



Adult Family Support Provider Program FAQ Sheet (For Families of Non-title XIX, SMI enrolled Adults)

1. What does Non-title XIX mean? What does SMI mean?

Good questions! Non-Title XIX means the person receiving services is not on AHCCCS (Arizona Health Care Cost Containment Services). They might also say they are not Medicaid eligible. These mean the same; Non-Title XIX, not on AHCCCS, not on Medicaid.

SMI stands for Seriously Mentally Ill and is a designation given to adults with mental illness that qualify. To qualify, they must have an evaluation to see if they meet criteria for these services. To qualify, they have to have a qualifying diagnosis and substantial functional impairment as a result of that illness. The illness also needs to have duration and the functional impairment must be from the illness and not other challenges (such as substance abuse, brain injury, autism, developmental disabilities, etc.)

2. What if our family member is on AHCCCS and receives SMI services? Can we still get family support?

While this program was created to restore services to families with loved ones not on AHCCCS, Visions is still able to provide family support to those that are on AHCCCS.

3. What services are available to the family?

When families are referred for help, they will meet with an Adult Parent Support Provider. They will discuss the strengths of the family and identify the challenges they face. Together, the Parent Support Provider and the family will create a plan identifying the family's individual areas of need. There will be a "menu" of programs and services to address these needs including educational programs, support programs, advocacy training, and 1:1 support services by the Family Support Provider. You decide what you want and need to meet the goals of your plan, and we will work with you to provide the resources. We are interested in assisting you to support your loved one's recovery goals and build a strong family relationship.

4. I work and am unavailable during the weekdays to participate. Or I don't have the opportunity to go to programs because of a lack of transportation. Can I still participate?

This program was created by family members that understand the obstacles we face in participating in behavioral health programs. Therefore, at least the one-on-one support from the Family Provider is not site-based meaning we can meet with you wherever and whenever it is convenient. Perhaps at your home, a local coffee shop, during your lunch hour at work; or in the evening or on a weekend. Our education and support programs will be held at community locations, but we always are thoughtful about having them at a time that is convenient to most of our families.

5. My family member with mental illness does not want me involved in his/her care. Can I still participate?

For billing purposes, Visions is required to get your loved one to add family support to their Individual Service Plan (ISP). This can be done just by the individual asking their clinical team to add a goal of having their family of choice be provided with education and support, so they can help the person reach their recovery goals. As well, they would have to allow their provider to release documentation to us. However, none of this information would be shared with you without your loved one giving us permission to provide it to you. Therefore, it may be dependent on their approval, but it has nothing to

do with their care or treatment and Personal Health Information (PHI). If your family member would like to speak to Visions regarding this process, let us know. We would be happy to discuss their privacy issues.

6. **I am not the enrolled person's biological family, but I do provide support and assistance to them. Can I still participate?**

Of course. Visions recognizes that, as adults, many of us develop what we refer to as "families of choice". Those are the people in our lives that support us and those whose opinion we value. We encourage these individuals to reach out to us for assistance.

7. **How long will it take us to get Family Support through Visions?**

Much like when you are referred by your PCP to another doctor or service, it does take time to initiate our program. Documentation has to be provided by your loved one's clinical team, usually the case manager or NT19 case coordinator, and releases of information must be signed. Copies of these releases of information will be placed in the individual's clinical file and be forwarded to Visions of Hope Arizona. If you self refer, we will schedule a meeting with one of our family providers to complete some of the paperwork and then forward to their clinic to request necessary documentation. Magellan Health Services supports that service should be provided within 30 days of its request. Visions will outreach Provider Networks to try to arrange for timeliness.

If family support is initiated at the Provider level, Visions is unaware of your request until the clinic sends the necessary paperwork. If you have requested support and it is not being addressed in a timely manner, please call Mary Robson at Visions of Hope, 602-404-1555. Finally, whenever we understand that a referral has been requested, we are happy to have you contact us with any questions or concerns.

8. **Can Visions of Hope provide any of the services that are not available to our family member because they are not eligible for AHCCCS...like counseling or vocational assistance?**

This program is funded to provide assistance to the family members of the Non-title XIX SMI enrolled adult. Our Parent Support Providers are family members themselves and have navigated their loved ones through the "system". They will work with you to find available resources in the community or problem solve with you alternatives that may assist.

9. **Does Visions of Hope only assist the "family member"?**

No, Visions has several exciting peer programs available at both their Phoenix and Scottsdale locations. These programs are available for any enrolled adult receiving SMI services, whether they are on AHCCCS or not! For more information on available programs, please have your loved one contact our Scottsdale location at 480-994-4866 or our Hatcher Road/7th Ave. location at 602-944-2880. You can always ask their clinical team to contact Visions for a tour of our facilities.

10. **So, one more time, how can I receive Family Support Services from Visions of Hope?**

Two ways:

1. Call Susan Junck at 480-586-7362, or Mary Robson at Visions of Hope, 602-404-1555, to self refer to the program. Susan will arrange for a Family Support Provider to meet with you, at a time and place that is convenient, to start the process.
2. Request your loved one to contact their case manager or non-title 19 coordinator and request the Visions Family Support Program. You can also call your loved one's clinic to discuss a referral. They will then connect with your loved one to get the necessary releases. They have a specialized Visions of Hope Family Support Referral form that they will send to our intake department along with all required documentation.