

INSPIRING *Hope!*

"We were experiencing significant mental health challenges but found the resources we needed to stay safe, feel better, and manage our lives effectively."

Appeal Process

- Call Solari at **855.832.2866** to request an appeal within 60 days or complete the appeal form on our website.
- You'll meet with a different doctor/psychologist within seven days of filing the appeal.
- Additional treatment history will be considered.
- Solari will make a new determination within 3 to 60 days, depending on the need for more information.
- You'll receive written notice of the decision and if you wish to appeal further, you have the right to request an administrative hearing.

For more information, visit our website or call:

855.832.2866 Statewide

602.845.3594 Central Arizona

eligibility.solari-inc.org

SMI determination services provided by Solari are funded through a contract with the Arizona Health Care Cost Containment System (AHCCCS).



HELP IS HERE.

Eligibility and Care Services for
Serious Mental Illness (SMI).

In a life-threatening emergency, always call 911 (or call 988 if you or a loved one are experiencing a mental health crisis).



eligibility.solari-inc.org

Connect with the **MENTAL HEALTH SERVICES YOU NEED.**

In Arizona, Serious Mental Illness (SMI) is a designation used to identify individuals who need additional support due to the severe impact of mental illness on their ability to function.

Mental health providers complete an assessment and submit it to Solari Crisis & Human Services, who then review it to determine SMI eligibility. All SMI eligibility determinations in Arizona are made by Solari.



The designation of SMI is protected health information and is used for insurance purposes only and does not take away anyone's rights.



How does the SMI process work?

- You can request an SMI evaluation through your AHCCCS provider or by contacting the T/RBHA in your area.
- An SMI designation requires both a qualifying diagnosis and serious functional impairment caused by the qualifying diagnosis.
- Your provider will schedule and complete your assessment, then will submit their evaluation to Solari.
- Solari will make a determination within three business days or up to 60 days, depending on the need for additional information.
- Once a decision is made, you will receive information via mail on accessing services or appealing the decision.

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