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University Health Plans

## **AHCCCS Bed Capacity Survey Behavioral Health Residential Facilities and Residential Treatment Centers**

AHCCCS, in partnership with its contracted health plans, has developed a survey for providers who manage Behavioral Health Residential Facilities (BHRFs) and Residential Treatment Centers (RTCs). The purpose of the one-time survey is to obtain information about the capacity of these providers to service individuals with complex health care needs. The information you provide will contribute to an assessment of Arizona's capacity to care for individuals with complex needs and help in long term system planning. Also, the information you provide will contribute to EMResource, a database that will be accessible to AHCCCS health plans, their staff and Arizona providers seeking to find placements for AHCCCS members (see *What is EMResource?* below).

Please complete the survey no later than **Wednesday, Mar. 17, 2021**.

In addition to this, you may be contacted by other AHCCCS health plans about this survey. However, ***you only have to complete the survey once for each of your facilities.*** When you complete the survey, it will allow you to identify each of the health plans you are contracted with.

- 1) To begin the survey, you will need the following organization and facility information:
  - a. Organization Name and Tax ID
  - b. Contact information such as name, title, phone number and email
  - c. BHRF and RTC location information including AHCCCS provider ID, AHCCCS provider type, service address, Total Bed Capacity and Current Bed Capacity, contracted health plans, and specialized populations
    - i. If there are multiple BHRF and RTC facilities, at the end of the survey there will be an opportunity to include the additional location information
    - ii. The AHCCCS ID is a 6-digit number assigned by AHCCCS and the AHCCCS Provider Type is the two character the organization selected (i.e. B1, B5)
    - iii. If you do not know your AHCCCS Provider ID or Provider Type for the facilities, go to the AHCCCS Provider Portal at <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=/>
- 2) After you have the information, please go to the following link and complete the survey:  
<https://www.surveymonkey.com/r/M9JT27Y>

If you have questions, please contact Network Management using the information below.

***Thank you!***

***What is EMResource?***

EMResource is an online resource that reports the status of hospitals, long term care and other facilities. Sponsored by the Arizona Department of Health Services (ADHS), it is used by ambulances, EMS providers and other system partners to identify the operational status of these facilities. For example, an ambulance company can access EMResource and identify nearby hospitals on diversion status or find those with open beds to assist in transportation decisions. Facilities maintain this information by regularly logging onto EMResource to update their status and information.

Similarly, AHCCCS is working with ADHS to create a page for Behavioral Health Residential Facilities (BHRFs) and Residential Treatment Centers (RTCs) using some of the data from this survey. By presenting information on current and maximum beds, facility programs and specializations, AHCCCS and its partners hope to assist health plans and providers in easily finding and facilitating placement options for Arizonans. Similarly, AHCCCS and its health plans will be asking owners of BHRFs and RTCs to log onto EMResource each week to update their number of open beds and enter any changes to their demographic information. More information on this process will be provided in future communications.

**For questions please contact our Provider Experience Center at:**

**1-800-582-8686 or email [BUHPClaimsInquiry@bannerhealth.com](mailto:BUHPClaimsInquiry@bannerhealth.com)**