



AZVRS MSP PROGRAM – APS PSYCHOLOGICAL SERVICES APS STAFF FREQUENTLY ASKED QUESTIONS (FAQ)

1. Who coordinates the appointment with the vendor and client?
A: The vendor is required to initiate scheduling the appointment.
2. Where can I find the DAAS State User Site with link to submit a referral for Psychological Services?
A: https://programs.knowledgeservices.com/azvrs/daas_state_users/
3. Do the approved units of service include travel time to the client's location, or is it only for the time spent evaluating the client?
A: There is modified contract language as to what is considered billable based on direct client services. Please review Exhibit DAAS N – APS Psychological Services Service Specifications.
4. Who determines units?
A: APS staff. APS will notify the MSP on what is authorized by submitting the MSP New Client Referral Form, confirming the approved # of units.
5. Can't the referral form ask for staff to clearly state CALL THE FAMILY DIRECTLY and THE APS INVESTIGATOR DOES NOT NEED TO BE PRESENT?
A: The referral form allows APS to indicate all needed information for service, including if the APS investigator will attend the evaluation.
6. What if the client does not want to cooperate?
A: The client does not have to participate in psychological services if they refuse.
7. When do we start using this contract?
A: This contract is effective February 1st, 2022.
8. Is that for current cases or prior cases?
A: Current, active APS cases.
9. Do we use this service rather than client's own neurologist?
A: The service is available if additional resources are needed.
10. Will Dr. Sloan King can still be used through the Knowledge Services MSP? saw her name in one of the slides, but I wasn't sure if she'll be able to be paid through this program.
A: Dr. King is one of the contracted providers within the Knowledge Services MSP Program.



11. Can the alleged victim be assessed in the home? If so even if the home is in a biohazard condition?
A: Clients can be seen in-home. Any home safety concerns should be shared with the provider during the referral process.
12. For the diagnosis of Dementia and Alzheimer would they be able to be evaluated for these conditions? This is what I come across in my case load.
A: Medical conditions should be diagnosed and/or evaluated by a medical practitioner. This would not fall under this program/contract.
13. Will the alleged victim be evaluated for daily functional limitations? Functional limitations are needed to help alleged victim because ALTCS approved for assisted living setting.
A: A medical practitioner should be consulted to determine any physical restrictions or lack of ability to perform an action or activity in the manner or within the range considered normal that results from impairment. This would not fall under this program/contract.
14. If this is an inpatient only setting how will the transportation be provided for the appointment? Who coordinates that transportation?
A: In home services are available. DAAS is pending the establishment of transportation services for APS clients.
15. If client does not have AHCCCS coverage, who pays for transportation?
A: APS is covering the cost of service.
16. Will the providers be able to complete the Guide for Health Professional Report?
A: Vendors will submit their completed evaluations only (Exhibit DAAS N1 – Psychological Services APS Evaluation Report).
17. Will this service be available in rural areas?
A: The goal is to have service provision available statewide as the network of providers increase.
18. How long will it take to have a copy of the evaluation?
A: Vendors will submit their completed evaluations within fifteen (15) calendar days after completion of the evaluation.
19. Does the service period include delivery of the evaluation report?
A: Service period is based on the dates of service (when the vendor conducted the evaluation).
20. If the alleged victim does not have medical insurance who will pay for the evaluation?
A: APS will cover the cost of service.
21. How do we access the client referral form?
A: This can be found on the DAAS User Page: https://programs.knowledgeservices.com/azvrs/daas_state_users/
22. Can I refer a client with undiagnosed memory issue for doctor visit? What if I am not able to see client after multiple attempts and client needs help?

A: A medical practitioner should be consulted whenever appropriate. Please discuss with your supervisor the client's needs and APS diligent efforts in accordance with policy. This would not fall under this program/contract.

23. Does client pay for the services?

A: APS will cover the cost of service.

24. How do we request the records from the visit?

A: Vendors will submit their completed evaluations within fifteen (15) calendar days after completion of the evaluation.

25. Do we have local vendors in the rural community? If not, will we be covering transportation to and from the appointment?

A: The goal is to have service provision available statewide as the network of providers increases. DAAS is pending the establishment of transportation services for APS clients.

26. Will we be getting copies of this Power Point?

A: This can be found on the DAAS User Page: https://programs.knowledgeservices.com/azvrs/daas_state_users/

27. Where do we find the referral form?

A: This can be found on the DAAS User Page: https://programs.knowledgeservices.com/azvrs/daas_state_users/

28. Can a client with Dementia receive a psychological evaluation?

A: A medical practitioner should be consulted to determine a client's capacity to receive psychological services.

29. The primary reason I've needed psych services are to get capacity evaluations for possible guardianship. Whether this arises due to Dementia, mental illness, traumatic brain injury, hx of stroke, hx of chronic substance abuse, or hx of any other disease induced mental incapacity. We would need the evaluator to fill out the Guidelines for Health Professional's Report to begin the guardianship/conservatorship process. This form requires a physician, registered nurse, or psychologist to complete. Are providers able to complete this form?

A: A medical practitioner should be consulted to determine a client's capacity to receive psychological services. This would not fall under this program/contract.

30. And more specifically, in order for a guardian to be able to have the client admitted to an inpatient facility against the client's wishes, the "Mental Health Treatment Issues" section would need to be filled out. This section is required to be completed by a licensed psychologist or psychiatrist. Are we able to choose the licensing/educational level of the provider and evaluator in order to satisfy these requirements?

A: Vendors will submit their completed evaluations only (Exhibit DAAS N1 – Psychological Services APS Evaluation Report). APS can select vendors that are available as part of the MSP approved vendor list.