Las Vegas Representatives Visit Tucson to Explore Crisis System

by Polly Knappe, Supervisor of First Responder Engagement

The Tucson Police Department Mental Health Investigative Support Team (TPD MHIST) hosted a group of 15 Law Enforcement and Healthcare Professionals from Las Vegas, Nevada in June. The group included representatives from Managed Care Organizations, Behavioral Health Providers, and the Las Vegas Police Department. The Las Vegas group was interested in exploring the Pima County crisis system in hopes of creating and implementing a similar model.

The Tucson Police Department, Pima County Attorney’s Office, Cenpatico Integrated Care, Connections Arizona, and Pasadera Behavioral Health Services collaborated to make this trip a success. Each entity presented to the group explaining their role in the crisis system, highlighting collaborative efforts of the community.

The group was able to tour the NurseWise Crisis Line Call Center and the Pima County Crisis Response Center as well as ride along with Crisis Mobile Teams and the Tucson Police Department Mental Health Investigative Support Team.

Polly Knappe, the Cenpatico Integrated Care Supervisor of First Responder Engagement, proudly stated, “I am so proud to be part of an amazing organization and community where this level of collaboration is possible. Daily we increase positive outcomes for our members, and the community while working toward our goals. I am hopeful one day Tucson will become a nationally recognized training site for Law Enforcement and Mental Health Collaboration.”

Sergeant Winsky of the Tucson Police Department stated, “The feedback from the group was amazing. But by far the best compliment I received from them (regarding the Tucson Crisis System) was something that doesn't cost a thing: a collaborative community partnership. Las Vegas marks the third major city to visit Tucson to see our crisis system; we must be doing something right!”

Thank you to all who were involved in this wonderful event.
LifeShare: Services for Members with Intellectual and Developmental Disabilities

by Scharlie Gerard-Wolfe, Program Specialist – DDD Liaison

LifeShare became a Cenpatico contracted provider in March 2016. LifeShare has nearly 20 years of experience as a home and community based provider of services for people with developmental disabilities, long-term care populations, and the child welfare system.

LifeShare provides a person-centered, “whole person” approach to care coordination, policy making, advocacy, and programmatic development for Long Term Services and Support. Their philosophy is that when the quality of one’s life increases, the frequency of crises and the cost of healthcare go down. LifeShare’s services include a suite of Home and Community Based Services as well.

LifeShare’s “Visions for an Integrated Life” is a course which prepares the family to provide support to individuals with intellectual and developmental disabilities in Managed Care settings. This program supports children and adults diagnosed with intellectual and developmental disabilities. LifeShare can also support children and adults with significant behavioral issues who may not have a diagnosis of intellectual and developmental disabilities.

“Visions for an Integrated Life” emphasizes that there are five areas in a person’s life which must be fulfilled. If any of these areas are lacking, the individual will not experience quality of life, resulting in a greater need for support, which requires a higher cost of care. They call these areas The Five Pathways:

1. Family Support Pathway – Member Directed Pathway
2. Community Living Pathway
3. Emotional and Behavioral Health Pathway
4. Employment Pathway
5. Healthy Living Pathway

LifeShare also acts as a second responder. Here is their second responder process flow:

1. NurseWise, Cenpatico’s crisis line provider, dispatches LifeShare.
2. LifeShare responds to the member/family within 24 hours of dispatch and notifies NurseWise upon arrival.
3. LifeShare works with the Intake and Coordination of Care Agency to setup an Adult Recovery Team/Child and Family Team meeting within 24-48 hours of response to the member.
4. LifeShare notifies NurseWise of additional event details within 45 days of dispatch.

LifeShare is contracted as a Specialty Provider with Cenpatico as well, providing an array of resources and evidence-based treatment modalities to members. Services provided include Functional Behavioral Assessments, Case Management, family/group/individual therapy, life skills training, employment training, and behavioral health education/prevention to individuals of all abilities.

As part of the Cenpatico provider network, LifeShare supports both individuals with a mental health diagnosis and those with a developmental diagnosis.
On March 24th, 2016 Governor Ducey signed Jacob’s Law, a crucial step forward in addressing the needs of children involved in the Department of Child Safety (DCS) system and their kinship, foster, and adoptive families. Cenpatico is committed to working closely with the Arizona Health Care Cost Containment System (AHCCCS), the Comprehensive Medical and Dental Program, and providers to improve access to behavioral health care services for children involved with DCS. Below are the first of many steps we have taken to help in this effort.

- Supported a statement issued by AHCCCS Director Betlach and DCS Director McKay to clarify that foster parents can consent to behavioral health services for foster children in their care.
- Established a designated point of contact for DCS, foster placement, and kinship placements to use when they have concerns about services for members and their placements.
- Facilitated Foster Parent Forums across the region to gather information about the needs of children involved in the DCS system and their placements.
- Increased collaboration between Regional Behavioral Health Authorities to ensure smooth transitions between service providers.
- Developed mechanisms for foster and kinship placements to initiate the Rapid Response Assessment if not initiated by DCS within the first 24 hours following removal.
- Ensured foster and kinship placements have contact information for the Intake and Coordination of Care Agency and Regional Behavioral Health Authority following the 72 hour Rapid Response.
- Implemented policy that requires the first service to take place within 21 days of the Rapid Response Assessment.
- Enforced greater access to care and encouraged DCS and placements to report providers who indicate they are unable to provide timely access to covered behavioral health services
- Provided education about Jacob’s Law for Cenpatico staff and system partners.
- Began exploring cross-system training opportunities to support the implementation of Jacob’s Law.

In addition to the work outlined above, our next steps include:

- Clarifying that families can contact Regional Behavioral Health Authorities, DCS, or AHCCCS directly anytime for help scheduling an appointment or navigating the health care system.
- Developing new initiatives to improve communication and opportunities for feedback from foster, adoptive, and kinship families
- Holding collaborative meetings to ensure that we hear from stakeholders about how to improve services for children and families involved in the DCS system.

Jacob’s Law will continue to effect change in the behavioral health system and with our system partners. We will keep you up to date on policy changes and new initiatives through the monthly provider meetings.

If you have questions please email Hilary Mahoney at hmahoney@cenpatico.com.
Provider Focus

Community Resource Locators

by Sally Hane, Grant Writer

Cenpatico recognizes the importance of community resources. The list below contains helpful resource locators you can pass along to your clients.

**Cenpatico Crisis Services**

Cenpatico provides crisis services to all community members in our service area. Telephone Crisis Intervention Services are provided by nurses, behavioral health professionals, behavioral health technicians, and peer and family support specialists.

24 Hour Crisis Line: 1-866-495-6735

**Cenpatico Peer Services**

The Peer Warm Line is staffed by trained peers (members with lived experience overcoming mental illness) who provide a friendly voice and support, and help alleviate loneliness and isolation.

Peer Warm Line: 1-888-404-5530

**Community Support Groups**

Cenpatico is active in the communities we serve, and we have come across other groups that share our desire to improve the lives of our communities. We have compiled a list of Community Supports divided by Arizona County. It is located at: https://www.cenpaticointegratedcareaz.com/content/dam/centene/cenpaticoaz/Documents/Community_Resources_6.16.16.pdf

**Provider Search**

Use the Find a Provider service on our website to find a Cenpatico-contracted provider: https://www.cenpaticointegratedcareaz.com/members/findprovider.html.

**ProviderSearch.com** is a web-based tool to assist families in their search for professionals who can help work with their loved ones with special needs. Families can search for staff, and agencies can display a detailed list of their employees who are available to work.

**Community Information & Referral**

Community Information & Referral is the key source of integrated information that brings people and services together every day to meet vital needs throughout Arizona. Their vision is for all people to have easy access to information about the full range of health, human, and emergency services provided in Arizona communities.

The 24-Hour Help Hotline has trained, bilingual (English/Spanish) Information and Referral Specialists to help. This service is anonymous and free to the public.

Visit their website 211arizona.org or call 2-1-1.

**Arizona Self Help Resources**

The Arizona Self-Help website is a free, confidential and easy-to-use website that estimates eligibility for 31 different health and human services programs, including:

- Food & Nutrition
- Housing & Utilities
- Financial Benefits
- Health Care
- Children’s Resources

Visit their website arizonaselfhelp.org or call 602-604-0640.
Community Resource Locators (continued)

Disability Benefits
The United States Social Security Administration recommends two websites hosted by the Department of Health and Human Services.

The Healthfinder.gov website has resources on a wide range of health topics selected from over 1,600 government and non-profit organizations bringing the best, most reliable health information on the internet. Individuals applying for disability benefits can use this site to gain a better understanding of and treatment for their medical problems.

The Disability.gov website links to information and resources on a wide range of disability related topics, such as benefits, civil rights, community services, health services and more. The site includes a state and local resources map which allows the user to locate disability-related information and services in their area.

Tobacco Cessation
Many people have quit smoking through programs by the Arizona Smokers Helpline (ASHLine). The ASHLine has several valuable and no cost resources. For information to help quit tobacco, please call the Arizona Smokers Helpline (ASHLine) at 1-800-556-6222, visit www.ashline.org, or talk to your doctor. ASHLine also offers information to help protect you and your loved ones from second hand smoke. Another resources is the Tobacco Free Arizona Website: http://azdhs.gov/tobaccofreeaz.

Aging and Disability Resources
AZLinks.gov is Arizona's Aging and Disability Resource Center, created to help Arizona senior citizens, people with disabilities, caregivers, and family members locate resources and services that meet their needs. AZ Links has a Screening Tool that is designed to quickly and accurately help identify options to meet individuals' needs. There are 13 questions that take about 5-10 minutes total to complete. Once submitted, an Information and Referral Specialist will review it and contact the individual regarding the types of assistance that may be available.

Prescription Drug Assistance
The federal website http://www.healthfinder.gov/rxdrug provides access to 475 patient prescription assistance programs offering over 2,500 drugs at low or no-cost to qualified individuals lacking health insurance.

SWift® Resource of Arizona
SWift® Resource of Arizona is an online system that connects users to community and statewide resource information for children, youth, and adults, their families, professionals, and community members. It is a project of “Building Community Health in Arizona: Statewide Implementation of Integrated Services”, supported by a grant from the Maternal and Child Health Bureau awarded to the Southwest Institute for Families. Users can Visit swiftresource.com and click through the links in the Library section to find advocates, guides and toolkits, hotlines, links to services, and more.
Increase in Funding for Housing

by Karin Uhlich, Director of Housing Administration

Cenpatico Integrated Care believes that housing provides the foundation for recovery by:

- Stabilizing members in the community after crises.
- Reducing member rates of incarceration and recidivism.
- Increasing member life expectancies.
- Improving member health outcomes and overall quality of life.

Working closely in partnership with AHCCCS, state-funded housing aid through Cenpatico will double during fiscal year 2017, from $3.7 million to $7.4 million. These funds are devoted to housing members who are experiencing homelessness and to preventing homelessness, as shown below:

- Integrated Members with Serious Mental Illness: $3,719,068 (level funding with fiscal year 2016 for rent assistance).
- Members with General Mental Health/Substance Abuse: $2,047,524 (new funding in fiscal year 2017 for rent assistance).
- Both types of members: $1,650,000 (one-time new funding in fiscal year 2017 eviction prevention and short-term housing assistance).

The reason for this increase is that Cenpatico and AHCCCS recognize that safe, quality housing improves the health and safety of members and reduces healthcare costs.

As noted by AHCCCS Director Tom Betlach at the Arizona Housing Alliance Conference in Tempe on March 23, 2016, “Healthcare costs for homeless members decline through housing an average of $9,000-$30,000 per year.”

In addition, Cenpatico data indicates that homeless members’ rates of hospital emergency room visits and hospital readmissions are triple the rates of visits and readmissions of members who have housing.

On a related note, Cenpatico will be the first Regional Behavioral Health Authority in Arizona to fully coordinate its housing programs with the Department of Housing and Urban Development’s Community Continuum of Care systems, administered by the Arizona Department of Housing and Pima County.

Cenpatico and all of its housing provider agencies will join the Arizona Department of Housing and Pima County Homeless Management Information System (HMIS). This will enable a coordinated referral/entry process that is integrated with Department of Housing and Urban Development funded housing programs.

This coordinated referral/entry system has been championed by the Department of Housing and Urban Development, the Arizona Department of Housing, Pima County, Tucson Mayor Jonathan Rothschild, and others as a proven approach to:

- Prioritize housing opportunities based upon each individual’s vulnerability.
- End veteran and chronic homelessness by better leveraging available resources.
Cenpatico’s New Casa Grande Office
by Jeremy Padilla, Marketing & Communications Specialist

On May 31st, 2016 Cenpatico’s Casa Grande office staff hosted an open house to celebrate moving to the new and improved office location. With a welcome speech by Mayor Bob Jackson and a ribbon cutting ceremony, the new Casa Grande office is now officially open for business!

Contacts - For more information

Cenpatico Integrated Care
Main Phone: 866-495-6738
TDD/TTY: 877-613-2076
Main Fax: 800-398-6182
www.CenpaticoIntegratedCareAZ.com

NurseWise Crisis Line:
866-495-6735

Contracting:
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Cenpatico Integrated Care (Cenpatico IC) services are funded through a contract with the Arizona Health Care Cost Containment System (AHCCCS).