



INITIAL SUBMISSION TO SOLARI

Policy Category	ECS SMI Eligibility Determination	Policy Number	1.01
Date Issued	3/8/2016	Supersedes	NA
Date Revised	12/11/2025		

INTRODUCTION

It is the policy of Solari to conduct a thorough Serious Mental Illness (SMI) eligibility determination in a timely and efficient manner.

PROCEDURES

1. PACKET ACCEPTANCE

1.1. Solari will accept SMI Assessment Packets to make an eligibility determination for the following:

1.1.1. Persons over 18 years of age who have not previously been determined SMI.

1.1.1.1. Solari may accept SMI Assessment Packets to make an eligibility determination on persons previously determined SMI prior to 2017 with the express authorization of AHCCCS in writing.

1.1.2. Persons over the age of 17 years and 6 months.

1.1.3. Persons currently enrolled as SMI for purposes of Removal of Designation.

1.1.4. DETERMINATION FREQUENCY

1.2. Solari will not accept a new packet received to make a determination for SMI eligibility more frequently than six (6) months from the date of the last eligibility decision with the exception of:

1.2.1. Persons under court-ordered evaluation,

1.2.2. applicants who are inpatient and in crisis,

1.2.3. Clinically significant criteria evidenced and authorized by the Manager of Clinical Operations,

1.2.4. Appeals received well past the 60-day deadline but before the six (6) month date deemed clinically appropriate by the Manager of Clinical Operations and approved by the Director, SMI Eligibility.



2. RECEIVING SMI ASSESSMENT PACKETS

2.1. Solari will receive SMI Assessment Packets via the Solari web portal at <https://community.solari-inc.org/eligibility-and-care-services/provider-submission-portal/>, by fax at 844-611-4752, or via hand delivery.

3. NOTICE OF ACKNOWLEDGEMENT

3.1. Within one (1) working day of receipt of the assessment packet, a Notice of Acknowledgement of SMI Assessment Packet Received will be sent to the applicant and/or a guardian or other designated representative. The Notice will provide the deadline by which a SMI determination will be reached and additional information regarding the SMI eligibility process.

4. SENDING INFORMATION TO AHCCCS

4.1. Within one (1) working day of receipt of the SMI Assessment Packet, the Eligibility Determination Coordinator will transmit the following information to AHCCCS via the AHCCCS Behavioral Health State Portal:

- 4.1.1. The Solari Electronic Health Record Identification Number
- 4.1.2. AHCCCS ID if applicable
- 4.1.3. Applicant/Member First Name
- 4.1.4. Applicant/Member Last Name
- 4.1.5. Applicant/Member Date of Birth
- 4.1.6. Referral Date
- 4.1.7. Referral Source
- 4.1.8. Three (3) or Twenty (20) or Sixty (60) day Deadline
- 4.1.9. Determination Due Date

Approval	Date
 Justin N. Chase, LMSW, MBA, FACHE CEO	12/18/25