



Section 3.7 Behavioral Health Clinicians (BHCs) and Behavioral Health Technicians (BHTs) (formerly Clinician Liaisons)

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I. STATEMENT OF PURPOSE:

The Arizona Health Care Cost Containment System (AHCCCS) has adopted a service delivery model that includes a strength-based, family-friendly and culturally sensitive approach to intake, assessment and service planning. See *Section 3.9, Assessment and Service Planning*. The provision of clinical input and supervision is recognized as one of the critical functions needed to support this overall approach for delivering behavioral health services. To enhance the effectiveness and to improve the consistency of clinical input and supervision within the Pascua Yaqui (PY) Centered Spirit Program (CSP) each enrolled person will be assigned a clinician (known as a BHC or BHT).

The purpose of this policy is to define and clarify the role of the BHC or BHT. The BHC or BHT's primary responsibility is to provide clinical oversight of the person's care, ensure the clinical soundness of the assessment/treatment process, and serve as the point of contact, coordinating and communicating with the person's team and other systems where clinical knowledge of the case is important.

II. REFERENCES:

The following sections of this CSP Provider Manual can serve as additional resources for this content area:

- Section 3.20, Credentialing and Privileging*
- Section 3.9, Intake, Assessment and Service Planning*
- Section 4.2, Behavioral Health Medical Record Standards*
- Section 4.3, Coordination of Care with AHCCCS Health Plans and Primary Care Providers and Medicare Providers*
- Section 4.4, Coordination of Care with Other Governmental Entities*



The following citations and AHCCCS document can serve as additional resources for this content area:

R9-20-204

R9-20-205 (B) and (C)

R9-20-101 (15)

R9-20-101 [17 (a) (c) (d) and (e)]

AHCCCS/TRBHA Intergovernmental Agreement (IGA) 2021

III. **DEFINITIONS:**

BHC or BHT: A behavioral health clinician or a behavioral health technician who has been credentialed and privileged by the TRBHA or its designee in accordance with AHCCCS requirements to perform this function.

The BHC or BHT:

- Assumes the primary responsibility of clinical oversight of the client's care;
- Ensures the clinical soundness of the assessment/treatment process; and
- Serves as the point of contact, coordination and communication with the client's team and other systems where clinical knowledge of the case is important.

IV. **STANDARDS:**

To describe the roles and functions of the BHC or BHT. CSP personnel assigned as BHC or BHTs follow all the procedures described below in the execution of their duties.

V. **PROCEDURES:**

A. Roles and functions of the BHC or BHT:

Each BHC or BHT is responsible for the following:

1. To ensure the client was properly oriented to services;
2. To provide clinical oversight to the team as it relates to the delivery of services for the client, including the assessment and service planning processes;
3. To provide clinical oversight of the client's care;
4. To work in collaboration with the client and his/her family or significant others to implement an effective service plan, explaining the available



clinical options to the team, including the advantages and disadvantages of each option, and promoting active participation of the client on an ongoing basis in discussion of his or her plan;

5. To serve as the point of contact, coordinating and communicating with other individuals and/or entities, including, but not limited to, primary care providers, schools, child welfare systems, juvenile and adult probation agencies, where clinical knowledge of the case is important. See *Section 4.3, Coordination of Care with AHCCCS Health Plans and Primary Care Providers* and *Section 4.4, Coordination of Care with Other Government Agencies*;
6. To ensure the clinical soundness of the assessment and service planning processes, including identifying the need for further or specialty evaluations and signing off on the client's Individual Service Plan (ISP) and annual update;
7. To provide clinical oversight to ensure provision of all covered services identified on the ISP, identifying any services gaps, providing, referrals to community resources as appropriate; and continuity of care between inpatient and outpatient settings, services and supports, as applicable;
8. To provide continuous evaluation of the effectiveness of treatment through the ongoing assessment of the client, considering input from the client and relevant others, resulting in modification to the ISP as necessary;
9. To ensure the coordination of transfers out-of-area, out-of-state or to an Arizona Long Term Care System (ALTCS) contractor, as applicable;
10. To ensure the development and implementation of transition, discharge and aftercare plans prior to discontinuation of behavioral health services;
11. To serve as a participating member of the client's team when applicable and possible;
12. To maintain the client's comprehensive clinical record See *Section 4.2, Behavioral Health Record Standards*, including documentation of activities performed as part of the service delivery process (e.g., assessments, provision of services, coordination of care, discharge planning); and
13. To function in other capacities as appropriate and determined by the team.



B. What are the requirements to be a BHC or BHT?

A BHC or BHT must either be a Behavioral Health Professional (BHC) or a Behavioral Health Technician (BHT) or meet the credentialing and privileging requirements as described in *Section 3.20, Credentialing and Privileging*.

C. Who is assigned to a BHC or BHT?

A BHC or BHT must be assigned to each client at the initial intake appointment. The BHC or BHT qualified to conduct assessments, must conduct the initial assessment. The BHC or BHT ensures that all necessary follow-up activities and transitions to subsequent services occur. It is recognized that the person assigned as the BHC or BHT may change as the client's ISP is developed or modified. If a client's BHC or BHT is changed, behavioral health providers must ensure that the client's comprehensive clinical record is transitioned to the new BHC or BHT. See *Section 3.17, Transition of Persons*.

D. Identification of the BHC or BHT:

Behavioral health providers must submit the name and telephone number of the client's BHC or BHT to a centralized TRBHA designated location. This information must be provided in a timely manner, must be accurate and must be updated as changes in the assignment occur. This information will contribute to coordination of care efforts with state agencies, health plans, Primary Care Providers (PCPs), etc., when TRBHAs receive inquiries regarding the identity of a person's BHC or BHT.