

## LeCroy & Milligan Associates, Inc.

### Systems of Care Practice Reviewer – Scope of Work

Independent Contractor for a System of Care Practice Reviewer

#### INDEPENDENT CONTRACTOR

**Description:** The Reviewer will conduct practice reviews of complex and standard behavioral health cases identified by providers and assigned by the project team leader.

#### Overview of Project:

The Arizona Health Care Cost Containment System Administration (AHCCCS) conducts statewide practice reviews of behavioral health cases for providers throughout the state to ensure behavioral health practice is being implemented according to the Arizona 12 Principles and the Child and Family Team (CFT) Practice.

#### Responsibilities:

Practice reviewers are responsible for conducting complex reviews for children who have / are receiving services through the behavioral health system of Arizona. Complex case reviews are conducted using the AHCCCS System of Care Practice Review assessment tool. Complex case reviews require review of the case record at specified agencies around the state as well as arranging and conducting interviews with formal or informal providers and caregivers of children receiving behavioral health services. Interviews with caregivers are conducted in-person. Half of the interviews with formal and informal providers are conducted in-person while the other half are conducted telephonically. Interviews with children may be required, depending on the age of the child. Each complex case review is expected to be completed in approximately 11 hours, depending on travel.

A reviewer is responsible for completing the record review and the corresponding interviews for each case assigned to them. Complex needs reviews are to be completed within a specified timeframe for specific agencies. Reviewers are required to participate in training, Project Team conference calls, and meetings as directed by LeCroy & Milligan Associates.

Each reviewer provides a summary report about the case to aid in communicating issues/opportunities to the agencies or AHCCCS. Reviewers are required to submit monthly invoices to LeCroy & Milligan Associates.



### **Knowledge, Skills and Abilities**

- Bilingual English/Spanish preferred
- Each reviewer must have experience with the Child Family Teams (CFT) process and be able to demonstrate a thorough knowledge of CFT practices.
- Ability to write clear, comprehensive, and grammatical explanations of scores included in the summary report in accordance with the guidelines for SOCPR reporting.
- Open, effective and frequent communication is required for completion of the reviews; therefore, excellent communication skills are critical. Reviewers are required to regularly communicate with provider agency and LeCroy & Milligan Associates staff, making effective and timely e-mail and telephonic communication skills important.
- Ability to identify strengths in the current delivery of behavioral health services and practice improvement strategies for the agencies reviewed is an important part of the review process to assist agencies in improving services.
- Experience using spreadsheets and word processing to prepare reports is needed.

When conducting agency reviews, reviewers will be required to work a flexible schedule, which may include evenings and weekends, in order to complete interviews with family members and caregivers within the required time frames.

### **Compensation and Travel**

A Flat Rate Payment is made per completed review; fees are intended to cover all costs for reviewer's service and travel. Reviewers are required to arrange travel and lodging accommodations for travel around the state to conduct reviews. Use of the reviewer's vehicle is required.

### **Training**

Practice Reviewers will participate in System of Care Practice Review (SOCPR) training as provided by the AHCCCS, and/or with LeCroy and Milligan Associates as directed by AHCCCS. Compensation for training time is included in the Reviewer's subcontract. Training includes, but is not limited to:

- SOCPR Overview
- SOCPR Applied Practice
- Child and Family Teams
- Arizona 12 Principles
- HIPAA Awareness



## **Education/Experience Requirements**

Practice Reviewers need to possess **one or both** of the following qualifications: Family Experience or Clinical Experience.

- Family Experience: Be a parent or caregiver who has raised or is currently raising a child with emotional, behavioral or mental health challenges and has experience navigating the Arizona children's behavioral health system. Must have experience with Child and Family Teams.
- Clinical Experience: Be an individual who has a behavioral health clinical background and experience in the Arizona children's behavioral health system. Must provide documentation of clinical credentials and experience.

## **Conflict of Interest**

Practice Reviewers must declare any potential conflicts of interest for specific agencies. Any person who is employed, volunteering, advising, and/or receiving services from a behavioral health agency being reviewed in the AHCCCS Practice Review process – 2019-2020, cannot participate in case reviews and/or interviews for the agency.

## **Background Check**

Practice Reviewers will be required to be fingerprinted and pass a background check qualifying for a Level One Fingerprint Clearance Card pursuant to ARS 41-1758.

## **How to Apply**

Send resumes to:

Attn: Olga Valenzuela, Operations Manager

LeCroy & Milligan Associates, Inc.

2002 N. Forbes Blvd., Suite 108

Tucson, Arizona 85745

phone: (520) 326-5154 fax: (520) 326-5155

email: [olga@lecroymilligan.com](mailto:olga@lecroymilligan.com)

