

Foster and Kinship Caregivers Resources



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PLAN CONTACT INFORMATION

Comprehensive Medical and Dental Program (CMDP)

Member Services: 602-351-2245 or toll-free 1-800-201-1795

Email: CMDPMemberServices@azdcs.gov

Website: <https://dcs.az.gov/>

Mercy Maricopa Integrated Care (MMIC)

Foster Care Hotline: 602-633-0763

Children's Liaison: 602-453-8095

Email: DCS@mercymaricopa.org

Website: www.mercycareaz.org

Cenpatico Integrated Care (CIC)

Foster Care Hotline: 1-844-365-3144

Children's Liaison: 520-809-6432

Member Services: 1-866-495-6738

Email: DCS@cenpatico.com

Website: <https://www.azcompletehealth.com/>

Health Choice Integrated Care (HCIC)

Foster Care Hotline: 928-293-7038

Children's Liaison: 928-214-2370

Member Services: 1-800-640-2123

Email: HCIC_dcs@steward.org

Website: www.Healthchoiceintegratedcare.com

UnitedHealthcare Community Plan CRS

Foster Care Hotline: 602-246-5484

Children's Liaison: 602-255-8222

Member Services: 1-800-348-4058

Email: CRS_specialneeds@uhc.com

Website: www.Uhccommunityplan.com

AHCCCS – Clinical Resolution Unit

Phone: 1-800-867-5808

Email: DCS@azahcccs.gov

Website: www.azahcccs.gov/fostercare

CAREGIVER INFORMATION

What can I do to make sure services are provided following the determination that a service is medically necessary?

The foster or kinship caregiver can contact the assigned health plan at any time.

Can I take a foster child to the emergency department for behavioral health concerns?

The caregiver may take the child to a hospital for an assessment. The caregiver must notify DCS of the trip to the Emergency Department as soon as possible. Only DCS can provide consent if the child needs to be admitted.

Can a foster or kinship caregiver take a foster child directly to a psychiatric hospital for behavioral health concerns?

The caregiver may take the child to a hospital for an assessment. The caregiver must notify DCS of the trip to the Emergency Department and/or psychiatric hospital visit as soon as possible. DCS must provide consent if the foster child needs to be admitted.

If as a kinship caregiver have power of attorney for a child in my care, but DCS has custody, can I still consent to services such as a complete psychiatric evaluation?

Power of attorney is null once DCS has legal custody of the child (i.e., temporary custody, severed parental rights or dependent cases). If the child is placed by DCS with a kinship caregiver, the caregiver can consent to behavioral health services as previously described. This includes the ability to consent to a psychiatric evaluation.

How can I receive behavioral health treatment information for a child in foster care?

The caregiver must give the signed Notice to Provider Form received from DCS, to the treatment provider in order to receive a child's behavioral health treatment information. The behavioral health provider must provide records and information related to the child's condition and treatment to the caregiver.

Can I consent to terminate behavioral health treatment?

No— the termination of behavioral health treatment requires DCS consultation and agreement.

Can I refuse consent for medically recommended behavioral health treatment?

If the caregiver disagrees with the behavioral health treatment recommended through the CFT, the team, which includes the caregiver and DCS Specialist, should reconvene and discuss the recommended treatment plan. Only DCS can refuse consent to medically recommended behavioral health treatment.

How do I present concerns or complaints to the health plan?

To support timely access to services, a 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.

In addition, each Health Plan has a grievance and appeal process where members and their representatives can present concerns about their health care such as denials of requests for services, failure to receive services in a timely manner, or inability to find a provider. Contact the Health Plan's Grievance Department for assistance and more information.

What can I do if the pharmacy says that a medication is not covered because the child is not showing up in the system?

When a child is placed in foster or kinship care by DCS, the caregiver does not need to pay for any necessary medical services, dental services or prescriptions even if he or she is asked to. The caregiver should contact their DCS Specialist who will arrange to have the medication covered.

DCS Warm Line: 1-877-KIDS-NEEDU or 1-877-543-7633 option 3 (M-F 8:15-4:30) or
After Hours (DCS Child Abuse Hotline): 1-888-SOS-CHILD or 1-888-767-2445.

When should a foster or kinship caregiver complete a Significant Incident report form?

The caregiver must immediately (as soon as possible) notify DCS and the caregiver's licensing agency (if applicable) if the child experiences a serious illness, injury, or mental health crisis requiring hospitalization or emergency room treatment, unexplained marks or bruises, an accident involving injury or trauma, behavior not witnessed before and any other unusual incident that seriously jeopardized the health, safety, or well-being of a child. The caregiver must also document the incident by filling out the Significant Incident report form.

This Significant Incident Form (CSO-1151A) can be found here: <https://dcs.az.gov/data/dcs-forms> in the Foster Care/Kinship Care category.

Additionally, the caregiver must notify DCS and the caregiver's licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a child to be seen by a doctor of medicine, physician assistant, or registered nurse practitioner.

BEHAVIORAL HEALTH

What types of behavioral health services can I consent to for children placed in my care by the Department of Child Safety (DCS)?

The foster or kinship caregiver can consent to and request assessment, evaluation and treatment for routine medical and dental treatment and procedures, including behavioral health services. Examples of behavioral health services caregivers **can consent** to include:

- Assessment and Service Planning
- Counseling and Therapy
- Rehabilitation Services
- Medical Services
 - Psychiatric evaluation
 - Psychotropic medication
 - Laboratory devices
- Crisis Intervention Services
- Behavioral Health Day Programs
- Support Services
 - Case management
 - Personal care services
 - Family support
 - Peer support
 - Respite
 - Sign language or oral interpretive services
 - Transportation

The caregiver must notify their DCS Specialist and the caregiver’s licensing agency within 24 hours of any non-emergency injury, illness, change of medication, or medication error that requires a foster child to be seen by a doctor of medicine, physician assistant, or registered nurse practitioner.

If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact the assigned behavioral health plan and AHCCCS Clinical Resolution Unit by email DCS@azahcccs.gov or by phone 1-800-867-5808. Additional information on physical and behavioral health services for children in Foster Care can be found on the AHCCCS website: www.azahcccs.gov/fostercare

What behavioral health services require DCS consent?

DCS must consent to:

- Inpatient assessment
- Inpatient psychiatric care services
- Behavioral Health Inpatient Facilities (also known as residential treatment services)
- Behavioral Health Residential Facilities (as known as therapeutic group homes)
- Home Care Training to Home Care Client (HCTC)

How can I secure behavioral health services for a child in foster care?

Children in foster care are enrolled with Comprehensive Medical Dental Program (CMDP) for physical health services and a Regional Behavioral Health Authority (RBHA) for behavioral health services. If the child does not already have a behavioral health provider, a caregiver may request a rapid response assessment which can identify needed services and providers. If the caregiver is experiencing difficulty in identifying a provider or scheduling an appointment, he or she should contact the behavioral health plan for assistance (contact information located at the beginning of this document). If the caregiver is not satisfied with the health plans responsiveness he or she should contact AHCCCS Clinical Resolution Unit at 602-364-4558.

If a behavioral health service has been determined medically necessary and is not initiated within 21 calendar days, the caregiver must notify both the behavioral health plan's Children's Liaison **and** AHCCCS Clinical Resolution Unit. After notification, any AHCCCS registered provider may be seen for the recommended services (even when outside of the behavioral health plan's network). List of AHCCCS registered providers can be found at: www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/

What is a Rapid Response Assessment?

Rapid Response teams assess immediate needs and triage any crisis or trauma-related issues. Services provided by this team may include, but not limited to a behavioral health assessment, screening for developmental delays, support to the child/family placement and connection to ongoing services. DCS is to refer all children to the local RBHA for a behavioral health assessment within 24 hours from the time they are initially removed from their homes. A Rapid Response Assessment must be initiated within 72 hours of notification to the behavioral health system that a child has been, or will be, removed from their home.

Can I request a Rapid Response Assessment for a foster child in my care?

Yes— the caregiver may request a rapid response assessment based on the need of the child. Assessments are required to take place within 72 hours after notice is received or within 2 hours for an urgent need.

How quickly can a foster child access behavioral health services?

The behavioral health appointment standards for foster children are as follows:

- 72 hours from time of request for a Rapid Response (2 hours for a crisis response) – An initial in-home assessment for children entering into the Department of Child Safety (DCS) custody may be requested by DCS or the caregiver.
- 7 calendar days for a Behavioral Health Assessment (24 hours for an urgent need) – An appointment for an assessment by an assigned service provider after an initial referral or a request for ongoing behavioral health services.
- 21 calendar days for a service appointment – Following the determination of a medically necessary behavioral health need, the first appointment must be within 21 calendar days of the assessment. Behavioral health services should be provided at least monthly for the first six months after a child enters DCS custody.

What is a Crisis Services?

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. In a behavioral health emergency, contact your provider (if you have one) or call the Behavioral Health Crisis Line, available at no cost, 24 hours a day, 7 days a week. If needed, the Crisis Line can connect you to in-home supports within 2 hours in most areas of Arizona.

Crisis Line Services include dispatch of a mobile team, stabilization services over the phone, initiating rapid response assessment (for DCS-involved children), as well as warm transfers to representatives of the behavioral health plans.

If the crisis mobile team does not respond within two hours, call the crisis line and your behavioral health plan.

What is a Child and Family Team (CFT)?

A CFT is a group of individuals that includes, at a minimum, the child and his or her family/guardian, foster parent, and a behavioral health representative. It may also include teachers, extended family members,

friends, family support partners, healthcare providers, coaches and community resource providers, representatives from faith communities, other service systems like the Department of Child Safety (DCS), Juvenile Justice (JJ) or the Department of Developmental Disabilities (DDD), and any individuals important in the child's life that are identified and invited to participate by the child and family.

Does DCS have to be kept updated on behavioral health services provided to foster children?

Yes, as part of the Child and Family Team (CFT), the DCS Specialist must have immediate knowledge concerning behavioral health services being provided to foster care for children on his/her caseload. If a DCS Specialist is not at a CFT, he or she will receive an update from the CFT facilitator.

Can a CFT still meet if the DCS Specialist is not available to attend in person or by phone?

Yes, although it is very important that DCS Specialist continue to be involved in the CFT process, the foster or kinship caregiver can consent to changes in the service plan through the CFT.

How long does the behavioral health plan have to respond to a request for behavioral health treatment in an out-of-home treatment setting?

A request made by the foster or kinship caregiver for placement in a behavioral health out-of-home treatment setting due to the child displaying dangerous or threatening behavior will be responded to by the behavioral health plan as expeditiously as the child's health condition warrants but no later than 72 hours. In the event the behavioral health plan determines there is insufficient information to make a determination, the behavioral health plan will make concerted efforts to obtain the necessary information in order to make a determination within the 72 hour timeframe.

If the child is hospitalized due to the threatening behavior before a determination is made on the expedited request for behavioral health out-of-home treatment, the behavioral health plan will coordinate with the hospital and CFT to ensure that there is an appropriate and safe discharge plan prior to the date of anticipated discharge. Discharge planning begins at admission and should include the foster or kinship caregiver who can assist in discussion about the child's transition back into their home or to a new caregiver.

The behavioral health plan must collaboratively work with DCS to find an appropriate alternative placement for the member to be discharged when:

- a. It is unsafe for the member to return to the out-of-home placement, and/or
- b. It is unsafe for the out-of-home placement for the member to return.

In the event the request for a behavioral health out-of-home treatment setting is denied, the behavioral health plan will ensure medically necessary alternative services are provided. A caregiver may file an appeal or an expedited appeal with the behavioral health plan upon notification of denial.

PHYSICAL HEALTH

How does a foster or kinship caregiver request a Primary Care Provider (PCP) Appointment?

A child in foster care can go to any AHCCCS registered provider. CMDP does not automatically assign a PCP. A caregiver can call CMDP for assistance with locating a PCP and/or scheduling an appointment.

See a list of AHCCCS registered providers at:

www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/

How do I arrange transportation to a doctor's appointment?

Call CMDP Member Services to arrange transportation services for physical health and your assigned RBHA for behavioral health appointments.

Should I pay for any medical services, dental services, or prescriptions?

No. Do not ever pay for medical services, dental services, or prescriptions even if you are asked to do so. Contact CMDP if the provider has any questions.

How soon after placement should I have the foster child seen by a doctor/dentist?

Children are required to see a doctor and a dentist within thirty (30) days of placement. For emergent or medication needs, an acute visit with a doctor is recommended within the first 3 days, followed by a well check (EPSDT) within the first 30 days.

A child has been placed with me but I do not have a CMDP card. How do I get one?

If you do not have a CMDP card, contact CMDP to have a card either emailed or mailed to you. You may contact CMDP by phone 602-351-2245 or 1-800-201-1795 or email CMDPMemberServices@azdes.gov.

What do I do if I am at the pharmacy and the child is not in the system?

If the child is not in the system, do not pay for any prescriptions. Call the DCS Hotline or Warmline for assistance. You can also contact your RBHA member services who will be able to assist you and do a warm transfer to the Pharmacy Help Desk (available 24 hours a day).

RESOURCES

Websites

Arizona Family Resources

Provides resources for families, ranging from medical, educational, legal, etc. Also has a large calendar of events covering the entire State.

<http://www.azfamilyresources.org>

DCS Foster Family Resources

Provides contact information for many resources throughout the state including non-profit organizations, child care, faith-based resources, etc.

<https://dcs.az.gov/foster-adoption/resources/family-resources>

AHCCCS Handouts

No Wait Lists!

https://www.azahcccs.gov/AHCCCS/Downloads/NoWaitList_06182018_English.pdf

Crisis Services for Children in Foster, Kinship & Adoptive Care

<https://www.azahcccs.gov/Members/Downloads/Resources/CrisisServicesforChildreninFosterCare10-17bilingual.pdf>

Behavior Health Services for Children in Foster, Kinship & Adoptive Care

<https://www.azahcccs.gov/Members/Downloads/Resources/BHSChildreninFosterCarebilingual10-2017.pdf>

IMPORTANT INFORMATION**MEMBER INFORMATION****MEMBER NAME:****DOB:****AHCCCS OR CMDP ID:****RBHA ASSIGNMENT:****PROGRAM INVOLVEMENT:** Dept of Child Safety: Division of Developmental Disabilities: Juvenile Probation: **MEDICATIONS:****DIAGNOSES:****ALLERGIES:****PROVIDER CONTACT INFORMATION****BEHAVIORAL HEALTH PROVIDER AGENCY:****EMAIL:****PHONE:****CASE MANAGERS NAME:****EMAIL:****PHONE:****CASE MANAGERS SUPERVISORS NAME:****EMAIL:****PHONE:****BEHAVIORAL HEALTH & PHYSICAL HEALTH PLAN INFORMATION****Mercy Maricopa Integrated Care**

Foster Care Hotline: 602-633-0763

Children's Liaison: 480-453-8095

Member Services: 1-800-564-5465

Email: DCS@mercymaricopa.orgwww.mercycareaz.org**Health Choice Integrated Care**

Foster Care Hotline: 928-293-7038

Children's Liaison: 928-214-2370

Member Services: 1-800-640-2123

Email: DCS@iasishealthcare.comwww.Healthchoiceintegratedcare.com**Comprehensive Medical and Dental Program**

Member Services: 602-351-2245

In-State Toll Free: 1-800-201-1795

Email: CMDPMemberServices@azdcs.gov<https://Dcs.az.gov>**AHCCCS - Clinical Resolution Unit**

Phone: 602-364-4558

In-State Toll Free: 1-800-867-5808

Email: DCS@azahcccs.govwww.azahcccs.gov**Cenpatico Integrated Care**

Foster Care Hotline: 1-844-365-3144

Children's Liaison: 520-809-6432

Member Services: 1-866-495-6738

Email: DCS@cenpatico.com<https://www.azcompletehealth.com/>**UnitedHealthcare Community Plan CRS**

Foster Care Hotline: 602-246-5484

Children's Liaison: 602-255-8222

Member Services: 1-800-348-4058

Email: CRS_specialneeds@uhc.comwww.Uhcommunityplan.com**CRISIS**

Maricopa County: 1-800-631-1314

Cochise, Graham, Greenlee, La Paz, Pima, Pinal,

Santa Cruz and Yuma Counties: 1-866-495-6735

Apache, Coconino, Gila, Mohave, Navajo and

Yavapai Counties: 1-877-756-4090

Department of Child Safety

Phone: 1-602-255-2500

Foster Care & Adoption Phone: 1-877-543-7633

DCS Child Abuse Hotline: 1-888-767-2445

Email: GeneralInquiries@AZDCS.gov<https://Dcs.az.gov>