



Pathways of Arizona

Welcome Packet

1161 N. El Dorado Suite #103
Tucson, AZ 85715
(520) 748-7108

3295 W. Ina Rd. Suite 150
Tucson, AZ 85741
(520) 744-4376

1(800)489-0064

(www.pathwaysofaz.com)

MISSION STATEMENT

We are a community leader in health care, delivering high quality, accessible services, through innovation and effective collaboration.

ABOUT PATHWAYS OF ARIZONA

Pathways offers a complete continuum of integrated treatment programs designed to meet the needs of individuals with behavioral health needs. Pathways makes available crisis and routine behavioral health services for families living in Tucson and surrounding communities.

Pathways has also incorporated Child and Family Teams into the treatment programs. The Child and Family Team is a process that is driven by the unique values, strengths, dreams, and needs of each individual family and child. The Child and Family Team philosophy stresses the importance of family and community as active partners in meeting the needs of children.

Pathways also provides what is known as Direct Support Services. Direct Support Services are provided in your home and in your community in natural settings where your child lives and interacts with others. Direct Support Services may be utilized to help families keep their children living at home, avoid delinquency, achieve success in school, and become stable and productive adults.

Direct Support Services are unique because:

- They are provided in your home and in the community as well as in the office.
- They are coordinated through your Child and Family Team (CFT).
- They are individualized for each and every family based on your strengths, needs, culture, preferences and practices of your family.
- The support is provided by support workers who are trained to provide positive, strengths-based support.
- The support is based on positive opportunities to participate in the community rather than negative consequences or ultimatums.
- The support services are provided when the family needs them most, as often and for as long as needed by the family as determined by your Child and Family Team.

CLIENT SERVICES

- Assessment and Evaluation
- Case Management
- Individual and Family Therapy and Counseling
- Group Therapy and Counseling
- Substance Abuse Group Therapy and Counseling
- Home-based Individual and Family Therapy and Counseling
- Intensive In-Home Therapy and Counseling
- 24-hour Crisis Services
- Autism Services
- Psychiatric Evaluation
- Medication Management and Adjustment Services
- Medication Training and Support
- Laboratory Services for Medication Management
- Health Promotion
- Family Support
- Peer Support
- Extended Supported Employment
- Personal Care

- Pre-job Training
- Skills Training and Development
- Respite
- Foster Care
- Transportation

ELIGIBILITY FOR CARE

Pathways serves children, adults, and their families who are eligible for behavioral health services through their AHCCCS health plans, as well as those who have private insurance. Services are provided free of charge for AHCCCS. Services are provided based upon their insurance coverage. Families who do not have insurance, but whose children are in need of services, can access our services on a self-pay basis.

Pathways will assist you in obtaining AHCCCS coverage if it appears that you might be eligible and are not currently covered.

COORDINATION OF BENEFITS

Pathways will assist in Coordination of Benefits to assure that you are receiving appropriate financial interventions. Please inform the Financial Eligibility Specialist of an additional insurance coverage you may have at the time of the initial assessment/intake.

CONSENT TO TREAT

All clients and their families will be asked to give their consent for treatment. This will be done at the time of intake. Your intake specialist will explain fully what this means. In giving your consent you are agreeing to the terms and conditions of treatment. You will also need to give consent for any medication provided to your child.

CLIENT RIGHTS

Pathways is committed to providing high quality behavioral health services that meet the needs of members, and promoting human dignity through respectful treatment.

Pathways of Arizona Client Rights

A. An administrator shall ensure that:

1. The requirements in subsection (B) and the patient rights in subsection (C) are conspicuously posted on the premises;
2. At the time of admission, a patient or the patient's representative receives a written copy of the requirements in subsection (B) and the patient rights in subsection (C); and
3. There are policies and procedures that include:
 - a. How and when a patient or the patient's representative is informed of patient rights in subsection (C); and
 - b. Where patient rights are posted as required in subsection (A)(1).

B. An administrator shall ensure that:

1. A patient is treated with dignity, respect, and consideration;
2. A patient is not subjected to:
 - a. Abuse;
 - b. Neglect;
 - c. Exploitation;
 - d. Coercion;
 - e. Manipulation;
 - f. Sexual abuse;
 - g. Sexual assault;
 - h. Seclusion;

- i. Restraint, if not necessary to prevent imminent harm to self or others;
- j. Retaliation for submitting a complaint to the Department or another entity; or
- k. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student; and

3. A patient or the patient's representative:

- a. Except in an emergency, either consents to or refuses treatment;
- b. May refuse or withdraw consent to treatment before treatment is initiated;
- c. Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure;

- d. Is informed of the following:
 - i. The outpatient treatment center's policy on health care directives, and
 - ii. The patient complaint process;
- e. Consents to photographs of the patient before a patient is photographed except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
- f. Except as otherwise permitted by law, provides written consent to the release of the patient's:
 - i. Medical records, and
 - ii. Financial records.

C. A patient has the following rights:

- 1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
- 2. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
- 3. To receive privacy in treatment and care for personal needs;
- 4. To review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
- 5. To receive a referral to another health care institution if the outpatient treatment center is unable to provide physical health services or behavioral health services for the patient;

6. To participate or have the patient's representative participate in the development of, or decisions concerning treatment;
7. To participate or refuse to participate in research or experimental treatment; and
8. To receive assistance from a family member, representative, or other individual in understanding, protecting, or exercising the patient's rights.

BEHAVIORAL HEALTH CRISIS EMERGENCY SERVICES

If you believe your child is experiencing a **life threatening emergency situation, dial 911.**

If the crisis is **not a life-threatening situation** and your child is already enrolled with Pathways, call **748-7108** during regular business hours and indicate that there is a crisis situation.

Please call **1-800-489-0064** if the crisis occurs during the evenings, weekends, and holidays. Our crisis services staff will assist you.

After-hour crisis can also be accessed by dialing **748-7108**.

For Behavioral Health Crisis please call **NurseWise Crisis Line** at 1-866-495-6735.

MEDICATIONS

If your child is prescribed medications for the treatment of their behavioral health problem(s), he or she will be closely monitored by the Pathways psychiatric and nursing staff to assure the appropriateness and effectiveness of the medication. Medication monitoring appointments will

typically be set monthly. The Pathways nursing staff and psychiatric staff assistant can be reached at **748-7108**, El Dorado Office, or **744-4376**, Northwest Office during regular business hours. Please do not hesitate to contact them if you have any concerns or questions regarding your child's medications. They will also provide all necessary information regarding filling of prescriptions, refills, and any emergency needs regarding medications.

CLIENT RESPONSIBILITIES

As client and family, you have the following responsibilities:

- To provide, to the extent possible, to the doctor, nurse, therapist and/or care coordinator, the information needed for your care.
- To follow the plans and instruction for care that you have agreed upon with your doctor, nurse, therapist, and/or case manager.
- To understand, to the degree possible, your behavioral health problems and develop mutually agreed upon treatment goals.
- To provide Pathways with the most current information regarding your insurance coverage.
- To provide your doctor, nurse, therapist, and/or case manager of any changes in your living or financial situation.
- To provide timely notification (24-48 hours) if you are unable to attend a scheduled appointment.

CLIENT ADVOCATE

The Client Advocate is available to assist your family to work together with Pathways doctors, therapists, support staff and community agencies regarding concerns with the quality or types of services being provided to your child. Pathways' Advocate can be reached by calling 748-7108 ext. 21342.

PROCESS FOR FILING A FORMAL COMPLAINT

Pathways strives to provide quality care and service. All clients enrolled have the right to have their treatment needs met within the scope and capability of Pathways and the behavioral health system. We will make every attempt to work with you to resolve any complaint or concern on an informal basis. You can submit a complaint to any Pathways representative.

FIVE ROLES for FAMILIES

Freisen and Stephens (1998) outline six roles for families:

1. **Contributors to the Environment**-Family members are the key component of the environment in which a child resides. Consequently, treatment providers often try to identify ways in which the behavior and interactions between family members influence the child's emotional and behavioral problems. With the assistance of the treatment provider, family members should consider ways to improve the home environment and the relationships in the family in order to provide the child with the most stable, supportive environment possible. In addition, family members should seek external support from their extended family and members of the community in order to reduce the stress of raising a child with emotional or behavioral difficulties.
2. **Recipients of Service**-family members are also an important part of the therapeutic process. Service providers often focus on the family unit as a whole, creating interventions and strategies that target the health of the entire family. These interventions are intended to assess the strengths and weaknesses that exist within the family structure, to enhance the well-being of parents and other family members, and to help families locate support mechanisms in the community. The provider also assists family members in developing the skills necessary to support the special needs of the child. Services may include supportive counseling, parental care, parental support groups, transportation, and financial assistance.
3. **Partners in the Treatment Process**-Family members also serve as equal contributors in the problem-solving process. They should work with treatment providers to identify the goals of treatment and to plan realistic strategies to achieve these goals. Additionally, family members should plan a key role in implementing these strategies to ensure that the treatment goals are met. When performing these functions, caregivers should not be afraid to ask questions and to voice their opinions and preferences. It is crucial that they are fully informed and that their preferences are considered in all treatment decisions.
4. **Service Providers**-The treatment process is incomplete without the direct services provided to the child by family members. They are responsible for providing emotional support and information to the child and other family members, and for filling in the gaps in the services being received by the child. Furthermore, they often coordinate the services being received by the child by requesting, convening, and scheduling meetings, and transporting the child to appointments. It is a crucial role, the importance of which cannot be understated. Parents and caregivers need to remain vigilant and involved in all aspects of the child's treatment. This includes keeping all follow-up appointments, becoming knowledgeable about any prescribed medications, and keeping track of all treatments that have been tried unsuccessfully.
5. **Advocates**-Family members often serve as the child's only voice in the behavioral health system. They should therefore actively advocate for the child in order to ensure that they receive the appropriate services, and should voice any concern regarding undesirable practices and policies.

It is crucial that families remain actively involved in all aspects of their child's behavioral health treatment. Without family involvement, it will be extremely difficult for service providers to ensure

that the gains achieved by the child in treatment are maintained and solidified. Moreover, the combined efforts of service providers, family members, and advocates are necessary to ensure that the services provided in the community effectively meet the needs of all children and families.

SPECIAL SERVICES

Pathways adheres to the Americans with Disabilities Act (ADA) as established by law. We strive to meet the needs of disabled individuals seeking treatment services to the best of our ability.

You will be asked if you have any special needs and we will make every attempt to accommodate them and to provide services in your primary language.

MEMBER HANDBOOK

Along with Pathways' Welcome Packet, clients may view the Health Plans Member Handbooks at the following web addresses. You may also request a copy of the handbook by calling your Health Plan.

Arizona Complete Health/Health Net

Member Services 1-888-788-4408

Website www.AZCompleteHealth.com/CompleteCare

Banner University Family Care

Member Services 1-800-582-8686

Website www.BannerUFC.com/acc

United Healthcare

Member Services 1-800-348-4058

Website www.UHCCommunityPlan.com

HOLIDAY SCHEDULE

- New Year's Day (Jan. 1)
- Martin Luther King Day (Third Monday in Jan.)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Friday after Thanksgiving
- Christmas Eve (Dec. 24)
- Christmas (Dec. 25)

BUREAU OF MEDICAL FACILITY LICENSING

Pathways is licensed by the Bureau of Medical Facility Licensing, a division of the Arizona Department of Health Services. Pathways adheres to established treatment guidelines and practices as allowed by law and regulation. If you have any questions or concerns regarding services provided by Pathways, you may contact the Bureau of Medical Facility Licensing at **(602) 364-3030**.

IMPORTANT PHONE NUMBERS

Bureau of Medical Facility Licensing	150 N. 18 Ave. Suite 450 Phoenix, AZ 85007	(602) 364-3030
Arizona Department of Economic Security, Office of Child Protective Services (DCS) Child Abuse Hotline	400 W. Congress #420 Tucson, AZ 85701 6840 E. Broadway Tucson, AZ 85710	(520) 628-6810 (520) 721-3097 (888) 767-2445
Adult Protective Services	3131 N. Country Club Rd. Suite 206 Tucson, AZ 85716	877-505-ADULT 877-767-2385
Pathways of Arizona Client Advocate	1161 N. El Dorado Pl., Suite 103 Tucson, AZ 85715	(520) 748-7108 ext. 21342
Arizona Complete Health/Health Net		1-888-788-4408 www.AZCompleteHealth.com/CompleteCare
Banner University Family Care		1-800-582-8686 www.BannerUFC.com/acc
United Healthcare		1-800-348-4058 www.UHCCommunityPlan.com

Counselor Definitions

Counseling is the application of mental health, psychological or human development principles, through cognitive, affective, behavioral, or systemic interventions, strategies that address wellness, personal growth, or career development, as well as pathology. Gladding (2204).

- Counseling deals with wellness and personal growth
 - Physical
 - Intellectual
 - Social
 - Psychological
 - Emotional
 - Environmental
- This includes working with the entire family in addition to the identified client in the office, home, school or other appropriate settings.

What Counseling is not

Counseling is **not** a socializing opportunity for client or counselor

Counseling is **not** about the counselor finding solutions for the client/family

Counseling is **not** about being dependent on the counselor

Counseling is **not** about a personal friendship with the counselor

Counseling is **not** a substitute for relationships with significant others

Counseling is **not** a trial or judgment of client or the people in the client's life
Counseling is **not** a rescue operation

What Counseling is about

A mutually **respectful, honest** and **genuine** professional relationship

A relationship focusing on **empowerment and positive** change for the family

About **commitment**, trust, openness and honesty within the counseling relationship

A working partnership **between families, client and counselor** in identifying where family is, where family wants to go, and how family can get there (Setting goals)

Equip families and clients with **copng skills** to **manage** challenges and problems in life

Counseling is not the solution but the **avenue** to the solution

EXPECTATIONS

Realistic Expectations

- Expect an honest, genuine and supportive counselor
- Expect irrational thoughts and behaviors to be respectfully challenged
- Expect that the counselor will assist you in identifying and establishing realistic goals
- Expect changes in your thoughts, behaviors and circumstances only to the extent that you are willing to put your treatment plan into action
- Expect therapeutic changes to be gradual
- Expect to set realistic goals with realistic time frames
- Expect counseling to have an ending
- Expect the possibility of rescheduling of appointment as a result of emergencies - You are entitled to a second opinion if not satisfied with services

Unrealistic Expectations

- Do not expect a miracle cure for your issues
- Do not expect to solve all your problems
- Do not expect the counselor to change who you are – only you can
- Do not expect the counselor to make decisions for you
- Do not expect change to occur without your own hard work and commitment
- Do not expect the counselor to engage in a relationship outside of the counseling context



How to Get a Medication refill At Pathways of Arizona
IMPORTANT, PLEASE READ THIS

Refill Hotline for the El Dorado office **520-748-7108 option 4**

Refill Hotline for the NW office **520-744-4376 option 4**

Office hours 8:00-6:00pm Monday- Thursday

8:00-5:00pm Fridays

We are closed for all major holidays

You **MUST** leave a message if you need a prescription refill. You will not be able to speak to the nurse for a medication refill, as this is a voicemail only, and refills are processed based on the order in which they are received.

- ***For medication request please do not contact your pharmacy or set your medication up for automatic refills. We will no longer accept a refill request from pharmacy. Contacting your pharmacy will result in your refills NOT being processed.***
- Due to the increased volume of calls, **it can take up to 5-7 business days** for prescriptions to be filled.
- Clients and families must maintain regular appointments with the provider to receive medication refills. The client **MUST** be seen at least every three months, or sooner, as recommended by the provider. (This is a **STATE REQUIREMENT**, not a Pathways requirement).
- If a client misses their appointment or late cancels (late cancellation is canceling on the same day) their appointment 2 consecutive times, medication bridges will be denied until the client is seen.
- Please **speak slowly** and clearly so we may assist you better.
- Please leave **ONE** message; multiple messages will only delay your refill being processed.

INFORMATION REQUIRED TO REFILL PRESCRIPTIONS

- Childs' first and last name. please spell both names
- Parent or Guardians' name
- Contact phone (**Very important**)
- List the medications to be filled
- Which pharmacy do you prefer? What are the cross streets?
 - a) We will send the approval electronically to the pharmacy.

IMPORTANT CHANGE: EFFECTIVE 10/1/18: Psychiatric Medications are filled through your health plan, your member ID is your **AHCCCS number** (it starts with an A---)

If you or your child is having a negative response to a medication, difficulty obtaining your prescription at the pharmacy, or need a prior authorization for medication please call the nurse line at:

El Dorado (Speedway and Wilmot) (520) 570-1313
Northwest (Ina and Camino De La Tierra) (520) 901-7272

ACA NONDISCRIMINATION NOTICE



Pathways of Arizona (“Pathways”) complies with all Federal civil rights laws that relate to healthcare services. Pathways offers healthcare services to all clients without regard to race, color, national origin, age, disability, or sex. Pathways does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Pathways provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact the Intake Coordinator at the office where you receive services.

If you think that Pathways failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (844) 852-4341, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
10304 Spotsylvania Avenue, Suite 300
Fredericksburg, VA 20408

You can also email your complaint to civilrightsreport@pathways.com. Or, fax your complaint to (540) 710-6447.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services 200
Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>