

**ARIZONA DEPARTMENT OF HEALTH SERVICES
DIVISION OF BEHAVIORAL HEALTH SERVICES
DIVISION DOCUMENT REVISION NOTICE**

The Arizona Department of Health Services/Division of Behavioral Health Services has revised the below referenced document(s), indicated by **BOLD** print and the symbol **[X]**. The attached matrix includes a detailed description of the changes impacting the selected document(s). The revised document(s) will be posted to the ADHS/DBHS website on or around the effective date. Please direct any questions regarding this Division document revision notice to Margaret Russell at (602) 364-4658 or via electronic mail at russelm@azdhs.gov.

DIVISION DOCUMENT	ADHS/DBHS PROVIDER MANUAL	ADHS/DBHS POLICY AND PROCEDURES MANUAL	ADHS/DBHS PROGRAM SUPPORT PROCEDURES MANUAL	ADHS/DBHS COVERED BEHAVIORAL HEALTH SERVICES GUIDE
REVISION [X]	[]	[X]		
DIVISION DOCUMENT	CLIENT INFORMATION SYSTEM (CIS) FILE LAYOUT AND SPECIFICATIONS MANUAL	OFFICE OF GRIEVANCE AND APPEALS DATABASE MANUAL	ADHS ACCOUNTING AND AUDITING PROCEDURES MANUAL	FINANCIAL REPORTING GUIDE FOR REGIONAL BEHAVIORAL HEALTH AUTHORITIES
REVISION [X]				
DIVISION DOCUMENT	ADHS/DBHS QUALITY MANAGEMENT/UTILIZATION MANAGEMENT PLAN	ADHS/DBHS PREVENTION FRAMEWORK FOR BEHAVIORAL HEALTH	AHCCCS MEDICAL POLICY MANUAL- CHAPTERS 900 AND 1000	ADHS/DBHS STRATEGIC PLAN
REVISION [X]				
DIVISION DOCUMENT	ADHS/DBHS CULTURAL COMPETENCE PLAN	ADHS/DBHS CLINICAL GUIDANCE DOCUMENTS	TITLE XIX CHILDREN'S BEHAVIORAL HEALTH ANNUAL ACTION PLAN	
REVISION [X]				

**ADHS/DBHS POLICY AND PROCEDURE MANUAL
SECTION 3.1 CONDUCT OF INVESTIGATIONS CONCERNING PERSONS WITH SERIOUS
MENTAL ILLNESS**

Policy #	TITLE	DESCRIPTION OF CHANGE	Last Revision Effective Date
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	General	Replaced "Arizona State Hospital" with "AzSH" throughout document.	7-1-09
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	References	Added: A.A.C. R9-21-101(B) A.A.C. R9-21-103 Section 5.3 Grievance and Requests for Investigations for Persons Determined to have a SMI	7-1-09
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	Definitions	<u>Added:</u> Dangerous: A condition that poses or posed a danger or the potential of danger to the health or safety of a person with Serious Mental Illness (SMI); Abuse: The infliction of, or allowing another person to inflict or cause physical pain or injury, impairment of bodily function, disfigurement or serious emotional damage which may be evidenced by severe anxiety, depression, withdrawal or untoward aggressive behavior. Such abuse may be caused by acts or omissions of an individual having responsibility for the care, custody or control of a client receiving behavioral health services or community services. Abuse shall also include sexual misconduct, assault, molestation, incest, or prostitution of, or with, a client under the care of personnel or a mental health agency. Illegal - An incidence or occurrence that is or was likely to constitute a violation of a state or federal statute	7-1-09

		<p>regulation, court decision or other law.</p> <p>Inhumane - An incident, condition or occurrence that is demeaning to a person with Serious Mental Illness or which is inconsistent with the proper regard for the right of the person to humane treatment.</p> <p><u>Revised:</u></p> <p>Special Assistance: The support provided to a person determined to have a Serious Mental Illness who is unable to articulate treatment preferences and/or participate effectively in the development of the Individual Service Plan (ISP), Inpatient Treatment and Discharge Plan (ITDP), grievance and/or appeal processes due to cognitive or intellectual impairment, a language barrier and/or medical condition.</p> <p><u>Deleted:</u></p> <p>Physical Abuse</p> <p>Sexual Abuse</p>	
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	F. General Requirements	<p>4. (d)</p> <p>Added: "... beginning with 0001 each calendar year."</p>	7-1-09
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	G. Agency Responsible for Resolving Grievances and Requests for Investigation	<p>5.</p> <p>Added: "...or designee,..."</p>	7-1-09
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	H. Grievance/Request for Investigation Process	<p>1. <u>Timeliness and Method for Filing Grievances</u></p> <p>(a) Second sentence: Added: "... or designee,"</p> <p>(b) Added: Within five days of receipt of a grievance or request for investigation, the ADHS/DBHS, the AzSH, or the RBHA, must inform the person filing the grievance or request for investigation, in</p>	7-1-09

		<p>writing, that the grievance or request has been received.</p> <p>2. <u>Preliminary Disposition</u></p> <p>(a) Summary Disposition</p> <p>(1) Added the word “or” at end of sentence.</p> <p>(b) Disposition without Investigation</p> <p>Reformatted and added language as follows:</p> <p>(1) Added the word “full” before “investigation when:”</p> <p>(a) Added the words: “The matter involves” at beginning of sentence.</p> <p>(b)(i) Added the word “conduct”</p> <p>(ii) Added the words: “Is impossible on its face”</p> <p>(c) Is resolved fairly and efficiently within seven days without a formal investigation.</p> <p>(2) Deleted the words “Preliminary Disposition Response”</p>	
<p>GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness</p>	<p>H. Grievance/Request for Investigation Process</p>	<p>3. <u>Conducting Investigations of Grievances ...</u></p> <p>(a) Re-worded and added words: “...related to the grievance process in A.A.C. R9-21, Article 4” and “ and approved in compliance with..”</p> <p>(1) Added: “The RBHA investigator or any other RBHA official responsible for responding to grievances...” and “their extension request...”</p> <p>(2) Added; “The ADHS/DBHS investigator or any other ADHS/DBHS official responsible for responding to grievances shall address their extension request..”</p> <p>Added:</p>	<p>7-01-09</p>

		<p>(3) A RBHA request for an extension to complete an investigation for grievances remanded pursuant to A.A.C. R9-21-407.B.2. or any other time period established by ADHS/DBHS decisions relating to a grievance shall be addressed to the ADHS/DBHS Deputy Director or designee.</p> <p>(c) Added "...or designee..." to first paragraph.</p> <p>(1) Added the words: "... provided for.." in first sentence and added words: "and the Human Rights Committee for that particular region" to the incredibly long first sentence.</p> <p>(2) Added the word "or designee.."</p> <p>(d) Added the word "or designee.."</p> <p>Added:</p> <p>(e) A grievant or the client who is the subject of the grievance, who disagrees with the final decision of the RBHA or AzSH, may file a request for an administrative appeal within 30 days from the date of their receipt of the RBHA or AzSH decision. The request for administrative appeal must specify the basis for the disagreement. Failure to specify the basis for the disagreement may result in a summary determination in favor of the RBHA or AzSH decision.</p> <p>(f) Added: "or designee" in first sentence. And added: "The failure of the RBHA or AzSH to forward a full investigation case record that supports the RBHA or AzSH decision may result in a summary determination in favor of the person filing the administrative appeal.."</p> <p>(g) (1) Added: "The decision, along with a notice of the right to request an administrative hearing within 30 days from the</p>	
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		<p>date of receipt of the decision, shall be sent to the appealing party, with copies of the decision provided to the AzSH or RBHA Director, as indicated; the Office of Human Rights and the applicable human rights committee; or”</p> <p>(2) Added: “remand” and deleted “return” in first sentence. And added: “...or designee...” in second sentence. Added third sentence: Upon receipt of the report and decision, ADHS/DBHS shall render a decision as described in section H.3.f above; or;”</p> <p>(3) Added: “Reject the RBHA’s decision to dispose the grievance without investigation and remand the matter with instructions to the RBHA or AzSH to conduct an investigation, issue a decision, and include a notice of the right to request an administrative appeal of the decision within 30 days from the date of receipt of the decision, consistent with the requirements in A.A.C. R9-21-406, et. Seq.”</p> <p>(h) Added the words: “..or designee..”</p> <p>(j) Added the words: “...or designee...”</p> <p>5. Added: “Unless an investigation request is made pursuant to A.A.C. R9-21-403(A) or R9-21-403(B),..”</p> <p>6. (d) (7) Added the words: “...or designee..”</p>	
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GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	H. Grievance/Request for Investigation Process		7-01-09
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	Attachment A RBHA codes for Docket Numbers	Replaced "Value Options" with "Magellan" Replaced "PGBHA" with "Cenpatico"; Replaced "EXCEL" with "Cenpatico"	7-01-09
GA 3.1 Conduct Of Investigations Concerning Persons With Serious Mental Illness	Attachment B ADHS/DBHS Appeal or SMI Grievance Form	Deleted Attachment B.	7-01-09

**ADHS/DBHS POLICIES AND PROCEDURES MANUAL
SECTION 3.4 SPECIAL ASSISTANCE FOR PERSONS DETERMINED TO HAVE A SERIOUS
MENTAL ILLNESS**

Policy #	TITLE	DESCRIPTION OF CHANGE	Last Revision Effective Date
GA 3.4 Special Assistance For Persons Determined To Have a Serious Mental Illness	A. Purpose	Re-worded, but essentially same content	7-1-09
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	B. Scope	Added: Arizona State Hospital (AzSH); and ADHS/DBHS Office of Grievance and Appeals (ADHS/DBHS OGA)	7-1-09
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	C. Policy	<u>Added</u> new language as such: T/RBHAs, AzSH and subcontracted providers must identify and report to the Office of Human Rights persons determined to have a SMI who meet the criteria for Special Assistance. If the person's Special Assistance needs appear to be met by an involved family member, friend, designated representative or guardian, the T/RBHA or behavioral health provider must still submit a notification to the Office of Human Rights. T/RBHAs, AzSH, subcontracted providers and ADHS/DBHS OGA must ensure that the person designated to provide Special Assistance is involved at key stages. <u>Deleted</u> language as such: A person determined to have a serious mental illness and deemed to need special assistance is to be identified regardless of whether the program believes it is accommodating the person's needs. Having a guardian or designated representative does not preclude the need	7-1-09

		<p>for special assistance. The need for special assistance may be deemed by any of the following:</p> <ul style="list-style-type: none"> ▪ A qualified clinician; ▪ A case manager; ▪ A clinical team of a T/RBHA; ▪ The T/RBHA; ▪ A program director of a subcontracted provider, including the Arizona State Hospital; ▪ The Deputy Director of the Arizona Department of Health Services/Division of Behavioral Health Services; or ▪ A hearing officer. 	
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	D. References	<p>Added: A.R.S. §§ 14-5303, 14-5304, 14-5305; A.R.S. 36-501; Section 3.9 Assessment and Service Planning Section 3.10 SMI Eligibility Determination Policy and Procedure Section C.O. 1.4, Confidentiality Policy and Procedure GA 3.8 Disclosure of Confidential Information to Human Rights Committee</p>	7-1-09
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	E. Definitions	<p>Added:</p> <ol style="list-style-type: none"> 1. ADHS/ DBHS Office of Grievance and Appeal – The Office of Grievance and Appeals is responsible for the administration and oversight of the administrative grievance and appeal processes. In addition, the Office of Grievance and Appeals investigates allegations of sexual abuse, physical abuse or the death of individuals determined to have a Serious Mental Illness (SMI). The purpose of the grievance and appeal processes is to resolve case specific issues and to remedy any systematic concerns that are identified 2. Day A calendar day unless otherwise specified. 3. Serious Mental Illness 	7-1-09

A condition of persons who are eighteen years of age or older and who, as a result of a mental disorder as defined in A.R.S. 36-501, exhibit emotional or behavioral functioning which is so impaired as to interfere substantially with their capacity to remain in the community without supportive treatment or services of a long-term or indefinite duration. In these persons mental disability is severe and persistent, resulting in a long-term limitation of their functional capacities for primary activities of daily living such as interpersonal relationships, homemaking, self-care, employment and recreation.

4. Qualified Clinician

For purposes of this section, qualified clinician is a behavioral health professional as defined by R9-20-101 (15) or a behavioral health technician who is supervised by a licensed behavioral health professional.

Revised:

1. Human Rights Committees

Human Rights Committees are established by state statute to provide independent oversight and to ensure the rights of enrolled persons are protected. There is one Human Rights Committee established for each region and the Arizona State Hospital, with each committee providing independent oversight and review within its respective jurisdiction.

2. Special Assistance

The support provided to a person who is unable to articulate treatment preferences and/or participate effectively in the development of the Individual Service Plan (ISP), Inpatient Treatment and Discharge Plan (ITDP), grievance and/or appeal processes due to a cognitive or

		intellectual impairment and/or medical condition.	
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	F. General Requirements	<p>Reformatted as such:</p> <ol style="list-style-type: none"> 1. Criteria to deem a person to be in need of Special Assistance are as follows: <ol style="list-style-type: none"> a. A person determined to have a Serious Mental Illness (SMI) is in need of Special Assistance if he/she is unable to do any of the following: <ul style="list-style-type: none"> • Communicate preferences for services; • Participate effectively in individual service planning (ISP) or inpatient treatment discharge planning (ITDP); • Participate effectively in the appeal; grievance or investigation processes; AND b. The person's limitations must be due to any of the following: <ul style="list-style-type: none"> • Cognitive ability/intellectual capacity (i.e. cognitive impairment, borderline intellectual functioning, or diminished intellectual capacity); ▪ Language barrier, other than a need for an interpreter/translator, (i.e. an inability to communicate) and/or; ▪ Medical condition (including, but not limited to traumatic brain injury (TBI), dementia or severe psychiatric symptoms). c. A person who is subject to general guardianship has been found to be incapacitated under A.R.S. § 14-5304, and therefore automatically satisfies the criteria for Special Assistance. Similarly, if a T/RBHA or subcontracted provider recommends a person 	7-1-09

		<p>with SMI for a general guardianship (in accordance with R9-21-206 and A.R.S. § 14-5305, the person automatically satisfies the criteria for Special Assistance.</p> <p>d. The existence of any of the following circumstances should prompt the T/RBHA, AzSH, or subcontracted provider to more closely review whether the person determined to have a SMI is in need of Special Assistance:</p> <ul style="list-style-type: none"> • Developmental disability involving cognitive ability; • Residence in a 24 hour setting; • Limited guardianship, or the T/RBHA or subcontracted provider is recommending an/or pursuing the establishment of a limited guardianship; or • Existence of a serious mental condition that affects his/her intellectual and/or cognitive functioning (such as dementia and traumatic brain injury (TBI). 	
<p>GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness</p>	<p>F. General Requirements</p>	<p>Reformatted as such:</p> <p>2. The following may deem a person to be in need of Special Assistance</p> <ul style="list-style-type: none"> • A qualified clinician providing treatment for the person; • A case manager of a T/RBHA or subcontracted provider; • A clinical team of a T/RBHA or subcontracted provider; • A T/RBHA; • A program director of a subcontracted provider, including AzSH; • The Deputy Director of ADHS/DBHS; or 	<p>7-1-09</p>

		<ul style="list-style-type: none"> • A hearing officer assigned to an appeal involving a person determined to have a SMI.: 	
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	F. General Requirements	<p>Reformatted as such:</p> <p>3. When to Assess for Special Assistance: T/RBHAs, AzSH and subcontracted providers must, on an ongoing basis, assess whether persons determined to have a SMI are in need of Special Assistance in accordance with the criteria set out in subsection F. Minimally, this shall occur at the following stages:</p> <ol style="list-style-type: none"> Assessment and annual updates; Development of or update to the Individual Service Plan (ISP); Development of or update to an Inpatient Treatment and Discharge Plan (ITDP); Initiation of the grievance or investigation processes; Filing of an appeal; and Existence of a condition which may be a basis for a grievance, investigation or an appeal and/or the person's dissatisfaction with a situation that could be addressed by one or more of these processes 	7-1-09
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	F. General Requirements	<p>Reformatted as such:</p> <p>4. Documentation</p> <p>T/RBHAs, AzSH and subcontracted providers shall document in the clinical record each time a staff member assesses an individual for Special Assistance, indicating the factors reviewed and the conclusion. If the conclusion is that the person is in need of Special Assistance, they shall notify the Office of Human Rights using the Notification of Person in Need of Special Assistance form (PM Form 5.4.1) in accordance with the procedures below.</p>	7-1-09
GA 3.4 Special Assistance	G. Procedures	<p>Reformatted as such:</p> <p>1. Notification Requirements</p>	7-1-09

<p>for Persons Determined To Have a Serious Mental Illness</p>		<p>a. T/RBHAs, AzSH and subcontracted providers must submit Part A of the Notification of Persons in Need of Special Assistance Form (PM Form 5.4.1) to the Office of Human Rights (OHR) within three working days of identifying a person in need of Special Assistance. If the person has a Special Assistance need requiring immediate assistance, the notification form must be submitted immediately with a notation indicating the urgency. T/RBHAs, AzSH and subcontracted providers should inform the person of the notification and explain the benefits of having another person involved who can provide Special Assistance. No authorization for release of protected health information, (with the exception of drug and alcohol abuse treatment, AIDS/HIV and/or communicable disease treatment), is required to submit a Notification of Person in Need of Special Assistance to the Office of Human Rights or to discuss related details with the Office of Human Rights.</p> <p>b. The OHR will review the notification form to ensure that it contains sufficient information detailing the criteria and respond to the T/RBHA and subcontracted providers by completing Part B of PM Form 5.4.1 within three working days of receipt of the Notification Form. In the event necessary information is not provided, OHR will contact the staff member submitting the notification to obtain clarification. In the event the notification is urgent, OHR will respond as soon as possible, but generally within one working day of receipt of the notification.</p> <p>c. The notification process is not</p>	
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		<p>complete until OHR completes Part B of the notification form and sends it back to the T/RBHA and subcontracted providers. The T/RBHAs and subcontracted providers should follow up with OHR if Part B is not received within three working days.</p> <p>d. T/RBHAs, AzSH or subcontracted providers must notify the OHR within ten days of an event or determination that a person in need of Special Assistance no longer meets criteria by completing Part C of the original notification form (PM Form 5.4.1) identifying:</p> <ul style="list-style-type: none"> i. The reason(s) why Special Assistance is no longer required, ii. The effective date; iii. The name and title of the staff person completing the form; and iv. The date the form is completed. <p>e. T/RBHAs and subcontracted providers shall provide relevant details and a copy of the original Special Assistance Notification form (both Parts A and B) to the receiving entity or case manager when a person in need of Special Assistance is admitted to an inpatient facility or is transferred to a different T/RBHA, case management provider site or case manager.</p>	
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	G. Procedures	<p>Reformatted as follows:</p> <p>2. Requirement of T/RBHAs, AzSH, Subcontracted Providers and ADHS/DBHS Office of Grievance and Appeals (OGA) to Help Ensure the Provision of Special Assistance.</p> <p>a. T/RBHAs, AzSH, subcontracted providers and ADHS/DBHS Office of Grievance and Appeal (OGA)</p>	7-1-09

		<p>must maintain open communication with the person (guardian, family member, friend, OHR advocate, etc.) assigned to meet the person's Special Assistance needs. Minimally, this involves providing timely notification to the person providing Special Assistance to ensure involvement in the following:</p> <ul style="list-style-type: none">i. ISP planning and review (including anytime the person makes a decision regarding service options and/or modification/termination of services);ii. ITDP planning (which includes any time a person is admitted to a psychiatric inpatient facility); andiii. Investigation, grievance or appeal process (including when initiating a request for an investigation, grievance or appeal may be warranted). <p>In the event that such procedures are delayed in order to ensure the participation of the person providing Special Assistance, the T/RBHAs, AzSH, subcontracted providers and DBHS OGA must document the reason for the delay in the clinical record, or the investigation, grievance or appeal file.</p> <p>b. T/RBHAs and subcontracted providers must periodically review whether the person's needs are being met by the person designated to meet the individual's Special Assistance needs. If a concern arises, they should first address it with the person providing Special Assistance. If the issue is not promptly resolved, they must take further action to address the issue, which may include contacting OHR for assistance.</p>	
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<p>GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness</p>	<p>G. Procedures</p>	<p>Reformatted as follows:</p> <p>3. ADHS/DBHS Office of Grievance and Appeals and RBHA Office of Grievance and Appeals Reporting Requirements.</p> <p>a. Upon receipt of a request for investigation, grievance or an appeal, the T/RBHAs' Office of Grievance and Appeals and the ADHS/DBHS OGA must review whether the person is already identified as in need of Special Assistance.</p> <p>b. If so, the T/RBHA must ensure that:</p> <p>i. A copy of the request for investigation or grievance, is sent to OHR within five days of receipt of the request. The T/RBHA must also forward a copy of the final grievance/investigation decision to the OHR within five days of issuing the decision.</p> <p>ii. The results of the Informal conference (IC) regarding appeals are sent to OHR. The T/RBHA shall also forward a copy of any subsequent notice of hearing.</p>	<p>7-1-09</p>
<p>GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness</p>	<p>G. Procedures</p>	<p>Reformatted as follows:</p> <p>4. Reporting Requirements</p> <p>a. T/RBHAs must have a method to track individuals in need of Special Assistance, to ensure compliance with this policy and the reporting requirements described in this section. The T/RBHA must, by the 10th calendar day of each month, provide the Office of Human Rights with a comprehensive report listing:</p> <p>i. All persons in need of Special Assistance who are active as of the end of the previous month;</p> <p>ii. Any notifications during the previous month that a</p>	<p>7-1-09</p>

		<p>person no longer needs Special Assistance;</p> <p>iii. Any persons transferred to the T/RBHA during the previous month who were Special Assistance in the previous T/RBHA; and</p> <p>iv. Any person in need of Special Assistance transferred from the T/RBHA to another T/RBHA. The monthly reports must contain the following information:</p> <ul style="list-style-type: none"> i. Name; ii. Date of Birth; iii. Current address; iv. Current phone number; v. Type of residence; vi. Whether currently at AzSH; vii. AzSH identification number; viii. Name of provider; ix. Name of provider site, address and phone number x. Name of case manager; xi. Name of clinical supervisor; xii. GSA (for RBHAs serving more than one); xiii. Areas of need (ISP, ITDP, grievance/investigation and/or appeals); xiv. Effective date (that Part B was completed); xv. Guardian's name, address and phone number; xvi. Name, address and phone number of person meeting the Special 	
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		<p>xvii. Assistance needs; If applicable, the date of the removal (when Part C of the notification was sent to OHR) or the event and event date that prompted the removal; and</p> <p>xviii. If applicable, the date of the inter-RBHA transfer, including the name of the receiving T/RBHA.</p> <p>b. By the 25th day of the month following the end of a quarter, OHR will provide T/RBHAs with a comprehensive report for the previous quarter. The T/RBHAs, in response to OHRs' quarterly report must submit an updated report to OHR by the 10th day of the next month, identifying any changes in client information that occurred during the previous quarter. Examples include; changes in the individual's residence, case management provider or case manager assignment, or a change in the assignment of the person identified to meet the Special Assistance needs. T/RBHAs and OHR will work together to rectify any data discrepancies in a timely manner to ensure that the data maintained is accurate.</p> <p>c. The Office of Human Rights (OHR), utilizing data it maintains on all persons in need of Special Assistance, must provide a list of persons in each region to each Human Rights Committee by the 25th calendar day of each month. The OHR will customarily</p>	
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		<p>provide a courtesy copy of the report to the corresponding RBHA.</p> <p>d. By the 15th of the month, OHR will provide AzSH a list of persons in need of Special Assistance that were receiving services at AzSH during the previous month. AzSH will review the list for accuracy and provide a response by the 20th of the month, indicating any additions to the report, including information on discharges during the previous month. OHR will provide the final report to the AzSH Human Rights Committee and a copy to AzSH by the 25th of the month.</p>	
GA 3.4 Special Assistance for Persons Determined To Have a Serious Mental Illness	G. Procedures	<p>Reformatted as follows:</p> <p>5. Confidentiality Requirements</p> <p>a. T/RBHAs, AzSH and subcontracted providers shall grant access to clinical records of persons in need of Special Assistance to the Office of Human Rights in accordance with federal and state confidentiality laws (For further clarification see Section C.O. 1.4 Confidentiality .</p> <p>b. HRCs and their members shall safeguard the list that contains the names of those persons in need Special Assistance regarding any Protected Health Information (PHI). HRCs must inform ADHS/DBHS in writing of how it will maintain the confidentiality of the Special Assistance lists. If HRCs request additional information not included in the monthly report that contains PHI, they must do so in accordance with the requirements set out in GA 3.8 Disclosure of Confidential Information to HRC.</p>	7-01-09
GA 3.4	G. Procedures	Reformatted as follows:	7-1-09

<p>Special Assistance for Persons Determined To Have a Serious Mental Illness</p>		<p>6. Other Procedures</p> <ul style="list-style-type: none">a. T/RBHAs, AzSH and subcontracted providers must maintain a copy of the completed Notification of Special Assistance form (Parts A and B) in the person's comprehensive clinical record.b. Human Rights Committees (HRCs) must make regular visits to the residential environments of persons in need of Special Assistance to determine whether the services meet their needs and their satisfaction with the residential environment.c. T/RBHAs must ensure that all applicable T/RBHA and provider staff are trained regarding the requirements of Special Assistance	
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