ADMINISTRATIVE UPDATES
ASU Morison Institute for Public Policy and Children’s Action Alliance released a report in January 2016.

In summary the report concludes:

- Confining kids promotes delinquency.
- Confining kids does not reduce future criminal behavior.
- Confining kids decreases high school completion.
- Confining kids leads to an increase in adult incarceration.
Time Spent in Confinement

- Harms adolescent development.
- Decreases cognitive development.
- Decreases social functioning.
- Lessens adolescent abilities to function independently.
- Lessens adolescent abilities to develop effective social and coping skills.
Role of CFT in Promoting Treatment Success

Child and Family Team Expectations

- Should always listen to the wishes of the child/adolescent.
- Empower kids to make decisions and take responsibility for their lives.
- Overpowering kids, increases resentment and leads to treatment failure.
- Believe that an OOH referral represents a treatment failure.
- Recognize, prevent and mitigate the trauma associated with OOH care.
NETWORK MANAGEMENT & CONTRACT UPDATES

Teri Krantz, Director Network Management & Operations
Contract Updates (thru April 27, 2016)

❤️ New Cenpatico Integrated Care – Executed

• Behavioral Health Contracts: None.
• Physical Health Contracts: See below.

❤️ Terminated Cenpatico IC Contracts

• None.
## Executed Contracts (thru April 27, 2016)

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>PCP or Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+ Physical Therapy (David Hadley)</td>
<td>Specialty</td>
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<tr>
<td>Advanced Radiology Healthcare LLC</td>
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<tr>
<td>Agave Surgical Associates</td>
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<tr>
<td>Arista Imaging, LLC (Choice Medical Imaging)</td>
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<tr>
<td>Bell, Imogene A (DBA Nogales Clinic)</td>
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<tr>
<td>BrightStar Care (Nurses Nook Inc.)</td>
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<tr>
<td>Caplan, Joseph MD dba Cardiac Solutions</td>
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<tr>
<td>Clinica La Familia</td>
<td>PCP</td>
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<tr>
<td>Clin-Path Pathology</td>
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<tr>
<td>Ettinger, Dean dba Pediatric and Family Health</td>
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<tr>
<td>Goldberg, Mark</td>
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<td>Doerr, Rachel</td>
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<td>Gonzales Medical Clinic</td>
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<td>Hacienda Skilled Nursing Facility</td>
<td>SNF</td>
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<td>Mohamed, Rochelle L.</td>
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<td>Montes, Kara L</td>
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<td>Northern Cochise Community Hospital (RHC)</td>
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<td>Pathology Specialists of Arizona. LLP</td>
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<tr>
<td>Pellerito, Jr., John T. -MD</td>
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<td>PRN Medical Services dba Symbius Medical, LLC</td>
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<tr>
<td>Regent Physicians of Arizona, PLLC</td>
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<tr>
<td>Rejuvenight LLC dba Infinity Sleep Solutions</td>
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</tr>
<tr>
<td>Saguaro Surgical</td>
<td>Specialty</td>
</tr>
<tr>
<td>Southwest Kidney Institute</td>
<td>Specialty</td>
</tr>
<tr>
<td>Southwestern Eye (ASC only)</td>
<td>ASC</td>
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<tr>
<td>Steven B Wallach dba Family Medical Center</td>
<td>PCP</td>
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<tr>
<td>Sun Radiology PC</td>
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<tr>
<td>Tucson Heart Group</td>
<td>Specialty</td>
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<tr>
<td>Tucson Ortho Institute</td>
<td>Specialty</td>
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<tr>
<td>Yuma AZ Endoscopy</td>
<td>PCP</td>
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<tr>
<td>Yuma Nephrology PC</td>
<td>Specialty</td>
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</tbody>
</table>
FY16 Cenpatico Integrated Care Provider Manual has been updated. Attached is a summary of the changes. Both the final version, red-line version and summary of change have been posted to the website located at

http://www.cenpaticointegratedcareaz.com/for-providers/provider-resources/provider-manual
Procedure Code Updates

Effective 4/1/16 all 90000 service codes provided by licensed practitioners in an inpatient setting will no longer be considered encounters for Block providers. These services will instead, be reimbursed fee-for-service. Places of Service (POS) = 21 & 51.
Andrea Hartwig, Director Crisis Services

NETWORK DEVELOPMENT UPDATES
Urgent Transportation Requirements for Persons Experiencing a Crisis

ICC Agencies are required to make arrangements for scheduled medical and behavioral health appointments. At times, ICC Agencies may be required to arrange urgent transportation during a crisis.

When a member is involved in the crisis system and is in need of urgent transportation, Crisis Mobile Teams and Crisis Line providers are expected to facilitate care for the members experiencing a crisis by first coordinating with the ICC Agency.

If a higher level of care is needed, Cenpatico has instructed CMTs to always assess and identify whether a transport can safely be provided by (in this order):

- Natural supports (if appropriate).
- The ICC Agency.
- The Facility receiving the person.
- The CMT.
- Urgent Transportation dispatched by NW.
Remember the Following: Arranging Urgent Transportation

- It is never appropriate to send a person unescorted in a cab to a higher level of care.
- Each situation must be evaluated from a clinical perspective and should be treated individually. The clinical information will guide the decision regarding the type of transport is most appropriate for the person.
- In many situations it will be most appropriate to have the ICC Agency complete the transport for continuity of care purposes.
- Every transportation decision must be based on clinical need and appropriateness every time. In general, when a person is in crises and they need to go to a higher level of care, transportation should be considered an immediate need for the member regardless of the member’s transportation benefit status prior to the crisis.
Notes on Transportation Following a Discharge from a Higher Level of Care

Most facilities will include transportation as a part of the discharge planning process.

ICC Agencies are expected to supply the transportation to facilitate engagement and ensure the member successfully transitions to the community.

ICC Agencies need to plan ahead to arrange transportation. Please do not rely on NurseWise to arrange transportation for members leaving a higher level of care.
Tiffany Booth, Manager Provider Performance

NETWORK DEVELOPMENT UPDATES
7.1 Credentialing and Re-credentialing

- Credentialing and re-credentialing is an ongoing review process to assure the current competence of practitioners by validating the training and competence of individual practitioners in particular specialty areas. This level of review is intended to provide verification that the appropriate training, experience, qualifications, and ongoing competence has been demonstrated by individual practitioners for the services they provide.

- Physicians, nurse practitioners, physician assistants, psychologists and all other health professionals who are registered to bill independently or provide services for which they are licensed to perform must be credentialed prior to providing services in the State behavioral health system or AHCCCS Health Plan system.
7.1.11 Temporary/Provisional Credentialing Process

- Occasionally, it is in the interest of Members to allow practitioners availability in the network prior to completion of the entire initial credentialing process. Provisional credentialing can be conducted for Physicians (MDs and DOs).
- Per the AHCCCS Medical Policy Manual, Policy 950, Cenpatico IC has 14 days from receipt of a complete application accompanied by the designated documents to render a decision regarding temporary or provisional credentialing. Practitioners applying to the network for the first time are eligible for provisional credentialing. A practitioner may only be provisionally credentialed once and practitioners in a provisional status that do not clear the Initial Credentialing Requirements will be terminated.

- It is recommended that agencies begin the credentialing process immediately upon a staff person accepting an offer. It should be noted that providers not ensuring credentialing prior to service delivery may be subject to Sanctions.
The new CAP Template is required for all Corrective Actions effective immediately. The new CAP Template is meant to ensure that providers are doing effective Root Cause Analyses (RCA) for Corrective Actions and that performance measures for identifying improved performance are identified.

Effective immediately all CAPs must also be approved by the Provider Mentor before being sent to CAZCorrectiveActions@cenpatico.com. The date the Provider Mentor approved the CAP must be indicated on the new CAP Template. CAPs without this date will be sent back to the provider.
Specialty Provider Referral Process

The Specialty Provider Referral Checklist has been updated. The revised checklist dated 4/26/16 should be utilized going forward.

- Revised checklist includes contact information for the person responsible for ensuring packet accuracy. If packet is not complete please call this person first for any noted issues. If this person does not respond please contact the Specialty Provider Referral key contact person. Also included is an email list of ICC Agency Information Liaison email boxes that can be utilized as a last effort, prior to contacting Cenpatico, for assistance with referral issues.

- Revised checklist also includes a list of service descriptions. Moving forward all ISPs for specialty provider services must contain the service descriptions and frequencies of those services, at a minimum. As a reminder, billing codes are not required for specialty provider services.

The Monthly Summary Progress Note form has been updated. The revised form dated 4/26/16 should be utilized going forward.

- The revised form includes key contact for the specialty agency contact.
Specialty Provider Referral Process

ISP Requirement Changes

• Effective immediately the ICC Agency is no longer required to put the name of the Specialty Agency providing the services on the ISP. This is considered a best practice but not required.

• Specialty Agencies should NOT decline a packet if they are not listed on the ISP. The ISP simply needs to indicate the referral to a specialty provider, the goal of the referral or the needs to be met by the referral, the service descriptions, the frequency of the services, and a signature of the member and BHP.

ART/CFT Requirements (Collaboration Requirements)

• Step 2 of the Specialty Provider Referral Process includes an ART/CFT Meeting to collaborate with the ICC Agency regarding the referral.

• If the ART/CFT Meeting is not possible this can be a phone call with or without the member present.

• Again, the intent here is to ensure collaboration between the two agencies BEFORE the packet is sent.

• Do not let this step be a barrier if you get a perfect packet. Proceed with reaching out to the member to schedule the intake and then collaborate with the ICC Agency.
Contact Lists

ICC Agency Specialty Agency Referral Key Contact List
- Use this contact list when you have issues regarding the Specialty Agency Referral Process or you are not getting a response for requests for updated documents.

Information Liaison of the Day Email Contact List
- The ILD should be utilized when you have not been successful at getting your requests met from RCs, DRCs, Medical Records Department, or the key contact for the Specialty Agency Process.
- The ILD should be able to take live calls or respond to any voicemails within the hour.
- Emails can be left for the ILD and they should be resolved within the day.
- Should issues arise from your attempts to collaborate with the ILD please contact Tiffany M. Booth at tbooth@cenpatico.com.

If you have any questions please feel free to email Tiffany M. Booth, Manager of Provider Performance, at tbooth@cenpatico.com.
PROGRAM DEVELOPMENT UPDATES
Specialized Peer-Run Organizations (PROs) for Specific Populations

We are seeking to add and develop specialized PROs to provide services for specific populations; including, a PRO specialized in serving LGBT members, a PRO specialized in serving Latino members, and a PRO specialized in serving Veterans.

Other specialized PROs will emerge from the community.
I am currently meeting individually with PRO leaders to provide feedback regarding coordination and referrals based on interviews I conducted with ICC Agencies’ clinical leadership. The next phase of this project will involve a similar process of asking PROs about their coordination and referral experience with each ICC Agency, then providing that consolidated feedback to the ICC Agencies. The goal of this project is for both PROs and ICC Agencies to be aware of trends and specific issues so agencies can make informed and targeted decisions regarding coordination of member care.
ICCA/PRO Coordination Meetings

Monthly coordination meetings among ICC Agencies and PROs are currently being scheduled across the region, some beginning in May and the rest in June 2016. The coordination meetings are facilitated by Cenpatico and hosted by various PROs, ICC Agencies, and in some cases at Cenpatico locations. A schedule of the coordination meetings will be distributed once arrangements are finalized. The goal of these meetings is for ICC Agencies and PROs have a regular forum to ensure close coordination and continued quality care for members.

For questions regarding PROs or starting a new PRO, please contact Lyle Ford at 520-431-4197 or lyford@cenpatico.com.
PROGRAM DEVELOPMENT UPDATES
Outreach Specialist/Veteran Services

🔗 The Hope Inc. warm line is currently training their staff to become Resource Navigators for Veterans. They are already serving our veteran community however this will give them greater access to resources to increase access to services for Veterans.

🔗 If any one is interested in becoming a Resource Navigator for Veterans please reach out to me at joseramirez@cenpatico.com.

🔗 Our outreach specialists continue to connect members with services throughout our eight counties. If you are struggling with getting non-enrolled members connected with an ICC Agency please reach out to me and I will put you in contact with an outreach specialist in your county.
PROGRAM DEVELOPMENT UPDATES

Hilary Mahoney, Program Specialist Trauma Informed Care
Trauma Updates

Jacob’s Law is changing the way that behavioral health, DCS and the foster care system collaborate to provide services for DCS members. Cenpatico is developing a small ad-hoc committee to stay on top of these changes. If you are interested in participating, please contact Hilary Mahoney at hmahoney@cenpatico.com.

Please remind your staff to include foster and kinship placements in all CFTs and when making decisions about services.

ICC Agencies in Pima County should utilize the Boost program when the team is concerned about placement stability. The flyer is attached.
Cenpatico is hosting 10 Foster Parent Forums. These forums are an opportunity for Cenpatico to hear directly from licensed foster homes and kinship placements about their experience with the behavioral health system. If you are interested in having a representative attend please contact Hilary Mahoney. The flyer is attached.

Effective May 1, the first meaningful service is required to happen within 21 days of the Rapid Response. Nurse Wise will be following up with RR clinicians to ensure this is taking place.

Starting May 1, Cenpatico will be tracking and trending all calls and emails about DCS member concerns. This information will be reported to AHCCCS. Please let your information liaisons, recovery coaches and therapists know they may receive additional follow up calls from Cenpatico so that we can track disposition of the concerns.

Cenpatico Integrated Care will be participating in high level Clinical Case Reviews with AHCCCS, CMDP and DCS. Please let your information officer of the day know that they may be receiving calls from Cenpatico Integrated Care requesting the most recent ISP, Assessment and details about services.

New concerns about high needs members staying overnight at Madera have been raised. Cenpatico is working with DCS to develop a protocol for ICC Agency responsibility when children are at Madera. Please watch for future updates on this matter and contact Hilary Mahoney directly if you have questions or concerns.
Upcoming Clinical Training

Please see attached flyer regarding free Early Psychosis Intervention Training for Independently Licensed Clinical Staff.

- This comprehensive training is intended to provide licensed clinicians with skills to recognize early stages of psychosis, and to implement intervention techniques for individuals who experience psychosis.
- Training will be provided over a total of four (4) 8-hour training days spread over a period of several months.
- This intensive training will consist of 2 cohorts with a group size limited to 15 participants each.
- Between each training day, staff will be asked to videotape themselves while providing newly learned interventions.
- Trainers will review each submitted tape and provide individualized feedback.
- If interested, please fill out the attached application and return to Cara Lewandowski at clewandowski@cenpatico.com by Monday, May 13\textsuperscript{th}. 
Transition Committees

Transition Committees are coming up. Please make sure that your agency has representation at this meeting.

- Yuma: May 17\textsuperscript{th} from 12:00 pm-1:30 pm
- Casa Grande: May 19\textsuperscript{th}, 1:00 pm-2:30 pm
- Sierra Vista: May 23\textsuperscript{rd}, 1:00 pm-2:30 pm
- Tucson- May 25\textsuperscript{th}, 1:00 pm-2:30pm
PROGRAM DEVELOPMENT
UPDATES

Scharlie Wolfe, DDD Program Specialist I Network Operations
New Specialty Provider Facility

CPES – University House

- New BHRF that will be opening soon in Pima County specializing in children with an IDD/ASD diagnosis.
- Families are encouraged to utilize the guest house on the property (unlicensed) to work on side-by-side interventions with the child while in the program.
- This program will focus on serving youth who present with behavioral and regulatory issues that need continued stabilization, therapeutic services and support in a structured, safe and supportive environment.
- 5 bed facility that is staffed 24 hours per day, 365 days per year.
- Facility can accommodate males and females between the ages of 10 and 17 years old, providing age and gender appropriate segregation.
DDD/Regional Provider Meetings

If you should have any questions about any of the information above, please feel free to contact Scharlie Wolfe at scwolfe@cenpatico.com or 480-772-6914.
Tania Long, SUD Program Specialist Network Operations

PROGRAM DEVELOPMENT UPDATES
Suboxone Codes

Suboxone Codes for MAT providers have been added to the Cenpatico Behavioral Health Fee Schedule. These codes are only allowed to be performed by doctors (MD/DO) at MAT.
## Suboxone Codes

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<th>FeeSchedule</th>
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<td>J0574</td>
</tr>
<tr>
<td>0801</td>
<td>J0575</td>
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</table>
Suboxone Codes are available for use by any contracted provider; including:

- Community Medical Services.
- COPE.
- CODAC.
- LaFrontera.
- Community Bridges.
Assessing Members for Readiness for Detox/Treatment

- Individuals using opiates can safely and effectively withdraw from opiates on an outpatient basis, with proper supports and medication in place. This should be considered a best practice for opiate withdrawal. Providers should consider this as an option, rather than sending all individuals through a detox program.

- Members that are not ready to change at this time should be wrapped with supports. Consider assigning a peer support specialist to the member, who will work with member to: ensure safety; decrease law enforcement involvement; assist with employment, housing, resources, etc.

If you have any questions, feel free to contact Tania Long at talong@cenpatico.com
PROGRAM DEVELOPMENT
UPDATES

Sheina Yellowhair, Supervisor  Tribal Program Development
Out of Home (OOH) Placement for American Indian Members

- If an American Indian member is concurrently receiving services from a Cenpatico ICC Agency and a tribal provider (tribal and/or IHS), providers are expected to work in collaboration with the tribal provider.
- When American Indian members are placed OOH, the provider is expected to include the tribal provider in ongoing discharge planning and ongoing service planning.
- If you need assistance contacting tribal partners, please contact a member of the Tribal Services Team, Julia Chavez/Sheina Yellowhair.

If you have any questions, feel free to contact Sheina Yellowhair, x26102, syellowhair@cenpatico.com
PROGRAM DEVELOPMENT UPDATES
Employment Specialists Training & Certification Process

- See Attachment: Competency Attestation.
- 361 Staff completed the training on Relias Learning Systems but have not submitted a signed Competency Attestation to trngcerifications@cenpatico.com.
- Required Audience: All Employment Specialists employed with the ICC Agencies, Specialty Employment Providers and Peer Run Organizations.
- We recommend that you provide in person clinical supervision and coaching to all Employment Specialists as part of the credentialing process.
C-IC contracted partner who provides a bridge between individuals with a disability who are seeking employment and perspective community employers.

Linkages maintains a job board that all ICC Agencies and members can access regarding jobs being offered by employers interested in hiring members with documented disabilities.

ICC Agencies Employment Specialists are required to have a current account to utilize the Linkage’s website however we recommend all ICC Agency to have an account. The account is FREE.

Linkages provides clinical staff “live” training opportunities in partnership with C-IC.

Linkages co-hosted annual Dream Job Fairs in several counties C-IC covers.

www.linkagesarizona.com
Employment Specialty Providers including Peer Run Organizations offering SE services

The following agencies are accepting referrals for Supported Employment:

- TLCR-Yuma County & Pinal County-Casa Grande.
- Wellness Connections-Cochise, Graham, Greenlee, Santa Cruz Counties.
- NAZCARE-Yuma County.
- Beacon Group-Pima County.
- DKA-Pima County.
- Simply Clean & Green-Pima County.
- Coyote Taskforce-Pima County.
- WEDCO-Pima County.
- HOPE Lives-Pinal County.
- Focus Employment-Pinal County.

Friendly reminder to utilize the Specialty Provider Referral Process for Supported Employment referrals sent to all these agencies.
Learning Opportunities

DB101 Training- Basic understanding of Social Security work incentives and employment.

- Cost: Free
- May 19, 2016 9am-12:00pm @ Cenpatico Integrated Care 2285 S. 4th Ste. F Yuma, AZ 85364.
- May 26, 2016 9am-12:00pm @ Cenpatico Integrated Care 1876 C East Sabin Dr. Casa Grande, AZ 85122.
- Register in Relias Learning Systems.

DB101 Train the Trainer

- Cost: Free
- June 15th, 2016 12:30pm-5:00pm @ Cenpatico Integrated Care 333 E. Wetmore Rd Tucson, AZ 85705
- Register in Relias Learning Systems.
Richard Rhoads, Chief Medical Officer

MEDICAL MANAGEMENT UPDATES
Beginning May 16th, admissions to BIP and BHRF-SUD must be entered via web portal. Prior authorization requests for BHRF (non-SUD) must also be entered via web portal.

For services BIP and BHRF-SUD, the web portal entry will be the notification of admission and build the authorization needed in our system.

- Even though authorization is required (an authorization must be entered in our system), these services do not require prior authorization.
- Web portal entry is only possible if admission occurred 3 days or less before the web portal entry is submitted.
- If web portal entry is not submitted within 3 days of admission, notification of admission must be faxed in; however, sanctions will apply for each of these late submissions.
New Web Portal Entry Requirement

For BHRF (non-SUD) the web portal entry will be the request for prior authorization.

- Once the member is admitted to the facility (after prior auth obtained), notification of admission is submitted via fax.
- The web portal prior auth request requires that a specific servicing provider be identified.
  - Since the servicing provider may not be known when prior auth is being requested, the most likely facility should be entered.
  - After authorization is obtained, the member may be admitted to a different, participating ("par") BHRF facility, using the same auth number.
  - The Admission Notification form, which is faxed in, will list the actual BHRF where the member was admitted.
  - If the BHRF on the Admission Notification is different from the one on the authorization, Cenpatico-IC staff will change the servicing provider on the auth.
  - A list of all providers entered in our system (both par and non par) is attached for your reference. This list contains the NPI and TIN numbers needed to enter auths into the web portal.

Web portal is only for participating providers. Non-par providers must still fax in requests.

The web portal is a preferred option, but not required, for prior authorization requests for other provider types (planned physical health admissions, SNF, RTC, HCTC, BHTH, outpatient physical health services, ECT, neuropsych testing. Cenpatico prefers web portal entry for all prior auth requests (par providers only) because it is faster and leads to fewer errors. In the future, Cenpatico may require additional service types to be entered via the web.
Providers have been calling for information about auths when that information is available via the web portal.

The volume of these calls currently requires three full-time employees who do nothing else.

Providers are expected to first check the web for information about authorizations and only call if information cannot be obtained via the web.

We will be placing providers who repeatedly call without first checking the web on corrective action.
Cenpatico will be introducing new fax numbers which are specific to the type of document being faxed.

There will be a different fax number for prior auth requests, medical records, concurrent reviews, and face sheets.

This will help us to organize these document types in separate areas, which will lead to improved efficiency.

New forms will also be used which use optical character recognition to auto-build auths into our system.

- Requests will get to reviewers faster, leading to improved turnaround times for auth decisions.
- Fewer errors because Cenpatico staff will not be typing in data from faxes.
- A specific servicing provider, with NPI and TIN specified, will have to be entered on the form. See attachment for NPI and TIN numbers of providers in our system.

New Provider Manual forms will be published to support the new file organization. Several redundant or unnecessary PM forms will be eliminated.

Once the new fax numbers are available, a guide will be published with information on how and where to submit forms for each type of submission to the Cenpatico UR department.
Upcoming Prior Authorization Changes: Effective Date TBA

Subacute detox facilities will not require authorization for 3 to 5 day stays for non-Medicaid and Medicaid members.

H0018 codes (AIC) will require authorization for all providers. Previously Homestead North and CPES Casa Grande had been excluded from authorization requirements.
Brian Smith, Web Applications Specialist Business Services and Solutions

SYSTEMS OPS
Break Glass Health Passport Access

Just like “Break Glass In Case Of Emergency” should only be user if the member is incarcerated or in crisis.

Accessing the member’s information for any other purpose is misuse.

Intentional misuse of the functionality will result in access being revoked and legal action.
Break Glass Health Passport Access

You will know you, or one of your users are using the Break Glass Functionality because you will receive a popup message and then will click on continue.

***Warning***

You are attempting to access personal health information for a member who has not signed a data sharing consent form. Access to this information is only to be used in the case of a Behavioral or Physical Health Crisis or Incarcerations as those activities pertain to immediate treatment needs and/or the safety of the member or those around him/her. By clicking "continue" you attest that you are accessing this information for the above mentioned purpose and will be held liable for the misuse of information obtained in this manner. Click "see limited view" to see the members unrestricted information.
Break Glass Health Passport Access

Provider Portal Administrators are able to limit user’s access to the Health Passport Application by modifying the user’s permissions.

We encourage you to only provide access to the Health Passport Application to users that have a business need to access the information.
New Cenpatico Public Web Site Went Live 4/28

Cenpatico crisis services are available 24/7 by calling 1-866-495-6735, TDD/TTY: 1-877-613-2076

Who is Cenpatico Integrated Care?
- About Us
- Mission & Values
- Service Area
- Leadership
- Community Involvement

Resources
- Crisis Services
- Member Resources
- Provider Resources
- Community Resources
- Prevention Resources
- System Partner Resources

Community Resources
As an active member of our communities, we have compiled a list of community resources.

Learn more

Renpaticointegratedcareaz.com
Coming Soon: New Provider Search
Contact Information

Contact System Ops for Technical Issues on the Web Platforms ONLY!

• Please Email us at CAZSystemsOPS@cenpatico.com.

How do I request training on the Provider Portal?

• Signup for existing Training by visiting the Provider Event Calendar.

• Additional Training Requests can be sent to CAZProviderTechTraining@cenpatico.com.
Brenda Kiner, Director Enrollment

MEMBERSHIP DATA MANAGEMENT
Verifying Dual GMH/SA Members

Acute Plans:
United, Care 1st, Health Choice, Health Net, University Family Care, Mercy Care Plan, Maricopa Health Plan, Phoenix Health Plan
Please contact Membership for Eligibility, Demographic and RBHA Transfer inquiries:

**Eligibility/Demographics:**
- CAZMembership@cenpatico.com.

**RBHA Transfers:**
- CAZMemberTransfers@cenpatico.com.
COMPLIANCE UPDATES
Hot off the Press!!!

The Centers for Medicare & Medicaid Services (CMS) has just released information intended to further educational outreach in an effort to reduce billing errors and fraud, waste, and abuse among Providers.
CMS Toolkits

Education and training modules surrounding Program Integrity can be found at:

- [https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/edmic-landing.html](https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/edmic-landing.html).

Cenpatico Integrated Care has identified specific toolkits that would be beneficial to Providers to ensure Program Integrity,

- Program Integrity: Behavioral Health Toolkit.
- Home and Community Based Services Toolkit.
- Non-Emergency Medical Transportation Toolkit.
- Personal Care Toolkit.
- Documentation Matters Toolkit.
Three most common types of billing errors.

- Documentation errors.
- Number of units billed.
- Policy violations.

Documentation errors include not having a service plan that outlines specific services and missing progress notes.

Providers should implement internal processes to ensure proper documentation of billing of services.
Home and Community Based Services

- Federal regulations require a written person-centered plan for Home and Community Based Services (HCBS).
- Person-centered plan is synonymous with plan of care, care plan, Individual Service Plan (ISP), or other terms used to describe a written individual plan based on individual needs, goals, and preferences that includes HCBS.
- HCBS includes personal support services, respite care, and other needed services.
Non-Emergency Medical Transportation

Transportation

• Transportation services involve the transporting of a person from one place to another to facilitate the receipt of, or benefit from, **medically necessary covered services**, allowing the person to achieve their service plan goals.

• Transportation is limited to the cost of transporting the recipient to the **nearest** location capable of meeting the recipient’s medical needs.
  
  o For community based services – the closest location capable of meeting the need.

• DBHS has confirmed - A provider cannot bill for any other covered service while providing transportation to members.
Most common types of errors.

- Claims without supporting documentation.
- Services not eligible under State Medicaid policy.
- Services furnished without required supervision.
- Services provided without State registered Provider.
- Care provided while a beneficiary was in an institution.
General principles of Medical Record Documentation.

- The medical record should be complete and legible.
- Reason for the encounter and relevant history.
- Assessment and diagnosis.
- Medical plan of care or Individualized Service Plan.
- Date and legible identity of the observer.
- Rational for ordering diagnostic or other ancillary services.
- Health risk factors.
- Member progress, treatment changes, and response.
- Relevant diagnosis and treatment/service codes.
Billing Behavioral Health Services

• Type of service(s) provided.
• Diagnosis for specific treatment.
• Date the service was delivered.
• Duration of the service (time increments) including the code used for billing the service.
• A description of what occurred during the provision of the service related to the Member’s Individualized Service Plan.
• The members response to the service.
• Document each session.
• Document progress.
• Include procedure code, modifier, location code.
Cenpatico strives to provide high-quality and timely Provider support to its network.

Provider support is meant to ensure compliance with all terms and conditions of the Cenpatico IC Provider Manual and AHCCCS contract.

Cenpatico cannot serve as both the billing or legal consultant and independent auditor of the provider.
Providers should seek timely advice from a third-party billing consultant or legal counsel to ensure billing practices are in conformance with federal, state, and local laws and regulations.

Cenpatico Integrated Care provides general information relating to billing practices in Section 8 of its Provider Manual.

**Provider Resource List**

<table>
<thead>
<tr>
<th>Source</th>
<th>Title</th>
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<tbody>
<tr>
<td>Centers for Medicare and Medicaid</td>
<td>CMS Website</td>
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<tr>
<td></td>
<td>CMS Regulations and Guidance</td>
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<tr>
<td></td>
<td>*Home and Community Based Services Toolkit</td>
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<td>*Non-Emergency Medical Transportation Toolkit</td>
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<td>*Personal Care Toolkit</td>
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<td>*Documentation Matters Toolkit</td>
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<td>Evaluations and Management Services Documentation Guidelines for Evaluation and Management Services</td>
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<td>National Correct Coding Initiative Edits Transaction and Code Set Standards</td>
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* New Release from CMS
## Provider Resource List

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<tr>
<th>Source</th>
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<tbody>
<tr>
<td>Cenpatico</td>
<td>Cenpatico Provider Manual</td>
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<tr>
<td>ADHS</td>
<td>Covered Behavioral Health Services Guide</td>
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<tr>
<td>AHCCCCCS</td>
<td>AHCCCS Website</td>
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<td></td>
<td>AHCCCS Fee-For-Service Provider Manual</td>
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<td>AHCCCS Medical Policy Manual</td>
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<td>AHCCCS Claims Clues</td>
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<td>RAC University</td>
<td>Payment and Compliance Resources</td>
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<tr>
<td>American Academy of Professional Coders (AAPC)</td>
<td>2016 AMA CPT Professional (book)</td>
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<td>2016 HCPCHS Level II Expert (book)</td>
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<td></td>
<td>2016 ICD-10-CM Codebook (book)</td>
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</tbody>
</table>
The information provided by Cenpatico is provided for general informational purposes only. Providers must conform all billing practices to comply with all federal, state and local laws, rules, regulations, standards, and executive orders, all AHCCCS and/or Cenpatico provider manuals, policy guidelines, and standards (including reference tables), ICD9 or ICD10, whichever is in effect on the date of service, CPT, HCPCS, CDT, and Health Insurance Portability and Accountability Act Transactions and Code Sets (HIPAA TCS) compliance standards.
CULTURAL & COMMUNITY AFFAIRS UPDATES

Yvette Tucker, Administrator Cultural Affairs
Language Assistance Services

Provider Manual, Section 3.15- Cultural Competence.

Providers must clearly inform Members of the availability of language assistance services in their preferred language, verbally and in writing.

Providers must offer language assistance to individuals who have limited English proficiency and/or other communication needs such as sign language interpreters and American Sign Language-fluent staff, at no cost to them, to facilitate timely access to all health care services.

Language assistance services must be available during all hours of operation.
Language Barriers

- Language barriers have a marked effect on an individual’s health.
  - Individuals may not understand their care and service options.
  - Individuals will not participate in decisions regarding their health and health care.
  - Safety and medical errors related to miscommunication is a big concern—as is, inequitable access to health services.

- Develop processes for identifying the members’ preferred language, and clearly inform Members of the availability of language assistance (i.e. “Language Assistance Available” Posters in the lobby or “I Speak” cards at the front reception desk).
- Add preferred language information in that person’s health record.
- Understand language access rights under the law.
Title VI of the Civil Rights Act of 1964- enacted as part of the landmark Civil Rights Act of 1964 (Federal Anti-Discrimination Law). It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance [justice.gov].

The Americans with Disabilities Act (ADA)- prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. The ADA also establishes requirements for telecommunications relay services [dol.gov].

Limited English Proficiency- Individuals who have limited English proficiency (LEP) and/or other communication needs have the right to receive assistance services.
T1013 - Appropriate Encountering/Tracking of Language Assistance Services.

Oral interpretation and sign language services are provided at no charge to Arizona Health Care Cost Containment System (AHCCCS) eligible persons and persons determined to have a Serious Mental Illness (SMI).

These services are an administrative cost included in the encountering of the covered behavioral health services provided. These services must be billed in conjunction with another service, never a standalone code.

Review of the T1013 encounter data shows that several agencies have zero encounters reflecting T1013 services, while others have very low numbers of encounters for T1013 services. This code must be encountered when providing language assistance services (any behavioral health service provided in another language other than English) - whether these services are provided by certified bilingual staff within your agency or provided by a language service vendor. This data is used to track language assistance services that are being provided. This data is reported to the state on a semi-annual basis. The state reviews this data to ensure language services are being offered and provided. Based on encounter data, the state may conclude this service is not a highly utilized service.
The purpose of this meeting is to provide guidance, support, and technical assistance to Cenpatico network providers centered on further developing cultural competency, upholding the CLAS Standards ensuring compliance with State and Federal rules and regulations- focused on advancing health equity, improving quality, and helping eliminate health care disparities.

Intended Audience: Provider Network Cultural Contacts, Cultural Diversity Advocates.

To be added to the distribution list for this meeting, please email CAZCulturalAffairs@cenpatico.com.
Mary Dillon, Clinical Provider Trainer
Training and Workforce Development

TRAINING UPDATES
Motivational Interviewing Monthly Webinars

覆盖率，Jun 6, 2016 10:00 AM - 11:00 AM

覆盖率，Aug 1, 2016 10:00 AM - 11:00 AM
Rodney Staggers, Sr. Manager
Training and Workforce Development

TRAINING UPDATES
Training May 2016

- **Unique Needs for Kids and Families Involved with DCS** - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - May 12, 2016, 9:00AM - 4:00PM.
- **Cultural Competency 101: Embracing Diversity** - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - May 13, 2016, 8:30AM - 12:30PM.
- **Destination: Recovery & Wellness (DRAW)** - ACTS, 2545 S. Arizona Ave., Bldg C, Yuma, AZ 85364 - May 13, 2016, 1:00PM - 4:30PM.
- **Cultural Competency 101: Embracing Diversity** - Arizona Children's Association 3716 E. Columbia Street, Tucson, AZ 85714 - May 16, 2016, 9:00AM - 1:00PM.
- **Cultural Competency 101: Embracing Diversity** - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - May 16, 2016, 9:00AM - 1:00PM.
- **Data Elements (DUG) #34/35 Live training III and IV** - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - May 16, 2016, 9:00AM - 12:00PM.
- **Cultural Competency 101: Embracing Diversity** - COPE Community Services, Inc. Human Resources, 1485 W Commerce Court Tucson AZ 85746 - May 16, 2016, 1:00PM - 5:00PM.
Training: May 2016

Advance ART Facilitator Training - Cenpatico Integrated Care, 333 E. Wetmore, 6th floor, Tucson, AZ, 85705 - May 17, 2016, 9:00AM - 4:00PM.

CASII Training PO-C - Arizona Children's Association 3716 E. Columbia Street, Tucson, AZ 85714 - May 17, 2016, 9:30AM - 4:30PM.

Motivational Interviewing Overview - Cenpatico Integrated Care, 1501 W. Fountainhead Pkwy, Tempe, AZ. 85282 - May 18, 2016, 12:30PM - 4:00PM.

Advance ART Facilitator Training - Pathways of Arizona, 1161 N. El Dorado #103, Tucson, AZ 85715 - May 19, 2016, 9:00AM - 4:00PM.

Disability Benefits (DB101) Live Training - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - May 19, 2016, 9:00AM - 12:00PM.

Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 1501 W. Fountainhead Pkwy, Tempe, AZ. 85282 - May 20, 2016, 9:00AM - 1:00PM.

Advance ART Facilitator Training - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - May 20, 2016, 9:00AM - 4:00PM.
ASAM Live Training Portion - Community Health Associates, 2851 South Avenue B., Yuma, AZ, 85364 - May 20, 2016, 1:00PM - 5:00PM.

Cultural Competency 101: Embracing Diversity - La Frontera-Training Room Admin Bldg-504 W 29th St, Tucson AZ 85713 - May 24, 2016, 8:30AM - 12:30PM.

Advance ART Facilitator Training - Pathways of Arizona, 1161 N. El Dorado #103, Tucson, AZ 85715 - May 24, 2016 5/24/2016, 9:00AM - 4:00PM.

Data Elements (DUG) #34/35 Live training III and IV - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - May 24, 2016, 1:00PM - 3:30PM.

Unique Needs for Kids and Families Involved with DCS - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - May 25, 2016, 9:00AM - 4:00PM.

Advance ART Facilitator Training - Pathways of Arizona, 1161 N. El Dorado #103, Tucson, AZ 85715 - May 25, 2016, 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - CODAC, 1650 E. Fort Lowell Rd., Tucson, AZ, 85719 - May 25, 2016, 1:00PM - 5:00PM.

Destination: Recovery & Wellness (DRAW) - Crossroad’s Mission 944 S. Arizona Ave Building 400, Yuma, AZ 85364 - May 26, 2016, 8:00AM - 11:30AM.
Training: May 2016

- CASII Training PO-C - La Frontera Training Room Admin Bldg-504 W 29th St, Tucson AZ 85713 - May 26, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Easter Seals Blake Foundation, 7750 Broadway, Tucson, AZ, 85710 - May 26, 2016, 9:00AM - 1:00PM.
- Disability Benefits (DB101) Live Training - Cenpatico Integrated Care, 1876 E Sabin Dr. C, Casa Grande, AZ, 85122 - May 26, 2016, 9:00AM - 12:00PM.
- Understanding Arizona's Education System - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - May 26, 2016, 9:00AM - 4:00PM.
- Destination: Recovery & Wellness (DRAW) - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - May 27, 2016, 1:00PM - 5:00PM.
- Best Practices for Healthcare Professionals with Deaf and Hard of Hearing Patients - Cenpatico Integrated Care, 1501 W. Fountainhead Pkwy, Tempe, AZ. 85282 - May 31, 2016, 10:00AM - 12:00PM.
Training: June 2016

- Understanding Arizona's Education System - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - Jun 01, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Jun 02, 2016, 1:00PM - 5:00 PM.
- Destination: Recovery & Wellness (DRAW) - Horizon Health and Wellness, 210 E Cottonwood, Casa Grande, AZ. 85222 - Jun 03, 2016, 8:00AM - 12:00PM.
- Destination: Recovery & Wellness (DRAW) - Horizon Health and Wellness, 210 E Cottonwood, Casa Grande, AZ. 85222 - Jun 03, 2016, 1:00PM - 5:00PM.
- Understanding Arizona's Education System - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jun 07, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 07, 2016, 9:00AM - 1:00PM.
- Best Practices for Healthcare Professionals with Deaf and Hard of Hearing Patients - Cenpatico Integrated Care, 333 E. Wetmore, Yuma Rm, Tucson, AZ, 85705 - Jun 07, 2016, 10:00AM - 12:00 PM.
- Data Elements (DUG) #34/35 Live training III and IV - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 07, 2016, 1:00PM - 3:30PM.
Training: June 2016

- CASII Training PO-C - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 08, 2016, 9:00AM - 4:00PM.
- Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jun 09, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 14, 2016, 8:30AM - 12:30PM.
- Data Elements (DUG) #34/35 Live training III and IV - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 14, 2016, 1:00PM - 3:30PM.
- Advance ART Facilitator Training - Empact 21476 N. John Wayne Pkwy. #C101 Maricopa, AZ 85139 - Jun 15, 2016, 9:00AM - 4:00PM.
- Unique Needs for Kids and Families Involved with DCS - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 15, 2016, 9:00AM - 4:00PM.
- DB101 DISABILITY BENEFITS TRAIN THE TRAINER IN SOUTHERN AZ - Cenpatico Integrated Care, 333 E. Wetmore, 6th floor, Tucson, AZ, 85705 - Jun 15, 2016, 12:30PM - 5:00PM.
- CASII Training PO-C - Pasadera South Campus 2700 S. 8th Ave Tucson AZ. 85713 - Jun 16, 2016, 9:00AM - 4:00PM.
Training June 2016

- Data Elements (DUG) #34/35 Live training III and IV - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jun 20, 2016, 9:00AM - 12:00PM.
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jun 21, 2016, 8:30AM - 12:00PM.
- CFT Advance Facilitator Training - Helping Associates, Inc. 1901 N. Trekell Rd. Casa Grande, AZ 85122 - Jun 21, 2016, 9:00AM - 4:00PM.
- Best Practices for Healthcare Professionals with Deaf and Hard of Hearing Patients - Cenpatico Yuma Office 2285 S 4th Avenue, Suite F, Yuma AZ - Jun 21, 2016, 10:00AM - 12:00PM.
- Understanding Arizona’s Education System - Cenpatico Yuma Office 2285 S 4th Avenue, Suite F, Yuma AZ - Jun 23, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care, 1501 W. Fountainhead Pkwy, Tempe, AZ. 85282 - Jun 24, 2016, 9:00AM - 1:00PM.
- Cultural Competency 101: Embracing Diversity - La Frontera-Training Room Admin Bldg-504 W 29th St, Tucson AZ 85713 - Jun 28, 2016, 8:30AM - 12:30PM.
- Cultural Competency 101: Embracing Diversity - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 28, 2016, 9:00AM - 1:00PM.
Training: June 2016

Data Elements (DUG) #34/35 Live training III and IV - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - Jun 28, 2016, 1:00PM - 3:30PM.

Data Elements (DUG) #34/35 Live training III and IV - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 28, 2016, 2:00PM - 5:00PM.

Unique Needs for Kids and Families Involved with DCS - La Frontera - MUCC Conference Center, 502 W. 29th Street, Tucson, AZ, 85713 - Jun 29, 2016, 9:00AM - 4:00PM.

CASII Training PO-C - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 29, 2016, 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Jun 29, 2016, 1:00PM - 5:00PM.

CASII Training PO-C - La Frontera Training Room Admin Bldg-504 W 29th St, Tucson AZ 85713 - Jun 30, 2016, 9:00AM - 4:00PM.

Unique Needs for Kids and Families Involved with DCS - SEABHS, 1615 S. 1st Avenue, Safford, AZ 85546, Phone: (928) 428-4550 - Jun 30, 2016, 9:00AM - 4:00PM.

Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jun 30, 2016, 1:00PM - 4:30PM.
Training July 2016

- Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 01, 2016, 8:00AM - 12:00PM.
- Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 01, 2016, 1:00PM - 5:00PM.
- CASII Training PO-C - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 06, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jul 12, 2016, 9:00AM - 1:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jul 12, 2016, 2:00PM - 4:30PM.
- Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 13, 2016, 9:00AM - 4:00PM.
- CFT Advance Facilitator Training - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jul 13, 2016, 9:00AM - 4:00PM.
- CASII Training PO-C - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 14, 2016, 9:00AM - 4:00PM.
Training July 2016

- Advance ART Facilitator Training - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Jul 14, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 19, 2016, 9:00AM - 1:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 19, 2016, 1:30PM - 4:00PM.
- Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Jul 20, 2016, 9:00AM - 4:00PM.
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Jul 21, 2016, 1:00PM - 4:30PM.
- Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 26, 2016, 9:00AM - 1:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 26, 2016, 1:30PM - 4:30PM.
- Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Jul 27, 2016, 1:00PM - 5:00PM.
- Unique Needs for Kids and Families Involved with DCS - Assurance Health and Wellness, 3939 S Park Ave, Tucson, AZ 85714 - Jul 27, 2016, 9:00AM - 4:00PM.
- CAS II Training PO-C - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Jul 28, 2016, 9:00AM - 4:00PM.
Training August 2016

- Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Aug 05, 2016, 8:00AM - 12:00PM.
- Destination: Recovery & Wellness (DRAW) - Cenpatico Integrated Care 1876 E Sabin Dr. Suite 3 Casa Grande, AZ 85122 - Aug 05, 2016, 1:00PM - 5:00PM.
- Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 09, 2016, 9:00AM - 1:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 09, 2016, 2:00PM - 4:30PM.
- Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 09, 2016, 2:00PM - 4:30PM.
- CASII Training PO-C - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 10, 2016, 9:00AM - 4:00PM.
- Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Aug 11, 2016, 1:00PM - 4:30PM.
Training August 2016

- Data Elements (DUG) #34/35 Live training III and IV - Cenpatico Integrated Care, 2285 S 4th Ave, Ste. F, Yuma, AZ, 85364 - Aug 16, 2016, 1:30PM - 4:30PM Cenpatico Integrated Care.
- Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 2285 S 4th Ave, Ste F, Yuma, AZ, 85364 - Aug 17, 2016, 9:00AM - 4:00PM.
- CASII Training PO-C - Cenpatico Integrated Care, 2285 S 4th Ave, Ste. F, Yuma, AZ, 85364 - Aug 18, 2016, 9:00AM - 4:00PM.
- ASAM Live Training Portion - Community Health Associates, 2851 South Avenue B., Yuma, AZ, 85364 - Aug 19, 2016, 1:00PM - 5:00PM.
- Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 23, 2016, 9:00AM - 1:00PM.
- Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 23, 2016, 2:00PM - 4:30PM.
- Unique Needs for Kids and Families Involved with DCS - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 24, 2016, 9:00AM - 4:00PM.
- Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Aug 24, 2016, 1:00PM - 5:00PM.
- CASII Training PO-C - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Aug 25, 2016, 9:00AM - 4:00PM.
Cultural Competency 101: Embracing Diversity - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Sep 06, 2016, 9:00AM - 1:00PM.

Data Elements (DUG) #34/35 Live training III and IV - Pima County Health Dept. 3950 S. Country Club Rd. 3rd floor #3102 Tucson, AZ 85713 - Sep 06, 2016, 2:00PM - 4:30PM.

Unique Needs for Kids and Families Involved with DCS - Catholic Community Services Conference Room - 140 W. Speedway Blvd. TUCSON AZ - Sep 07, 2016, 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - Sep 20, 2016 9/20/2016, 9:00AM - 1:00PM.

Data Elements (DUG) #34/35 Live training III and IV - SEABHS, 4755 Campus Drive, Sierra Vista, AZ 85635 - Sep 20, 2016, 1:30PM - 4:00PM.

Unique Needs for Kids and Families Involved with DCS - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Sep 21, 2016, 9:00AM - 4:00PM.

Cultural Competency 101: Embracing Diversity - Devereux 6141 E Grant Rd. Tucson AZ 85712 - Sep 21, 2016, 1:00PM - 5:00PM.
Training September 2016

CASII Training PO-C - Cenpatico Integrated Care, 956 E Fry Blvd, Sierra Vista, AZ, 85635 - Sep 22, 2016, 9:00AM - 4:00PM.

Motivational Interviewing Overview - COPE Community Services, 1485 W Commerce Court, Tucson, AZ, 85746 - Sep 22, 2016, 1:00PM - 4:30PM.

If you have questions or concerns, please contact Rodney Staggers at 866 495-6738 x26146 or email him at rstaggers@cenpatico.com.

**Remember:** If you enroll in Relias and cannot attend, please dis-enroll from the course prior to the training. All agencies will be fine $100 per participant if dis-enrollment is not done prior to the date of the training.
Behavioral Health Interpreter Academy, Do you want to learn about interpreting in behavioral health setting? Contact Tasha Ostendorf, 602.252-9363 or email tostendorf@azcouncil.com.

2016 MHA AZ Conference, B4STAGE4: Starting the conversation, The conference will offer 20 breakout sessions on topics such as: prevention and early intervention; family and self-advocacy to navigate the system; enhancing system collaboration and support; and stigma reduction May 20-21, The Salvation Army's Phoenix Citadel Corps, 628 N. 3rd Avenue, Phoenix, AZ 85006, Only $59 Entire Conference or $39 One-Day Only, Professional rate including up to 10 CEUs is just $109 for the entire conference or $79 one-day only, go to http://www.brownpapertickets.com/event/2504602.
QUESTIONS