

## **ADHS/DBHS Guidelines to RBHAs and Providers for Verification of Citizenship/Lawful Presence for Currently Enrolled Non-Title XIX SMI Members**



The following guidelines establish the process for Regional Behavioral Health Authorities (RBHAs) and their contracted providers for verifying lawful presence of currently enrolled Non-Title XIX individuals determined to have a Serious Mental Illness (SMI) in accordance with [A.R.S. § 1-502](#). **Verification activities for currently enrolled members shall be completed by October 31, 2010.**

### **Notification to members**

RBHAs shall send a letter, pre- approved by the Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS), to all affected Non-Title XIX SMI members. Members who will need to be contacted to verify lawful presence include:

- Individuals who are currently enrolled as Non-Title XIX (not AHCCCS eligible) SMI;
- Individuals who are not receiving services under SAPT, CMHS or PATH grants; or
- Individuals who do not have previous verification of citizenship/lawful presence in their behavioral health record, the Health-e-Arizona archives or in the historical information provided by ADHS/DBHS to the RBHA.

Each letter shall contain the following information:

- A request to meet with the member in person and the purpose of the meeting;
- Notification that someone will be calling to schedule this meeting, unless the member takes the initiative to schedule the meeting;
- Instructions about the acceptable forms of documentation the member should bring to the meeting (see [Attachment A, Documents Accepted by AHCCCS to Verify Citizenship and Identity](#) and [Attachment B, Non-Citizen/Lawful Presence Verification Documents](#)); and
- Contact information to identify a person the member should call for assistance or questions, including assistance in obtaining copies of documents.

### **Re-Engagement of Members and Documentation Expectations**

When the RBHA/provider is unable to make contact with a member to schedule a meeting, the RBHA/provider shall conduct re-engagement efforts to ensure that the member is aware of the requirements that must be met in order to continue to receive publicly funded behavioral health services. Re-engagement efforts shall include phone calls, letters, and contact with individuals designated to provide Special Assistance (if applicable). Efforts shall be made to re-engage the member through face-to-face contact prior to discontinuing services and disenrolling the member. All efforts to contact members and assist with obtaining needed documentation shall be clearly documented in the member's behavioral health record.

### **Verifying Lawful Presence**

The RBHA/provider is encouraged to rescreen all Non-TXIX SMI members who request assistance in completing the verification process. The RBHA/provider shall use the Health-e-Arizona subscriber system and the process as indicated in the [ADHS/DBHS Guidelines to RBHAs and Providers for Verifying United States Citizenship or Lawful Presence of Applicants](#).

### **Disenrollment of Members**

If all efforts to obtain the required documentation are unsuccessful, including face-to-face contact, the RBHA/provider can disenroll the member if the member is not eligible for other services (i.e., SAPT, CMHS or PATH). The RBHA/provider shall implement disenrollment/closure procedures, including issuing a Notice of Decision consistent with the requirements under [ADHS/DBHS Provider Manual Section 5.5, Notice and Appeal Requirements \(SMI and Non-SMI/Non-Title XIX/XXI\)](#), to the member at least 30 days prior to disenrollment. In the event the member does not file an appeal during the 30 day timeframe, the RBHA shall follow all applicable data submission requirements for disenrollment/closure as described in [ADHS/DBHS Provider Manual Section 7.5, Enrollment, Disenrollment and Other Data Submission](#) and the [ADHS/DBHS Demographic Data Set Users Guide](#).

When the RBHA/provider disenrolls a member for failure to verify lawful presence, the RBHA/provider shall provide the member with information on alternative services, such as community resources or sliding fee scale providers. The RBHA/provider shall also inform disenrolled individuals about how the member can access crisis or emergency services. The RBHA/provider shall clearly document this information in the member's behavioral health record.