

# Provider Notice

Thank you for participating with Magellan Complete Care of Arizona (MCC of AZ) to provide high quality healthcare services to our members.

Effective October 1, 2020, monthly seclusion and restraint reports are no longer needed, per AHCCCS requirements.

Please submit your individual reports of incidents of seclusion or restraint involving MCC of AZ members directly to [MCCAZQuality@MagellanHealth.com](mailto:MCCAZQuality@MagellanHealth.com) within five days of the incident. Any incidents of seclusion or restraint that result in an injury or complication requiring medical attention must be reported to us within 24 hours of the incident.

## **AMPM 962:**

### **BEHAVIORAL HEALTH INPATIENT FACILITIES AND MENTAL HEALTH AGENCY REQUIREMENTS FOR SUBMITTING INDIVIDUAL SECLUSION & RESTRAINT REPORTS TO AN AHCCCS CONTRACTOR**

BHIF's and Mental Health Agencies shall submit S&R reports to the Contractor as follows:

1. Each BHIF or Mental Health Agency shall submit individual reports of incidents of S&R involving AHCCCS members, directly to the Contractor (including reports for AIHP members enrolled for behavioral health services with a RBHA) within five days of the incident utilizing Attachment A or the agency's electronic medical record that includes all elements listed on Attachment A. In the event that the use of S&R requires face-to-face monitoring as specified in A.A.C. R9-21-204, a supplemental report shall be submitted to the Contractor as an attachment to the individual report.
2. BHIF's and Mental Health Agencies shall report incidents of S&R that result in an injury or complication requiring medical attention to the Contractor within 24 hours.

We invite you to review AHCCCS Medical Policy Manual (AMPM) 962 to ensure your organization is aligned with AHCCCS' requirements for reporting these incidents:

- [www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/962.pdf](http://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/962.pdf)
- [www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/962AttachmentA.docx](http://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/962AttachmentA.docx)

Please send an email to [MCCAZQuality@MagellanHealth.com](mailto:MCCAZQuality@MagellanHealth.com) if you have any questions about this updated guidance.