

Military/Veteran Resource Network Application - Health Plans

Submission Date	2016-09-12 16:17:30
Organization Name	Cenpatico Integrated Care
Address	Street Address: 333 E. Wetmore Rd. City: Tucson State / Province: Arizona Postal / Zip Code: 85705 Country: United States
Phone	(1866) 495 6738
Website	https://www.cenpaticointegratedcareaz.com/
What sector is your organization part of?	Community
Type of organization (check all that apply)	Community-Based Partner / Civic Group
Organization Mission and/or Charter:	Cenpatico Integrated Care's goal is to establish a national presence as an industry-leading health solutions organization for children, Medicaid, and specialty therapies.
Brief background of organization (year established, etc.):	Cenpatico Integrated Care offers a large network of both behavioral and physical health providers across southern Arizona. Our new company was awarded the southern Arizona Regional Behavioral Health Authority (RBHA) contract that will cover Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma counties, serving families eligible for AHCCCS as well as people eligible for state only programs and block grant programs.
Overview of organization's experience and expertise in delivering services, best practices used, etc.:	Cenpatico Behavioral Health of Arizona (Cenpatico AZ) held a contract with ADHS/DBHS to manage the behavioral health care services for Santa Cruz, Cochise, Graham, Greenlee, Yuma, La Paz, Gila and Pinal Counties. Cenpatico provided behavioral health services to members who are AHCCCS eligible with Title XIX and Title XXI benefits, and adults with serious mental illness (SMI). Cenpatico also provided state funded crisis services to all who live in the service area. There were also some block grant services we provide to people who qualify.
What area of the state do you serve/cover/etc.?	Regional within Arizona
2. County/Counties:	Cochise Graham Greenlee La Paz Pima Pinal Santa Cruz Yuma
Brief overview of programs, resources, services, operations, etc.:	Cenpatico Behavioral Health of Arizona (Cenpatico AZ) held a contract with ADHS/DBHS to manage the behavioral health care services for Santa Cruz, Cochise, Graham, Greenlee, Yuma, La Paz, Gila and Pinal Counties. Cenpatico provided behavioral health services to members who are AHCCCS eligible with Title XIX and Title XXI benefits, and adults with serious mental illness (SMI). Cenpatico also provided state funded crisis services to all who live in the service area. There were also some block grant services we provide to people who qualify.

General eligibility guidelines for programs, resources and/or services:

The general guideline for programs, resources and services are those who are eligible for Axis, Medicare and Medicaid. Also, healthcare providers under Cenpatico will accept other health insurance policies as well, but we recommend asking each provider.

Description of target audience:

Cenpatico Integrated Care's target audience is anyone with behavioral health issues, medical issues and/or serious mental illness (SMI).

Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):

There is no cost for services if the individual qualifies for Axis, Medicare or Medicaid. There is a cost if the individual has private health insurance and that cost is based upon their coverage.

Regulatory body that has oversight over organization and/or industry (if applicable) and any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):

AHCCCS is the regulatory body over Cenpatico Integrated Care.

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A "military family" can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

Key personnel (leadership, management, staff, etc.) have knowledge, experience and/or training related to:

The military, veteran and family population and unique aspects of military/veteran culture.
The effects of military service, deployment, reintegration and transition on the population, including physical, cognitive, psychological and/or psychosocial impacts on the individual and family (spouses/significant others, children, parents, siblings, etc.).

Total number of staff:

320

Approximate number of staff that have received the above training:

40

We have employees who are (check all that apply):

Service members
Veterans
Family members
Experienced in working with the military, veteran and/or family population

We engage internal and external subject matter experts to advise and strengthen service delivery to the military, veteran and family population:

Yes

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:

Cenpatico Integrated Care is consistently developing programs and hosting training courses to connect with the military/veteran community. The Arizona Coalition for Military Families has conducted several training courses for Cenpatico Integrated Care. Cenpatico Integrated Care has also developed a Veteran Initiatives program in order to specifically respond to service members and veterans.

Approximate number of employees in organization:

320

Number of individuals trained as Military/Veteran Resource Navigators within organization:	40
Titles/roles of individuals trained as Navigators (e.g. team leaders, supervisors, admin staff, etc.)	Staff throughout all departments within Cenpatico Integrated Care have attended and are invited to attend the Military/Veteran Resource Navigator Training.
Our organization tracks the number of service members, veterans and/or family members served.	In process
Our organization posts information for service members, veterans and family members on our website.	Yes
Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::	Cenpatico Integrated Care has internal Military/Veteran Resource Navigators throughout the organization. Cenpatico also involves their healthcare providers to attend these training courses.
All staff and volunteers have basic awareness of key gateway resources (crisis lines and the Military/Veteran Resource Network) and can provide information to individuals and families as needed. When and how was this information distributed to all employees (e.g. email, intranet, handout, etc.):	Cenpatico has this information posted throughout the office and has sent an email notifying the staff all the Military/Veteran Resource Navigators
Mark each area and provide details in text box below:	Staff and volunteers know to refer individuals and families to a Resource Navigator to connect to the range of available military, government and community resources. Track the number of providers that have fulfilled the Guidelines for CARE for behavioral health, health care and integrated care.
Host provider training on working with service members, veterans and their families and key issues that affect this population.	Yes
Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::	Cenpatico Integrated Care has hosted and attended several training courses with the Arizona Coalition for Military Families and will be hosting more in the future as well.

We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:	Yes
Our organization partners as appropriate and needed with public and private sector organizations to strengthen quality and coordination of care for service members, veterans and family members.	Yes
Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.	No
Our organization participates in relevant events, trainings and initiatives in the military/veteran community.	Yes
Attend the Arizona Coalition for Military Families Annual Symposium (held in April).	Yes
Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:	Cenpatico Integrated Care engages with the military/veteran community frequently. Cenpatico attends community events, hosts training courses to encourage awareness and knowledge of the resources available to this population.