



AHCCCS Bed Capacity Survey Behavioral Health Residential Facilities and Residential Treatment Centers

February 24, 2021

AHCCCS in partnership with its contracted health plans, has developed a survey for providers who manage Behavioral Health Residential Facilities (BHRFs) and Residential Treatment Centers (RTCs). The purpose of the one-time survey is to obtain information about the capacity of these providers to service individuals with complex health care needs. The information you provide will contribute to an assessment of Arizona's capacity to care for individuals with complex needs and help in long term system planning. Also, the information you provide will contribute to EMResource (see 'What is EMResource?' below), a database that will be accessible to AHCCCS health plans, their staff and Arizona providers seeking to find placements for AHCCCS members.

Please complete the survey by no later than **March 17, 2021**.

In addition to this, you may be contacted by other AHCCCS health plans about this survey. However, **you only have to complete the survey once for each of your facilities**. When you complete the survey, it will allow you to identify each of the health plans you are contracted with.

- 1) To begin the survey, you will need the following organization and facility information:
 - a. Organization Name and Tax ID
 - b. Contact information such as name, title, phone number and email
 - c. BHRF and RTC location information including AHCCCS provider ID, AHCCCS provider type, service address, Total Bed Capacity and Current Bed Capacity, contracted health plans, and specialized populations.
 - i. If there are multiple BHRF and RTC facilities, at the end of the survey there will be an opportunity to include the additional location information
 - ii. The AHCCCS ID is a 6-digit number assigned by AHCCCS and the AHCCCS Provider Type is the two character the organization selected (i.e. B1, B5)
 - iii. If you do not know your AHCCCS Provider ID or Provider Type for the facilities, go to the AHCCCS Provider Portal at <https://azweb.statedmedicaid.us/Account/Login.aspx?ReturnUrl=/>
- 2) After you have the information, please go to the following link and complete the survey: https://www.surveymonkey.com/r/Preview/?sm=UtFm73C3uQUy74q9eB2h3WMGBsLKP_FU_2Bi78hwERTVT_2BctVAm0DIHmtCd_2FZIYQNI

What is EMResource?

EMResource is an online resource that reports the status of hospitals, long term care and other facilities. Sponsored by the Arizona Department of Health Services (ADHS), it is used by ambulances, EMS providers and other system partners to identify the operational status of these facilities. For example, an ambulance company can access EMResource and identify nearby hospitals on diversion status or find those with open beds to assist in transportation decisions. Facilities maintain this information by regularly logging onto EMResource to update their status and information.

Similarly, AHCCCS is working with ADHS to create a page for Behavioral Health Residential Facilities (BHRFs) and Residential Treatment Centers (RTCs) using some of the data from this survey. By presenting information on current and maximum beds, facility programs and specializations, AHCCCS and its partners hope to assist health plans and providers in easily finding and facilitating placement options for Arizonans. Similarly, AHCCCS and its health plans will be asking owners of BHRFs and RTCs to log onto EMResource each week to update their number of open beds and enter any changes to their demographic information. More information on this process will be provided in future communications.

Please see attachment for further instructions on how to complete this survey.

If you have questions, please contact Mark Shen, Director, Behavioral Health Services, by phone at 602-778-3234 or email mshen@care1staz.com.

Thank you!

Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875/E-mail SM_AZ_PNO@Care1stAZ.com

Visit our website at www.care1staz.com

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info



AHCCCS Bed Capacity Survey Instructions

AHCCCS in partnership with its contracted health plans, has developed a survey for providers who manage Behavioral Health Residential Facilities (BHRFs) and Residential Treatment Centers (RTCs). The survey is to obtain information about the capacity of these providers to service individuals with complex health care needs. In addition, we are developing an online tool that will use this information to identify placements for members with complex needs.

- 1) Where do I go to complete this survey?
Please go to: <https://www.surveymonkey.com/r/M9JT27Y>
- 2) What information will I need to complete the survey?
 - a. The survey asks for information about your organization (for example, 'Tucson Care, LLC') and about each BHRF or RTC's location owned by Tucson Care (for Example, 'TC1', 'Tucson Care on Main') (Note: We are only asking about locations licensed as BHRFs or RTCS, do not enter anything for any other facilities)
 - i. For the organizational information, you will need the name and Tax ID of the organization, and the name and contact information for the person completing the survey.
 - ii. For each location, you will need its service address, AHCCCS Provider ID, licensing category, Facility Provider Type, total and open beds, who the facility is contracted with, and information about specialized populations afforded care at the facility
- 3) What if I don't know a facility's AHCCCS Provider ID, licensing category or AHCCCS Provider Type?
 - a. The AHCCCS provider ID is a 6-digit number assigned by AHCCCS when you registered with AHCCCS. You can find it by logging into the AHCCCS provider portal at: <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=/>
 - b. Under the licensing category we are asking you for the general description of how the facility is licensed with ADHS. Is it licensed as a BHRF or an RTC?
 - c. AHCCCS provider type is also selected at the time of AHCCCS registration, but the provider types for RTCs and BHRFs are:
 - i. B1 – "Residential Treatment Center Secure (17+Beds) (IMD)"
 - ii. B2 – "Residential Treatment Center Non-Secure" (1-16 Beds)
 - iii. B3 – "Residential Treatment Center Non-Secure (17+Beds)
 - iv. B8 – Behavioral Health Residential Facility (BHRF)
 - v. 78 – Mental Health Residential Treatment Center
- 4) "Total licensed capacity" vs. "beds open at this facility"
 - a. The survey asks for total licensed capacity – the total number of beds you licensed with ADHS. It will also ask you for how many beds are open at each facility – as of the most recent data you have, how many do not have people in them and are available for a patient.
- 5) You will have the ability to enter multiple facilities for your organization. After completing the first survey, you will be asked to add information on any additional facilities managed by your organization.
- 6) You will also have the opportunity to add any additional programs or specializations offered by your facility by entering a short description in an 'Other' Category.