

POPULATION TYPE	CASE MANAGEMENT INTENSITY	MAXIMUM CASELOAD RATIO	CONTACT REQUIREMENTS
Individuals with a Serious Mental Illness (SMI) designation	Assertive Community Treatment (ACT) (Not eligible to be a blended caseload in any scenario)	10:1*	Contacted by assigned provider case manager daily or as needed, at minimum four contacts weekly, per Substance Abuse and Mental Health Services Administration (SAMHSA) Fidelity Requirements.
Children	High-Needs (Not eligible to be a blended caseload without prior AHCCCS approval)	25:1	Contacted by assigned provider case manager every 30 days, or more often as needed.
Individuals with an SMI designation, General Mental Health/Substance Use (GMH/SU), Children	Supportive (Eligible to be a blended caseload with other members who need Connective case management)	30:1**	Contacted by assigned provider case manager at a minimum, every 30 days, or more often as needed.
Individuals with an SMI designation, GMH/SU, Children	Connective (Eligible to be a blended caseload with other members who need Supportive case management)	70:1**	Contacted by assigned provider case manager at a minimum, every 90 days, or more often as needed.

*10:1 ratio effective 10/01/25.

**Caseload maximum only applicable to individuals with an SMI designation.

¹ Attachment deleted in whole and replaced with revised Attachment immediately below.

POPULATION TYPE	LEVEL OF PROVIDER CASE MANAGEMENT	MAXIMUM CASELOAD RATIO - MEMBER: CASE MANAGER (CM)	CONTACT REQUIREMENTS
Individuals with a Serious Mental Illness (SMI) designation	Assertive Community Treatment (ACT) (Not eligible to be a blended caseload in any scenario)	10:1	At minimum four contacts per week and contact by assigned provider case manager as needed up to daily, per Evidence Based Practice (EBP) Fidelity Requirements (Refer to AMPM Policy 930 for additional information regarding EBP Fidelity and ACT caseload expectations.)
POPULATION TYPE	CASE MANAGEMENT INTENSITY	MAXIMUM CASELOAD RATIO (MEMBER: CM)	CONTACT REQUIREMENTS
Individuals with an SMI designation, Adult General Mental Health/Substance Use (GMH/SU) *	Supportive (Eligible to be a blended caseload as specified in the Adult Blended Caseload Maximum scale below) ²	35:1	Contacted by assigned Provider Case Manager at a minimum, every 30 days, or more often as needed. Contact shall meet the clinical needs of the member and exceed the minimum as needed.
Individuals with an SMI designation, Adult GMH/SU*	Connective (Eligible to be a blended caseload as specified in the Adult Blended Caseload Maximum scale below)	81:1	Contacted by assigned Provider Case Manager at a minimum, every 90 days, or more often as needed. Contact shall meet the clinical needs of the member and exceed the minimum as needed.

POPULATION TYPE	CASE MANAGEMENT INTENSITY	MAXIMUM CASELOAD RATIO (MEMBER: CM)	CONTACT REQUIREMENTS
Children	High-Needs Case Management (HNCM) (Eligible to be a blended caseload as specified in the Children Blended Caseload Maximum scale below)	25:1	At minimum, one Child and Family Team (CFT) meeting and one additional contact by assigned Provider Case Manager with the child and/or family every 30 days. Contact shall meet the clinical needs of the members and exceed the minimum as needed.

*GMH/SU members are not required to be formally assigned to a caseload unless they are under court ordered treatment or meet the provider criteria for assignment as specified in AMPM Policy 570.

Blended Caseload Maximum Point Scale:

Utilization of a blended caseload shall not reduce or replace required service frequency, outreach standards, monitoring activities, or care coordination responsibilities necessary to meet the clinical needs of the member and associated with the member's assigned level of care.

Adult Blended Caseload Maximum: 245 Total Points

Each Supportive member = seven pts

Each Connective member = three pts

Any approved CM tiers = Point value as determined by AHCCCS upon approval

Children Blended Caseload Maximum: 150 Total Points

Children that meet criteria for complex needs, as outlined in this Policy = six pts

Children with a CALOCUS three in community-based care, with an identified need for HNCM = four pts

Members in Transition Phase out of HNCM (90-120 days) = four pts

Members in inpatient care (Provider Type 71) = three pts ³

³ Added AHCCCS Blended Caseload Maximum Point Scale for Adult and child populations.