

<p>Services for ALL T19 & T21 Children must be provided within the following timeframes:</p>	<p>When to Call:</p>	<p>When timelines have expired, contact:</p>	<p>If you have further questions or concerns, contact:</p>
<p>Crisis Services for any child</p> <p>Crisis team must respond within 2 hours</p> <p>Call the Crisis Team in your county</p>	<p>If your child’s behaviors puts them at risk of hurting themselves or others</p>	<p>Call or email your assigned RBHA Children’s Liaison</p>	<p>AHCCCS Clinical Resolution Unit Phone: 1-800-867-5808 or 602-364-4558 or DCS@azahcccs.gov</p>
<p>Dedicated Foster Care Hotline must respond within 2 hours</p> <p>Any foster or kinship caregiver may call to request for assistance in managing behaviors, engaging in services, avoiding disruption from placement, avoiding crisis or hospital placement or to initiate Rapid Response</p>	<p>If the team does not respond within 2 hours of request to the hotline or If 72 hours have passed and Rapid Response Evaluation has not been completed.</p>	<p>Call or email your assigned RBHA Children’s Liaison</p>	<p>AHCCCS Clinical Resolution Unit Phone: 1-800-867-5808 or 602-364-4558 or DCS@azahcccs.gov</p>
<p>Behavioral Health Assessment (can be requested by foster or adoptive caregiver)</p> <p>Within 7 calendar days or within 24 hours for an urgent need, as determined by a provider</p>	<p>If a Behavioral Health Provider Agency fails to provide assessment as required from time of caregiver request or rapid response referral</p>	<p>Call or email your assigned RBHA Children’s Liaison</p>	<p>AHCCCS Clinical Resolution Unit Phone: 1-800-867-5808 or 602-364-4558 or DCS@azahcccs.gov</p>
<p>Behavioral Health Service Appointment</p> <p>Within 21 calendar days or as expeditiously as the child’s health condition requires</p>	<p>If a Behavioral Health Provider Agency fails to provide service appointment as required from time of initial assessment or upon a service plan update</p>	<p>Call or email your assigned RBHA Children’s Liaison</p>	<p>AHCCCS Clinical Resolution Unit Phone: 1-800-867-5808 or 602-364-4558 or DCS@azahcccs.gov</p>

<p>To Access Services from an Out-of-Network Provider</p> <p>The Caregiver may use any AHCCCS registered provider by following the notification process.</p> <p>The health plan will reimburse claims at 130% of the AHCCCS Fee For Service Rate or the provider standard service rate, whichever is less.</p> <p>A complete list of all of AHCCCS registered providers can be found at: https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/</p>	<p>If identified behavioral health services are not available or provided within 21 calendar days.</p>	<p>Call or email your assigned RBHA Children’s Liaison</p> <p>– AND –</p> <p>AHCCCS Clinical Resolution Unit Phone: 1-800-867-5808 or 602-364-4558 Email: DCS@azahcccs.gov</p>	
<p>Requests for Out-of-Home Behavioral Health Services</p> <p>Within 72 hours from time of caregiver request.</p> <p>Out-of-Home settings include Behavioral Health Residential Facilities (RTC’s), Children’s Therapeutic Group Homes and Behavioral Health Therapeutic Homes (HCTC).</p>	<p>If the RBHA fails to respond within 72 hours after Out-of-Home request is made by caregiver.</p> <p>If the child is hospitalized, and the RBHA has failed to respond, the RBHA is to reimburse the hospital for all medically necessary care, including any days of the hospital stay during which the child does not meet criteria for an inpatient stay but is not discharged because the RBHA has not authorized a safe and appropriate placement for the child outside of the hospital</p>	<p>Call or email your assigned RBHA Children’s Liaison</p>	<p>AHCCCS Clinical Resolution Unit Phone: 1-800-867-5808 or 602-364-4558 or DCS@azahcccs.gov</p>