



## ADMINISTRATIVE REMOVAL OF DESIGNATION PROCESS

<b>Policy Category</b>	ECS Administrative Review	<b>Policy Number</b>	2.03A
<b>Date Issued</b>	10/23/2023	<b>Supersedes</b>	NA
<b>Date Revised</b>	1/9/2024		

### INTRODUCTION

It is the policy of Solari to accept requests for administrative removal of designation by an individual previously determined to meet criteria for Serious Emotional Disturbance (SED) or Serious Mental Illness (SMI) who reports a lack of claims history for a period of six (6) months or greater. Administrative removal of designation is a review that verifies claims history with the Health Plan .

### PROCEDURES

#### 1. INITIATION OF REVIEW

- 1.1. A review of administrative removal of designation for individuals currently designated as SED/SMI eligible may only be initiated by a phone call to Solari by the member or legal guardian.
  - 1.1.1. Requests for removal of designation from the Contractor, TRBHA, Tribal ALTCS case manager, or behavioral health providers will be received by Solari but will only be initiated after Solari contacts the member or legal guardian for consent.
- 1.2. A review of the determination may not be requested by the member or Health Care Decision Maker (HCDM) within six months from the date an individual has been determined SED/SMI eligible.

#### 2. REQUESTING VERIFICATION OF CLAIMS HISTORY

- 2.1 Solari will request verification of claims history from the health plan or T/RBHA via email contacts provided by AHCCCS.
- 2.2 The health plan or T/RBHA will respond to Solari within 7 business days if any qualifying claims have occurred during the previous six months.

#### 3. OUTCOMES

- 3.1. The health plan or T/RBHA will communicate the following to Solari:



3.1.1 The individual **has not** received a behavioral health service within the previous six months, or

3.1.2 The individual **has** received behavioral health service within the previous six months.

#### 4. ACTIONS FOLLOWING THE OUTCOME OF ADMINISTRATIVE REMOVAL OF DESIGNATION

4.1. If Solari is notified the requirements are met for removal of designation, the State ABH Portal case will be updated to reflect the designation has been removed. A written notice of the outcome will be mailed to the member.

4.2. If Solari is notified the requirements are not met for removal of designation, a written notice of outcome will be mailed to the member outlining the next steps.

4.2.1. The individual will be referred to the MCO if they request more detailed information on claim information that barred Solari from administrative removal of designation.

4.2.2. The individual may request a clinical removal of designation, at which point Solari will process per policy ECS 2.03.

Approval

Date

A handwritten signature in blue ink that reads "Justin N. Chase".

Justin N. Chase, LMSW, CPHQ, FACHE | CEO

1/16/24