



# The SMI Evaluation and Determination Process

# SMI – What does it mean?

Serious Mental Illness (SMI) is a designation used in Arizona to identify adults who need additional support because mental illness severely impacts their ability to function.

# What will an SMI determination do for me?

- People with an SMI designation may have access to some mental health services (even if they do not have AHCCCS):
  - Case management
  - Medication management
  - Crisis services
  - Therapy
  - Additional services based on need including: peer support, transportation, housing, etc.

# What does Crisis Response Network (CRN) do?

- Since 2007, CRN has been providing crisis call center services in Central and Northern AZ
- Community Information & Referral Services
- Effective October 1, 2015, CRN became the entity responsible for all SMI Determinations in Arizona

# Who Makes a Good Candidate for an SMI Evaluation?

- Applicant is at least 17.5 years old
- Has a history of mental health treatment, such as outpatient counseling, medication management, or hospitalizations
- Has a qualifying diagnosis in one of these groups: Psychotic Disorders, Bipolar Disorders, Obsessive-Compulsive Disorders, Depressive Disorders, Other Mood Disorders, Anxiety Disorders, Post Traumatic Stress Disorders, Dissociative Disorder, or Personality Disorders
- Has problems functioning due to that diagnosis including the inability to manage daily life or engaging in risky behavior

# The Determination Process

- You can request an SMI assessment by asking your current Arizona Health Care Cost Containment System (AHCCCS) provider or call the Tribal or Regional Behavioral Health Authority (T/RBHA)
- The applicant meets with a qualified assessor within seven days of request
- The assessor submits the SMI packet to CRN via web portal within one business day of date Consent Form is signed
- CRN has either three, 20, or 90 days to make the determination (if given the consent to pend)
- Once the decision is made, the applicant receives information on how to get services or how to appeal the decision

# The Appeal Process

- Every individual has the right to appeal their SMI decision
- When appealing an SMI determination, the applicant has the right to an informal conference within 7 days of appeal:
  - Face-to-Face
  - Video Conferencing
  - Teleconference
- If the applicant wishes to appeal this decision, they have the right to request an administrative hearing

# How long will an SMI determination last?

- Generally, this designation lasts indefinitely unless you request to have it removed.
- **Decertification:** This is the term used to for the decision that a person is no longer designated SMI.
  - A person can ask to be assessed for whether they *still* meet SMI criteria.
  - If a person has not used their SMI services in over two years, they may request to be automatically decertified by AHCCCS.



# Questions/Comments?

Jennifer Janzen

[Jennifer.Janzen@crisisnetwork.org](mailto:Jennifer.Janzen@crisisnetwork.org)

520-727-3005

CRN Eligibility and Care Services

1-855-832-2866

Website

<https://www.crisisnetwork.org/smi/community/>



**Crisis Response**  
NETWORK *Inspiring Hope*

THANK YOU!