

## Seclusion & Restraint Reporting Instructions/Requirements Inpatient Psychiatric & Behavioral Health Inpatient Facilities

To ensure the safety and appropriate care of members, the Arizona Health Care Cost Containment System (AHCCCS) follows Arizona Administrative Code § R9-21-204 - Restraint and Seclusion. As outlined, a mental health agency shall only use restraint or seclusion to the extent permitted by and in compliance with the administrative code and other applicable federal or state law. Review this information to ensure your facility is in compliance with the AHCCCS reporting requirements.

### Avoid Common Reporting Errors and Rework



- Use the **latest version** of the [AHCCCS form 962 Attachment A](#).
- Complete **ALL** sections of the form, thoroughly and accurately.
- Document the member was told the **reason for restraint** and **conditions for release**.
- Verify the type of event – check that the boxes in the **Event Information** section match the physician orders and other event details.
- Include **physician orders** and **monitoring flowsheets** for the event with the submission.

### Seclusion & Restraint Reports



#### Submission Timelines

- Immediately for a seclusion or restraint lasting longer than 24 hours
- Within 24 hours if an injury occurs during the restraint
- Within 5 business days of the restraint incident

**Note:** Per the [AHCCCS Contract & Policy Dictionary](#), physical holds lasting five minutes or less do not require a report (page 83)

#### Submit S&R Reports

- **By email:** [specialcare\\_ub2@optum.com](mailto:specialcare_ub2@optum.com)
- **By secure fax:** 1-888-821-5101

### Incident, Accident and Death (IAD) Reporting



#### Submission Timelines

- Within 1 business day whenever a serious injury or death occurs
- Within 2 business days if an injury occurs during a restraint

**Note:** Submit seclusion and restraint-related IADs only when a member is physically injured during the seclusion and/or restraint event. IADs are not required for minor injuries occurring prior to the intervention.

#### Enter IAD Reports

- **Online:** [AHCCCS Portal](#)

### Policy Resources



- [AHCCCS Medical Policy Manual](#)
- [AHCCCS Section 962](#)

### Help & Support



- **Online:** [AHCCCS QM Portal](#)
- **AHCCCS email:** [ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)
- **Optum email:** [specialcare\\_ub2@optum.com](mailto:specialcare_ub2@optum.com)