



mercy maricopa
integrated care



Family of Choice Guide

Your roadmap to the adult behavioral health care system

www.mercymaricopa.org

AZR-16-03-06

Helpful information

Mercy Maricopa Member Services

602-586-1841 or toll-free **1-800-564-5465**

Hearing impaired (TTY/TDD) **711**

Hours: 24 hours a day, 7 days a week

Mailing address

Mercy Maricopa Integrated Care

4350 E. Cotton Center Blvd., Bldg. D

Phoenix, AZ 85040

Online

www.mercymaricopa.org

www.facebook.com/mercymaricopa

Twitter: @mercymaricopa

Emergency call: 911

Behavioral Health Crisis Line:

602-222-9444 or toll-free **1-800-631-1314**

Hearing impaired (TTY/TDD) at **1-800-327-9254**

www.mercymaricopa.org

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Introduction

You're part of a family of choice. That's a very important role in the life of an adult receiving treatment for a serious mental illness (SMI).

A family of choice has family members, guardians, friends, co-workers and others. It includes anyone who cares for and wants to support the individual with behavioral health issues. You're part of this person's team. You'll be very helpful in giving feedback to their clinical treatment team.

For the purposes of this guide, "treatment team" means the team of clinical professionals (described on pages 19 and 20) at the clinic site where your friend or loved one is getting services.

This guide is to help you understand the adult behavioral health system. It's also to help you support your friend or loved one in reaching their recovery goals. It's important for you and other members of the family of choice to stay involved with the person through their recovery journey.

Asking for help within the mental health system, especially for the first time, can be scary. It's important that you support them and help them take advantage of the services available.

You know the person and their past and present state of mind, so it's important that you're available as a support. If needed, you can support them in making to make important decisions about their care. You can help make sure they get to their appointment. You can make sure they ask questions during those appointments. You can help them cope and remember important facts about their past and current treatment.

This guide is a brief introduction to definitions, the adult SMI system and services that are available to your friend or loved one. If you have any questions or need more information, you can contact their treatment team.

You can always call Mercy Maricopa Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD) **711**. You can talk to a representative 24 hours a day, 7 days a week. You can find more information, as well as this guide, at **www.mercymaricopa.org**.

About your role

Your friend or loved one has an SMI diagnosis. They get treatment and services for this illness from community providers contracted with Mercy Maricopa.

This often means they have more than just a psychiatric diagnosis. They may also have a difficult time getting by on a day-to-day basis.

Treatment is different for each person. Each person is assigned to one of the SMI clinics in our system (listed on page 12). They have a treatment team that provides a treatment plan based on their strengths, needs and goals.

Peer and family support

Each clinic has a trained peer mentor. This mentor can relate to your friend or loved one. They can help them through the recovery process because of their own lived experience. Peer mentors receive training on how to engage people in services. They're easy to talk to.

A family mentor is available at each clinic to educate and guide you through the behavioral health system. The family mentor is an advocate for your friend or loved one and you. These are members of the treatment team, along with others. You'll be interacting and coordinating for your friend or loved one with this team.

Peer support provides members:

- Resources to connect with the community
- Tools to use in times of crisis
- Help with treatment and wellness plans
- An advocate who will work with their clinical team

Family mentors help give family of choice members a voice at the clinic. They give you the chance to explain your unique family situation. Also, they can connect you with Mercy Maricopa's other partners so everyone's needs are fully met.

Peers and families are critical to helping members improve their overall health outcomes. That's why we work with the Arizona Peer and Family Coalition. It's an organization of peer and family member

advocates. They work to make sure individuals and families have a say in the behavioral health policy decisions that affect their community.

Want to learn more about how to get involved? Or, about peer and family support resources? Just email the Office of Individual and Family Affairs at oifateam@mercymaricopa.org.

The importance of the Release of Information form

Friends and family play an important role in your loved one's care. Their treatment team should encourage your input. They should consult with you whenever possible.

You should know that each provider needs a signed Release of Information (ROI) form to share health information with you. (There are some exceptions listed below). Federal privacy laws require patients receiving physical or mental health services sign an ROI form if they want certain people to consult with and receive information from their treatment team. This law is known as the Health Insurance Portability and Accountability Act (HIPAA).

The treatment team will explain to your friend or loved one why it's a good idea to sign an ROI form. They'll encourage him or her to sign an ROI so someone close to them will understand the medication they're receiving, possible side effects and other parts of their treatment plan. Providers in the behavioral health system, including inpatient and outpatient providers, have ROI forms available for their members to sign.

Remember, if your loved one wants their treatment team to share health information with you, they must sign an ROI for each provider they see. And, they must sign a new ROI each time they access crisis services.

You can get details and learn about the limitations of the ROI in the Arizona Department of Health Services' Disclosure of Behavioral Health Information at www.azdhs.gov/bhs/provider/sec4-1.pdf.

Even without an ROI, federal and state law allows providers to share certain health information with family members and others involved in their care if:

- The member verbally agrees to share the information.
- The member has an opportunity to object to sharing information, but doesn't. For example, if your loved one allows you to come into an exam room during an appointment, the provider can assume that the member doesn't object to sharing information during that visit.
- In an emergency, or when the member doesn't have the capacity to make health care decisions, the provider may disclose information if he or she believes it's in the member's best interest.
- The provider believes the member presents a serious and imminent threat to the health or safety of themselves or others.
- The provider uses the information to notify a family member of the member's location, general condition or death.
- Other laws require the provider to share information.

Nothing in federal or state law prevents you from sharing information with the treatment team, with or without a signed ROI form. Providers are expected and encouraged to accept information from friends and family members about members under their care.

Suicide risk factors¹

Suicide is a leading cause of death in the U.S., claiming the lives of an average of 100 Americans each day. This is more than twice the number of homicides. Suicide is a major public health concern. The topic is tragic and not easy to discuss. But suicide can be prevented by being aware of the risk factors, knowing who is at risk and knowing how to get help. There are many ways you or your loved one can get help.

What are the risk factors?

Risk factors vary with age, gender or ethnic group. They include:

- Depression or other mental illness
- Alcohol or drug abuse
- Prior suicide attempts
- Family history of suicide
- Family violence
- Physical illness

¹2005, January: Suicide Prevention retrieved from www.suicidepreventionlifeline.org

- Having guns in the home
- Being in prison or in jail
- Seeing suicidal behavior in others

Note: People may have some of these risk factors but don't attempt suicide.

Who is most at risk?

Some groups are more at risk than others.

- Young adults 15-29
- Adults 45 to 55
- Older adults 70+
- American Indian and Alaskan Natives
- Active or retired military personnel
- People in rural areas
- Suicide is more common in men than in women

What are the warning signs?

People at risk may:

- Talk about wanting to die
- Give away their possessions
- Feel alone or hopeless
- Feel trapped or in pain
- Increase their use of alcohol or drugs
- Sleep too little or too much
- Withdraw from others
- Show rage
- Talk about getting revenge
- Have extreme mood swings
- Feel they're a burden to others
- Feel disconnected, isolated
- Have the means and capability of committing suicide

Suicidal behavior is a sign of extreme distress. It's not a harmless bid for attention.

What can I do for myself or someone I care about?

Get help right away if you or someone you know is in crisis. You can call the Behavioral Health Crisis Line at **602-222-9444** or **1-800-631-1314**.

Immediate, confidential help is available 24 hours a day, 7 days a week.

The crisis line has teams of specialists who will ask a series of questions and will help determine whether they need to send a mobile crisis team to respond. The team will assess the possibility of suicide and decide what immediate action may be necessary to keep the person from attempting suicide. They can be available to offer you resources for support, too.

You may also call the National Suicide Prevention Lifeline toll-free at **1-800-273-TALK** (8255). Someone is available 24 hours a day, 7 days a week. The service is open to anyone.

About Mercy Maricopa's service providers

Mercy Maricopa oversees many different agencies that provide behavioral health services. We call these agencies providers. Mercy Maricopa serves different populations, including children, adults with general mental health or substance abuse (GMH/SA) issues, people in crisis and adults determined to have a serious mental illness (SMI). This guide explains services associated with adults who have been determined to have an SMI.

As a support to your friend or loved one, your primary interaction for behavioral health services will be with one of the SMI behavioral health clinics listed on page 12. These clinics are sometimes called “psychiatric homes,” or “direct care clinics.” This is where your friend or loved one receives primary mental health services.

Treatment teams are housed within the clinics and all of the clinics provide outpatient services for SMI adults. There are multiple clinic locations across the Valley to serve your friend or loved one close to their home and allow them to choose where they would like to receive services. SMI clinics have their own missions and business models. You

can read more about the SMI providers below. The clinics and their locations are shown on pages 12-14. The clinics are subject to change. Get updated information at www.mercymaricopa.org.

SMI providers

- **Southwest Network (SWN)** values each individual's family of choice. They work hard every day to act on their slogan: Creating partnerships, inspiring hope, changing lives. To learn more, go to www.southwestnetwork.org.
- **Partners in Recovery (PIR)** provides case management choices in Maricopa County, emphasizing choice, voice and involvement, best clinical practices and help from the family of choice. The goal is for people to be able to choose where and how they will live, learn, work and play. To learn more, go to www.partnersinrecovery.us.com.
- **Terros** helps people manage addiction and mental illness, restores families and connects people to the care they need, and provides primary medical care. To learn more, go to www.terros.org.
- **Lifewell** programs provide safe and supportive environments that foster recovery, healthy living and personal growth. To learn more, go to www.lifewell.us.
- **Chicanos Por La Causa (CPLC)** is focused on individuals and families with low or moderate income levels. CPLC compliments its service offerings with cultural and linguistic competencies. To learn more, go to www.cplc.org.
- **La Frontera/Empact** provides services for persons and families who're looking to improve daily living and family life. Empact seeks to improve the lives of adults, youth, and families throughout Maricopa County. To learn more, go to www.lafrontera-empact.org.
- **Assurance Health and Wellness** provides coordination wellness with the member and incorporates integrated physical health and behavioral health programs. To learn more, go to www.assurancephoenix.com.

Partnerships with SMI clinics

Tribal Relations is Mercy Maricopa's partnership with tribes, urban Indian organizations and the Indian Health Services. Together, the goal is to help American Indian and Alaska Native individuals get

behavioral health services through the state, tribal and federal systems of care. Mercy Maricopa helps make sure people who live on reservations receive the best care possible.

Transition Age Youth (TAY) Services are for 14- to 26-year-olds as they transition from receiving services in the children’s system to the adult system. Many agencies use the Transition to Independence Process (TIP) Model. This model helps young people reach their goals for employment, education, living situations, personal effectiveness, wellbeing and living in the community.

Mercy Maricopa clinics serving SMI members

Assurance Health & Wellness Center

Integrated Care Clinic

1515 E. Osborn Road
Phoenix, AZ 85014
602-604-0000

Terros, Inc.

Administrative office

3003 N. Central Ave.
Phoenix, AZ 85012
602-952-3400

Townley

8836 N. 23rd Ave., Ste. B-1
Phoenix, AZ 85201
602-944-9810

Enclave

1642 S. Priest Dr., Ste. 101
Tempe, AZ 85251
480-929-5100

West McDowell

5030 W. McDowell Rd., Ste. 16
Phoenix, AZ 85035
602-278-1414

Partners In Recovery (PIR)

Administrative office

2025 N. 3rd St., Ste. B-157
Phoenix, AZ 85004
602-258-1112

Arrowhead

5625 W. Bell Rd.
Glendale, AZ 85308
602-239-4100

East Valley

4330 E. University Dr.
Mesa, AZ 85205
480-218-3280

Gateway Campus

5222 E. Baseline Rd., Ste. 101
Gilbert, AZ 85234
480-659-0202

Hassayampa Campus

811 N. Tegner St., Ste. 121
Wickenburg, AZ 85390
928-684-5131

Southwest Network (SWN)

Administrative office

2700 N. Central Ave., Ste. 1050
Phoenix, AZ 85004
602-266-8402

Bethany Village

4210 W. Bethany Home Rd.
Glendale, AZ 85301
602-353-2340

Garden Lakes

4170 N. 108th Ave.
Phoenix, AZ 85037
623-932-6950

Hampton

1440 S. Country Club Dr., Ste. 12
Mesa, AZ 85210
480-838-5550

Lifewell

Administrative office

202 E. Earll Dr., Ste. 200
Phoenix, AZ 85012
602-808-2800

Metro Center

10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
602-997-9006

West Valley

11361 N. 99th Ave., Ste. 601
Peoria, AZ 85345
623-583-0232

Highland

4707 N. 12th St.
Phoenix, AZ 85014
602-241-4600

Osborn

3640 W. Osborn Rd., Ste. 1
Phoenix, AZ 85019
602-269-5300

Saguaro

3227 E. Bell Rd., Ste. 170
Phoenix, AZ 85032
602-652-3500

San Tan

1465 W. Chandler Blvd., Bldg. A
Chandler, AZ 85224
480-786-8200

Oak (formerly Arcadia)

4451 E. Oak St.
Phoenix, AZ 85008
602-957-2220

South Central

1616 E. Roeser Rd.
 Phoenix, AZ 85040
602-323-3000

Midtown

3333 N. 7th Ave.
 Phoenix, AZ 85013
602-264-4331

Chicanos Por La Causa (CPLC)

Administrative office

1112 E Buckeye Rd
 Phoenix, AZ 85304
602-257-0700

Centro Esperanza

310 S. Extension
 Mesa, AZ 85210
480-615-3800

La Frontera/Empact

Administrative office

618 S Madison Dr
 Tempe, AZ 85281
480-784-1514

Comunidad

1035 E. Jefferson St., Ste. A
 Phoenix, AZ 85034
602-251-0650

Capitol Center

1540 W. Van Buren St.
 Phoenix, AZ 85007
602-252-7330

Assertive Community Treatment (ACT)

Assertive Community Treatment, or ACT, is a way of delivering a full range of services to people diagnosed with a serious mental illness. This level of care provides the most intensive case management services for people who qualify. ACT teams provide comprehensive, community-based treatment and rehabilitation to people - where and when they need it.

With ACT, members get help taking care of their basic needs-taking medications, getting up, and getting through the day. ACT teams work closely with members to see which medications work best for them. They help them find housing, apply for food stamps, go back to school, or get a job.

ACT works through a team approach. Psychiatrists, nurses, mental health professionals, employment and housing and substance

abuse specialists are part of ACT teams to give members ongoing, individualized care. These teams provide wrap-around services to members with the most complex and persistent needs.

ACT teams are located across the Valley:

Chicanos Por La Causa

Centro Esperanza

310 S. Extension
Mesa, AZ 85210
480-615-3800

Maryvale

6850 W. Indian School Rd.
Phoenix, AZ 85033
623-247-0464

La Frontera/Empact

Comunidad

10th St./Jefferson
1035 E. Jefferson St., Ste. A
Phoenix, AZ 85034
602-251-0650

Capitol Center

10th St./Jefferson
1035 E. Jefferson St., Ste. A
Phoenix, AZ 85034
602-252-7330

Partners in Recovery (PIR)

Indian School

Medical ACT Team
9150 W. Indian School Rd., Ste. 130
Phoenix, AZ 85037
623-455-3200

Metro Center Varsity

10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
602-997-9006

West Valley

11361 N. 99th Ave., Ste. 601
Peoria, AZ 85345
623-583-0232

Metro Center Omega

10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
602-997-9006

Southwest Network (SWN)

Bethany Village

39th Ave./Bethany Home
4210 W. Bethany Home Rd.
Phoenix, AZ 85019
602-353-2340

Hampton Clinic

1440 S. Country Club Dr., Ste. 12
Mesa, AZ 85210
480-838-5550

Osborn

3640 W. Osborn, Ste. 1
Phoenix, AZ 85019
602-269-5300

San Tan

1465 W. Chandler Blvd., Bldg. A
Chandler, AZ 85224
480-786-8200

Saguaro

3227 E. Bell Rd., Ste. 170
Phoenix, AZ 85032
602-652-3500

Lifewell

South Central

1616 E. Roeser Rd.
Phoenix, AZ 85040
602-323-3000

Terros

Enclave Clinic

1642 S. Priest Dr., Ste. 101
Tempe, AZ 85281
480-929-5100

West McDowell

5030 W. McDowell Rd., Ste. 16
Phoenix, AZ 85035
602-278-1414

Townley Center

8836 N. 23rd Ave., Ste. B1
Phoenix, AZ 85021
602-944-9810

Community Bridges (CBI)

Forensic ACT Teams (2)**Phoenix**

1125 W. Jackson St.
Phoenix, AZ 85007
480-406-7323 (FACT 1)
602-460-5191 (FACT 2)

Avondale

824 N. 99th Ave.
Avondale, AZ 85323
1-877-931-9142

Benefits, planning and treatment

Your friend or loved one may transition between different levels of mental health services and categories of eligibility. Here are some of them:

Non-Title 19 benefits

Mercy Maricopa SMI members who have Non-Title 19 benefits are not eligible for the Arizona Health Care Cost Containment System (AHCCCS) or Medicaid. Although these individuals don't qualify for all benefits offered in the SMI system, the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) has approved funding to help members with Non-Title 19 benefits access certain services. This funding has significantly enhanced services such as case management, peer support, doctor visits, medications and supports in the community. The individual's treatment team can help identify which support services will help the individual achieve their recovery goals.

Title 19 benefits

A person who is eligible and receives AHCCCS, or Medicaid, receives Title 19 benefits. The treatment and services provided are different for each person according to a treatment plan developed by the person and the treatment team at their clinic. The treatment plan is based on the individual's strengths, needs and goals. Your input, as a family of choice member, will be helpful in developing the treatment plans.

Here are some of those plans:

- **Individual Service Plan (ISP):** This is also known as a treatment plan. Each individual works with a team to develop goals and create a plan of service to reach identified goals. The best time for you, as a family of choice member, to help the clinical team is during development of the ISP. You can help by identifying your family member's strengths and needs so they can get the best treatment. All services should be on the treatment plan and should be updated according to the individual's needs.

There is an annual assessment of their needs and the services, they're receiving. This helps determine what future treatment and services they may need.

For people with Non-Title 19 benefits, treatment planning may be done with the doctor at the individual’s appointments. Your participation in this process is encouraged as well.

- **At-Risk Crisis Plan (ARCP):** Each individual has a plan in case of a crisis. Your participation in creating this plan is encouraged. This plan is helpful when the individual is experiencing a crisis. You may be the contact person in this plan or can be an aid to the clinical team. Crisis providers, such as Crisis Response Network (CRN), help out when the individual has severe symptoms. See the Crisis section for more details (page 23).

Table 1 below describes services that are available for individuals who have Title 19 and Non-Title 19 benefits. For a complete review of services, you can contact your loved one’s clinical team. You can also review Mercy Maricopa’s most recent member handbook. For a copy, just call Mercy Maricopa Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD) **711**. You can speak to a representative 24 hours a day, 7 days a week. Or, go to www.mercymaricopa.org/members/mmic/handbook.

Services	Title 19 (T19)	Non-Title 19 (NT19)
Residential	X	
Counseling	X	
Permanent Supportive Housing	X	X
Case Management Services	X	X
Employment Services	X	X

Meeting the treatment team at the clinic

Integration: Treating the whole person

Mercy Maricopa is dedicated to focusing on treating the whole person through integrated care. Your loved one's physical, behavioral and social needs affect their overall health. We're here to give you the support you need, when you need it. You and your loved one have access to many benefits and services. Some of the people you may work with on your friend or loved ones treatment team, include:

- **Behavioral Health Medical Practitioner (BHMP):** Psychiatrist or nurse practitioner who prescribes medications and tracks the patient's treatment and progress with their medications. They're the lead of the treatment team, make recommendations for treatment and often are referred to as prescriber or BHMP.
- **Case Manager (CM):** Ensures your loved one is on track, connects them to the services that are available for them; serves as the individual's single point of contact; and oversees service planning and referrals to different providers/services.
- **Clinical Coordinator (CC):** Leads the team treating your friend or family member and is the case manager's direct supervisor.
- **Nurse:** Provides basic health and medical help and coordinates the care for your loved one's medical providers.
- **Primary Care Physician (PCP):** Some of the behavioral health clinics have PCP's that are co-located within the clinic for close coordination of care. Other clinics don't have co-located PCP's. However, your loved one's physical health doctor is an integral part of the team. You can help by ensuring the physical health doctor and behavioral health doctor have the most updated information.
- **Site Administrator (SA):** Oversees the behavioral health clinic operations.
- **Clinical Director (CD):** Provides a link to the clinic, oversees the clinical aspect of clinic operations. The clinical director is the clinical coordinator's direct supervisor.

- **Coordination for Non-Title 19 (NT19):** Peer Specialists who have a specialized caseload of individuals with NT19 status. The individuals assigned to NT19 coordinators are under the Connective Level of Care.
- **Rehabilitation Specialist (RS):** Helps decide how your loved one is doing and assists with employment and/or meaningful community activities.
- **Benefit Specialist (BS):** Helps your loved one understand their insurance coverage and navigates them to the services they need.
- **Peer Mentor (PM):** Someone who has been through treatment and can help your loved one by talking with them about what it is like to be in recovery.
- **Family Mentor (FM):** A family-of-choice member who can help you understand the system and what your loved one is going through.
- **Assertive Community Treatment (ACT) Specialty Providers:** Provide comprehensive community-based, wrap-around treatment and rehabilitation implement plans for treatment, rehabilitation and support services. This is the most intensive level of service and is led by a Clinical Coordinator. There are specialty positions within an ACT team to accommodate your loved one's needs.
- **Forensic ACT team:** Provides comprehensive community-based, wrap-around treatment and rehabilitation to those members with an extensive criminal history.
- **Medical ACT team:** Provides comprehensive community-based, wrap-around treatment and rehabilitation to those members with difficult medical issues and who need intensive medical follow up.

Levels of care

The level of care (LOC) refers to the level of service your loved one has been designated to receive. The BHMP (doctor) on the team makes the determination of which level is the most appropriate. The level of care describes how often your loved one is seen by someone on the treatment team. Specific case managers are assigned to every member that is designated to receive Title 19 benefits. The individuals that are eligible to receive Non-Title 19 benefits and are under the Connective Level of Care may not have an assigned case manager, but they're still entitled to receive case management services.

Case management services include, but are not limited to: Hospital visits, jail visits, assessment and treatment planning, meeting individuals in the community, and helping link individuals with resources. The different levels of case management services are described below:

- **Connective Case Management Services:** After moving through recovery, people stay on track by attending appointments as needed. The connective case manager will contact your friend or loved one at least quarterly.
- **Supportive Case Management Services:** In the clinic setting, services are provided Monday through Friday, 8 a.m. to 5 p.m. The supportive case manager will contact your friend or loved one at least monthly.
- **Assertive Community Treatment Services:** Provided by community-based, mobile mental health treatment teams to people with serious mental illness, 24 hours a day, 7 days a week. The intensive ACT team will contact your friend or loved one at least weekly.

Clinic transfers

Your loved one can change the clinic that provides their services at any time during their treatment. If this is something they want, you should attend the intake appointment to provide support and to meet the new team members that will be helping your loved one. If you have questions about the new clinic, contact the clinic's site administrator or clinical director. You can request a tour of the new clinic prior to the transfer.

Complaint, grievance and appeal process

Conflicts and disagreements are normal. We've all experienced them. Mercy Maricopa encourages you and your loved one to first attempt to resolve the issue with your clinic. If you find the issue cannot be resolved with your clinic, we can help. You can assist your loved one in filing a complaint, grievance or an appeal with Mercy Maricopa. Here's a brief explanation. However, you can find more information regarding these processes in the member handbook.

- **Appeal:** This is a formal request to review an action or decision related to the individual's behavioral health services. Appeals must

be filed within 60 days of receiving a notice of action, notice of decision and right to appeal.

- **Grievance:** When someone diagnosed with serious mental illness believes their rights have been violated, they've been abused or mistreated by staff or a provider, or have been subjected to a dangerous, illegal or inhuman treatment environment, they have 12 months from the time of the incident to file a grievance/request for investigation.
- **Complaint:** A formal complaint is when the individual is unhappy with any aspect of care. Reasons for complaints could include poor quality of care, a disagreement with the denial to expedite an appeal, a provider failing to respect a person's rights, or a provider employee being rude to the individual.

A formal complaint, grievance or appeal can be filed orally or in writing to the Mercy Maricopa Grievance System Department. You can call **602-586-1719** or **1-866-386-5794**. Hearing impaired: **711** or **1-800-367-8939**.

To file in writing, send your mail to:
Mercy Maricopa Integrated Care
Attn: Grievance and Appeals
4350 E. Cotton Center Blvd., Bldg. D
Phoenix, AZ 85040

Getting and maintaining benefits

If your friend or loved one has AHCCCS, or Medicaid, it's important that they maintain their AHCCCS eligibility. You can help your friend or loved one to stay enrolled in AHCCCS by reminding them to check their renewal date. AHCCCS renewal dates are now available to AHCCCS members online at **www.healthearizonaplus.gov**.

Renewal applications should be received by AHCCCS no later than the 15th day of the month in which the renewal is due. This ensures there is no disruption in benefits. Discuss a periodic review of benefits and eligibility with your clinic benefit specialist.

If your loved one doesn't have AHCCCS but you believe they'll qualify, you can help by contacting the clinic benefit specialist or applying through Health-e-Arizona.

Health-e-Arizona

Health-e-Arizona allows Arizona residents who qualify to submit an online application for AHCCCS health insurance coverage. This application also enables people to apply for nutrition assistance and temporary cash assistance. You can use Health-e-Arizona even if you've applied before or are currently receiving benefits. You can also go there to check the status of your application. You can use Health-e-Arizona to apply for yourself, your household, or someone close to you for multiple programs: **www.healtharizonaplus.gov**.

Learning about medications

Mercy Maricopa has a list of medications that doctors can prescribe and are covered by the plan. The list is reviewed and updated regularly by doctors to make sure your friend or loved one receives safe, effective medication. This list of medications, also called a preferred drug list, is available to members and families of choice on Mercy Maricopa's website, **www.mercymaricopa.org/members/mmic/pharmacy**.

To learn more about the medication(s) your friend or loved one is taking, ask the treatment team, primary care doctor, health plan administrator or pharmacist.

Facing a crisis

Crisis system

A crisis is an unexpected, potentially dangerous behavioral health condition, episode or behavior. A crisis intervention service is available when a crisis happens. Anyone can receive crisis services if they're having a behavioral health crisis, whether or not they're on AHCCCS or receiving behavioral health services. A crisis is not the same as an emergency.

An emergency is when immediate medical attention is needed. An emergency situation may also require the involvement of the police or fire department.

During business hours, Monday through Friday, the clinical team provides crisis services. For any crisis that doesn't involve an emergency intervention, your friend or loved one should first call or go to their assigned clinic and speak with their case manager or someone on staff. As a support to this person, you are able to call the clinic if you're concerned. You can also call to provide information the clinical team should know, even if your loved one has not signed an ROI/AUD.

After business hours and weekends

- **Behavioral Health Crisis Line:** Crisis help and mobile crisis intervention services, including detoxification services. They're available 24 hours a day, 7 days a week at **602-222-9444**.
- **Peer Support Warm Line:** Trained peer counselors are available to talk to you or your friend or loved one. They're peers. They have experiences with similar crisis situations. You can call them 24 hours a day, 7 days a week at **602-347-1100**.
Crisis Response Network operates the Crisis Line and the Warm Line.
- **Suicide Hotline:** A provider agency dedicated to crisis/suicide intervention. EMPACT's Suicide Hotline, **480-784-1500**, is available 24 hours a day, 7 days a week. *La Frontera/EMPACT operates the Suicide Hotline.*

Behavioral health crisis resources

Psychiatric urgent care centers

**Connections AZ Urgent
Psychiatric Care Center (UPC)**
1201 S. 7th Ave.
Phoenix, AZ 85007
602-416-7600

**Community Bridges
Community Psychiatric
Emergency Center
(CPEC)**
358 E. Javelina Ave.
Mesa, AZ 85210
1-877-931-9142

**RI International Recovery
Response Center (RRC)**
11361 N. 99th Ave.
Peoria, AZ 85345
602-650-1212, press 2

Adult crisis respite services

RI International Recovery Crisis Respite Program (RCRP)

11361 N. 99th Ave., Ste. 107

Peoria, AZ 85345

1-877-931-9142

Detox centers

Community Bridges Central City Addiction Recovery Center (CCARC)

2770 E. Van Buren St.

Phoenix, AZ 85008

1-877-931-9142

Community Bridges East Valley Addiction Recovery Center (EVARC)

560 S. Bellview

Mesa, AZ 85204

1-877-931-9142

Crisis inpatient

Southwest Behavioral Health Crisis Recovery Units I & II

1424 S. 7th Ave.

Phoenix, AZ 85007

602-257-8970

Time-limited crisis residential

Community Bridges West Valley Transition Point

824 N. 99th Ave.

Avondale, AZ 85323

1-877-931-9142

24/7 outpatient

Community Bridges West Valley Access Point

824 N. 99th Ave.

Avondale, AZ 85323

1-877-931-9142

23-hour psychiatric observation

Banner Psychiatric Observation

575 E. Earll Dr.
Scottsdale, AZ 85251
1-800-254-HELP or
602-254-4357

St. Luke's Behavioral Health Center

1800 E. Van Buren St.
Phoenix, AZ 85006
602-251-8535

Connections AZ Urgent Psychiatric Care Center (UPC)

1201 S. 7th Ave.
Phoenix, AZ 85007
602-416-7600

RI International Recovery Response Center (RRC)

11361 N. 99th Ave.
Peoria, AZ 85345
602-650-1212, press 2

Community Bridges Community Psychiatric Emergency Center (CPEC)

358 E. Javelina Ave.
Mesa, AZ 85210
1-877-931-9142

For more details about crisis providers and services they offer, see Mercy Maricopa's member handbook or visit our website at www.mercymaricopa.org.

National Alliance for Mentally Ill (NAMI) has a resource on its website that describes what to do when a crisis situation escalates and the police need to intervene. Find out more by visiting <http://www.nami.org/Find-Support/Family-Members-and-Caregivers/Calling-911-and-Talking-with-Police>.

Court-ordered treatment, jail and legal information

Court-ordered treatment

Below is a brief explanation of court ordered treatment (COT). For a more detailed explanation of the court ordered treatment process, see your friend or loved ones treatment team. You can also refer to the member handbook or visit our website at www.mercymaricopa.org.

You may find your friend or loved one may need immediate psychiatric intervention if they're highly symptomatic and not taking care of

themselves (also called “persistently and acutely disabled/gravely disabled” or PAD), a danger to you or someone else (DTO), or a danger to themselves (DTS). You may be able to assist your loved one with getting treatment if they don’t voluntarily participate. Contact your loved one’s clinical team for any guidance with any sort of questions or recommendations.

You can find paperwork to complete an original request or application at your loved one’s clinic site or at the urgent psychiatric centers. There are individuals at these locations who will assist with the process.

Court-ordered treatment (COT) can sometimes be mistaken for other forms of interventions.

What court-ordered treatment is not

- Court-ordered treatment is NOT a criminal order.
- A program CANNOT be forced to accept someone who declines their services.
- Court-ordered treatment CANNOT force a person to stay in residential or substance abuse treatment.
- Locked residential facilities are NOT an option.
- If someone leaves the state, court-ordered treatment CANNOT force a person to return to the state for treatment.

A COT amendment can be completed by the treatment team when an individual is currently on COT and doesn’t participate in treatment according to the court order issued by the judge.

Jail information

If you need information about a friend or loved one who’s in the Maricopa County Jail, call **602-876-0322**. You must have the inmate’s booking number when you call. The automated system will provide you information on the inmate.

The Maricopa County Sheriff’s Office (MCSO) website provides key information for friends and loved ones, such as property and money releases, how to place money on an inmate’s account, medication questions, bonds and fines, visitation, intake and release procedures. Get details at **www.mcso.org** under the “Jail Information” tab.

Correctional Health Services (CHS) is responsible for providing health care to all inmates in the Maricopa County Jail. When people are arrested and held, you may notify the CHS clinical liaison with concerns regarding self-harm, harm from others, harm to others or concerns regarding medication and treatment. The CHS clinical liaison may not call you back, but will make sure a CHS counselor follows up with your friend or loved one.

- **Correctional Health Services Clinical Liaison**
602-876-7110
chsclinicallyaion@mail.maricopa.gov

For the first seven days in jail, or until the jail psychiatrist meets with them, your loved one should keep taking the medicine their doctor prescribed before their arrest. The jail psychiatrist has a right to change the medication.

Legal information

- **Guardianship**

A person appointed by the court to provide care and make decisions for someone who cannot do so for themselves. Learn more at **www.superiorcourt.maricopa.gov/superiorcourt/self-servicecenter/forms/probatecases/index.asp**.

- **Public Fiduciary**

A county agency that provides a person to help someone who has no family or family of choice to help them. Learn more at **www.maricopa.gov/pubfid/**.

- **Advanced Directives**

Describes a person's wishes about the kind of care they do or don't want when they can no longer decide for themselves. These forms can be found at the clinic.

- **Mental Health Power of Attorney**

A psychiatrist or psychologist may determine that your loved one's ability to make choices is impaired. They may recommend a Mental Health Power of Attorney so you can legally make decisions about their care. More information can be found in the Mercy Maricopa member handbook. You can get forms at **<https://www.azag.gov/seniors/life-care-planning>**.

- **Designated Representative**

Anyone your friend or loved one chooses, or that is appointed to make decisions for them, to make sure they're treated fairly.

- **Representative Payee**

A person or organization that receives Social Security benefits on behalf of the individual and helps them allocate their money for their own best interest. A payee can be assigned voluntarily, by mandate of Social Security or by the Behavioral Health Medical Practitioner (BHMP). Learn more at www.azdisabilitylaw.org.

- **Adult Protective Services**

An Arizona state agency that takes reports of abuse, neglect and misuse of vulnerable or incapacitated adults. Their hotline is available Monday through Friday, 7 a.m. - 7 p.m., and Saturday and Sunday, 10 a.m. - 6 p.m. **1-877-SOS-ADULT** or **1-877-767-2385**. Learn more at <https://des.az.gov/services/aging-and-adult/arizona-adult-protective-services-aps>.

- **Community Legal Services**

Provides civil legal services to indigent and low-income residents, including consumer and disability law. Get more information at **602-258-3434** or www.clsaz.org.

- **Office of Human Rights/Special Assistance**

The Office of Human Rights is an office within Department of Behavioral Health Services (DBHS). This office helps your friend or loved one consider whether their rights and needs are being met. If appointed, the person from OHR will help plan your loved one's treatment. More information is available by calling **602-364-4585**.

- **Arizona Center for Disability Law**

A public-interest law firm and federally designated Protection and Advocacy System that ensures the human and civil rights of people with disabilities are protected. To learn more, call **602-274-6287** or go to www.acdl.com/mentalhealth.html.

Recovery through involvement

Peer and Family

Mercy Maricopa wants to involve you and your family in your care. Get involved in peer and community activities. This helps improve the behavioral health system.

Mercy Maricopa's Office of Individual and Family Affairs works with the Arizona Peer and Family Coalition (AZPFC) to make sure those individual and family voices are heard.

AZPFC has monthly meetings for people to discuss issues and concerns. The coalition also hosts presentations and shares information about issues. It has advocated for changes within the behavioral health and corrections systems. AZPFC also recruits, trains and supports peers and family members who want to work on Mercy Maricopa committees.

AZPFC keeps a list of peers and family members who have gone through training and want to get more involved. AZPFC shares this list with providers so they can work with families.

Friends and family can change the way members receive care. The Mercy Maricopa and AZPFC programs help improve the lives of Mercy Maricopa members.

To get involved now, please contact the Arizona Peer and Family Coalition at **arizonapeerandfamilycoalition@gmail.com**.

Supported Employment

Employment and meaningful community activity can help your friend or loved one build their social skills and stay connected to their community. The Rehabilitation Specialist (RS) on the individual's clinical team can help with this. Mercy Maricopa understands the concern that paid work can affect the benefits your loved one may be receiving. Getting a job doesn't mean they have to lose their benefits. Employment specialists are now available at each clinic in the Mercy Maricopa Integrated Care system. They can talk with your loved one about what kind of work your loved one would enjoy. They can help find a job that fits their interests and strengths while coordinating with the clinical team.

Housing

Mercy Maricopa understands the importance of housing. Having a stable, healthy home is important to your loved ones physical and mental health. Housing and housing services are available to all adults who have been determined to have a serious mental illness and are enrolled members of Mercy Maricopa.

There are several housing options available for your loved one

- Live in a house with roommates, or in an apartment with or without roommates
- Choose from existing locations within Mercy Maricopa's housing network
- Use a housing voucher to find an apartment in the community
- Your housing choice depends on what your loved one wants and what best fits their needs.

We also have supportive housing services to help your loved one stay in their home. There are different services available based on their needs. These supported services may include, help solving problems with a landlord or help with daily activities like shopping and cooking. These services are not required to receiving housing. To access these benefits, your loved one should contact your case manager to get the process started.

Getting more help

Resources

The following are additional resources available to your loved one:

- **Office of Individual and Family Affairs:** An office at Mercy Maricopa that advocates for members, families and others involved in the behavioral health system. For adult services, call **602-453-8070** or email **oifateam@mercymaricopa.org**.

- **National Alliance on Mental Illness Arizona (NAMI AZ):** NAMI Arizona provides emotional support, education and advocacy to people of all ages affected by mental illness. To learn more, call NAMI's Help Line **1-800-950-6264** or the local NAMI chapter at **602-244-8166**.
- **Ability360:** Ability360 helps people with disabilities to live independently. To learn more, call the main office at **602-254-6407** or go to **www.ability360.org**.
- **Disability Benefits 101:** Disability Benefits gives you tools and information on health coverage, benefits and employment. To learn more, call **1-866-304-WORK (9675)** or go to **www.az.db101.org**.
- **Ticket to Work (TTW):** This federal program enables people to work and keep their benefits. People 18 to 64 years old who get Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) already qualify. To learn more, call the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967** (TTY) Monday through Friday, 8 a.m. – 8 p.m. EST, or go to **https://yourtickettowork.com/web/ttw**.
- **Family Involvement Center (FIC):** This family-run organization provides assistance and support to parents and caregivers raising children with emotional, physical or psychiatric challenges. To learn more, call **602-412-4095** or go to **www.familyinvolvementcenter.org**.
- **Clinic Advisory Council (CAC):** Each clinic has a council that holds monthly meetings. This group gives members, staff, friends, family and community members a chance to address issues and share information.
- **Community Information and Referral:** This service provides easy access to information about health, human and emergency services provided in Arizona communities. Call **211** or go to **www.cir.org**.
- **Family Support Program:** The Family Support Program offers supports and services to family members who have a loved one with SMI that is enrolled with Mercy Maricopa. Family Support staff members are parents or family members who have raised their children or are supporting adult family members with behavioral health diagnoses. They can help families navigate the behavioral health system, discover their strengths and learn to support their

loved one's goals. They can also help families find one-on-one and group support for young adults 14-26 who are transitioning into the adult behavioral health system.

Peer-run Organizations:

- Several agencies are operated entirely by members, or peers, and help people connect with resources, recover and accomplish their goals.
 - **Center for Health Empowerment Education Employment Recovery Services (CHEEERS)**
602-246-7607
www.cheeers.org
 - **Recovery Empowerment Network (REN)**
602-248-0368
www.recoveryempowermentnetwork.com
 - **Stand Together and Recover (STAR)**
602-685-1295
www.thestarcenters.org
 - **Hope Lives - Viva La Esperanza**
1-855-747-6522
www.vivehopelives.org
 - **NAZCARE Rising Star**
480-982-1514
<http://www.nazcare.org>
- **AHCCCS:** The state agency and its behavioral health division oversee Maricopa and Arizona's other Regional Behavioral Health Authorities through collaboration and monitoring of policies, protocol and administration. AHCCCS promotes and protects the health of Arizona's children and adults. To learn more, go to **www.azahcccs.gov**.

Acronym appendix

During your friend or loved one's treatment, they may go through different levels of recovery as they're learning more about their illness and identifying their individual plans of treatment. As a support to your friend or loved one, you may encounter acronyms or abbreviations that need some defining. Some were referenced in this guide. Contact your treatment team for further explanations or definitions of the acronyms.

Table 1A contains some common acronyms and their meaning:

ACT	Assertive Community Treatment
AHCCCS	Arizona Health Care Cost Containment System
APNO	Adult Provider Network Organization
APS	Adult Protective Services
ARCP	At Risk Crisis Plan
AZSH	Arizona State Hospital
BHMP	Behavioral Health Medical Professional
BHR	Behavioral Health Recipient
CBI	Community Bridges
CC	Clinical Coordinator
CD	Clinical Director
CHS	Correctional Health Services
CL	Clinical Liaison
CLP	Community Living Placement
CM	Case Manager
CPLC	Chicanos Por La Causa
COT	Court Ordered Treatment
CRN	Crisis Response Network
CRS	Children's Rehabilitation Services
CSA	Community Service Agency
CSR	Customer Service Representative
DBHS	Department of Behavioral Health Services
DCC	Direct Care Clinic

DCS	Department of Child Safety
DTO	Danger to Others
DTS	Danger to Self
DVH	Desert Vista Hospital
EBP	Evidence Based Practice
ES	Employment Specialists
ESE	Extended Supported Employment
FACT	Forensic Assertive Community Treatment
FIC	Family Involvement Center
FM	Family Mentor
G/A	Grievance and Appeal
GD	Gravely Disabled
GMH	General Mental Health
HS	Housing Specialist
HUD	Housing and Urban Development
ILS	Independent Living Skills
ISP	Individualized Service Plan
LOC	Level of Care
LOS	Length of Stay
MACT	Medical Assertive Community Treatment
MMA	Mercy Maricopa Advantage
MMIC	Mercy Maricopa Integrated Care
NAMI	National Alliance for Mentally Ill
OHR	Office of Human Rights
PAD	Persistently and Acutely Disabled
PBS/BS	Peer Benefit Specialist/Benefit Specialist
PCS	Personal Care Services
PIR	Partners in Recovery
PM	Peer Mentor
POCN	People of Color Network
PRO	Peer Run Organization
PSH	Permanent Supportive Housing
PSS	Peer Support Specialist

RBHA	Regional Behavioral Health Authority
RD	Regional Director
RN	Registered Nurse
ROI/AUD	Release of Information/Authorization Use and Disclose
RRC	Recovery Response Center
RS	Rehabilitation Specialist
RSA	Rehabilitation Services Administration