROI) for the VAHCS to share member eligibility information and records. 2. Submit the ROI to the VAHCS's eligibility department by faxing the form to: 602-222-6441 <p>Contact the eligibility department via phone at: 602-222-6508 to request the member's VAHCS status and records.</p>	<p>If the VAHCS needs to determine whether a member is eligible for services, they should contact the Steward Health Choice Arizona customer service line (#1-800-322-8670) to request this information.</p> <ol style="list-style-type: none"> 1. Have the member sign a release of information (ROI) for the SHCA to share member eligibility information and records. <p>While developing a behavioral health treatment plan, the VA initiates an assessment process for all veterans served.</p> <ol style="list-style-type: none"> 1. VAHCS staff will conduct a baseline assessment that includes a suicide risk assessment. 2. In developing a behavioral health treatment plan or at any time, if it

Collaborative Protocol with VA Health Care System (VAHCS) and Steward Health Choice Arizona (“SHCA”)

	<p>is determined the Veteran falls into a behavioral health risk category or a drug/alcohol risk, or is in need of treatment, the VA Clinician may include additional screenings for behavioral health services.</p> <p>The VA clinician shall:</p> <ol style="list-style-type: none"> a. Meet with Veteran <p>If the Phoenix Veteran's Administration (VAHCS) believes the member may have a serious mental illness, the representative should contact their Behavioral Health Provider and/or their SHCA customer service Line to request an SMI eligibility determination.</p>
B. Intake and Assessment	
ACC Health Plan Responsibilities	Veterans Administration Health Care System Responsibilities
<ol style="list-style-type: none"> 1. At the time of intake/ assessment, the SHCA Provider completes a comprehensive assessment. 2. The SHCA Provider will assess and document if the member is VA involved. 3. If it is identified that the VAHCS is involved, the SHCA Provider will make every effort to coordinate care with the VAHCS. 	<ol style="list-style-type: none"> 1. VAHCS will assess and document if the member is enrolled with SHCA. 2. If it is identified that the SHCA is involved, the VAHCS will make every effort to coordinate care with SHCA 3. The clinician will assist in acquiring consent to the release of information and transmission of relevant clinical documents to aid in assessment.
C. Crisis Services – All Adult Populations	
<p>The Regional Behavioral Health Authority are responsible for providing a continuum of crisis services that are accessible to all persons, including Veterans, twenty-four hours a day, seven days a week. Each region has a different RBHA responsible for their geographic catchment area. (see link for details) region's crisis services</p>	
D. Treatment	
SHCA Responsibilities	Veterans Administration Health Care System Responsibilities
<ol style="list-style-type: none"> 1. When Veteran status is known and with the member's consent, the SHCA Provider will invite the VAHCS Clinician into the service planning process. 2. A copy of the current medication sheet will be provided to the VAHCS Clinician. 3. The SHCA Provider will inform the VAHCS Clinician of any changes in the treatment plan including medication changes so that the VA can monitor compliance with medication and interventions. 	<ol style="list-style-type: none"> 1. When it is determined that the Veteran is scheduled for an assessment or Individual Service Plan (ISP) development, to the extent possible, the assigned VAHCS Clinician shall make arrangements to provide available reports and share information with the SHCA Provider that would benefit the coordination of care. 2. To the greatest extent possible, the VAHCS Clinician will provide the SHCA Provider with any collateral information relevant to the Veteran's psychiatric status including any available psychological evaluations, self-reported hospitalizations, medications, prior psychiatric

Collaborative Protocol with VA Health Care System (VAHCS) and Steward Health Choice Arizona (“SHCA”)

	<p>interventions and any other pertinent supporting documentation in accordance with VAHCS privacy requirements</p> <p>3. To the extent possible, the VAHCS Clinician will provide input to the clinical team as part of the service planning process.</p>
Mechanisms for resolving problems	
<ul style="list-style-type: none"> • In order to maintain a collaborative relationship and to pro-actively address areas of concern, SHCA will: <ul style="list-style-type: none"> ○ Routinely meet with the Veterans Administration to review reporting data and trends, discuss system barriers and opportunities for enhancements and ensure both parties' needs are being met in a mutually beneficial and highly coordinated way. • In the event that concerns arise, the Adult System of Care Administrator will meet with the concerned party to propose strategies to address the concerns. <ul style="list-style-type: none"> ○ If resolutions cannot be identified, the concerns will be brought to the SHCA Chief Medical Officer (or designees) to identify additional opportunities to address the concerns. 	
Information Sharing	
<ul style="list-style-type: none"> • SHCA will collaboratively with the Veterans Health Care Administration to share information as needed. 	
Procedures to identify and address joint training needs	
<ul style="list-style-type: none"> • As training needs arise, SHCA will work with the Veterans Health Care Administration to identify and develop trainings for SHCA staff and providers as well as the Veterans Health Care Administration. • SHCA will invite the Veterans Health Care Administration to participate in relevant trainings facilitated by SHCA. • Both SHCA and the Veterans Health Care Administration will encourage and support family members as participants and co-facilitators of trainings 	

This protocol outlines the joint commitments of both parties in our service in the community.



 Steward Health Choice Arizona Signature

 2/26/18
 Date

 Chief of Social Work VA Health Care System Signature
 Deborah Dominick, LCSW

 Date