

MEMBER HANDBOOK UPDATED INSERTS 7/31/2012

What behavioral health services can I get?

Behavioral health services help people think, feel, and act in healthy ways. There are services for mental health problems and there are services for substance abuse.

You can get services based on three things:

- Your need,
- Your insurance coverage, and
- Your provider's approval, if required.

All services are not available to all members. If you would like to see the guidelines that are used to determine admission, continued stay, and discharge contact your local CSP office.

You decide with your provider or clinical team*¹ what services you need. Your provider or clinical team may ask CSP for approval of a service for you, but the approval may be denied. If a request for services is denied you can file an appeal. For more information on filing an appeal, see the section called "What is an appeal and how do I file an appeal."

You and your provider may not agree about the services you need. If you feel you need a service, and your provider does not, contact CSP by calling this toll free number 1-800-572-7282, including specialty phone lines for the hearing impaired (TTY). To reach the Tucson office dial extension 6060 and to reach the Guadalupe office dial extension 2021. Hearing impaired individuals may call the Arizona Relay Service at 711, 1-800-842-4681 or 1-800-367-8939 (for TTY users) for help contacting the Division of Behavioral Health Services or CSP.

The table on the next page lists the available behavioral health services and any limits they may have. CSP must pay only for the available behavioral health services listed.

Service Coverage for American Indian Persons:

American Indian persons have choices of where to access behavioral health services, including receiving services through a Regional Behavioral Health Authority (RBHA) that serves the zip code you live in or Tribal Regional Behavioral Health Authority (TRBHA) that serves a specific tribe, Indian Health Services (IHS) and/or 638 tribal facilities with behavioral health programs. If you receive services through a RBHA or TRBHA, those services are paid for through the Arizona Department of Health Services/Division of Behavioral Health services (ADHS/DBHS). If you are Title XIX/XXI eligible and receive services through an IHS or 638 tribal facility, the Arizona Health Care Cost Containment System (AHCCCS) pays for those services. Regardless of who pays for the services, your RBHA or TRBHA and/or IHS or 638 tribal facility will coordinate your care to ensure you receive all necessary behavioral health services.

¹ ■ Clinical Teams include both Child and Family Teams and Adult Clinical Teams

A 638 tribal facility means a facility owned and operated by an American Indian tribe authorized to provide services according to Public Law 93-638, as amended. A 638 tribal facility may not provide all covered behavioral services so ADHS/DBHS is responsible for covering certain services:

- Behavioral health services for persons referred off reservation from an IHS or 638 tribal facility; and
- Emergency services rendered at a non-IHS or non-638 tribal facility to American Indian behavioral health recipients.

If you are unsure about your choices or if you have questions about how your behavioral health services are coordinated, you can call CSP by calling 1-800-572-7282, including specialty phone lines for the hearing impaired (TTY). To reach the Tucson office dial extension 6060 and to reach the Guadalupe office dial extension 2021 for more information on out of network providers. Hearing impaired individuals may call the Arizona Relay Service at 711, 1-800-842-4681 or 1-800-367-8939 (for TTY users) for help contacting the Division of Behavioral Health Services or CSP for additional information.

Medication Coverage

CSP has a list of medications, called formularies, that include medications available to you through CSP. You can find the ADHS/DBHS Non-Title XIX/XXI Medication Formulary online at <http://azdhs.gov/bhs/updates/documents/NT19Forumulary.pdf>. You may need medication that is not on the formularies, or you may need approval for your medication. If you need information about the formulary or a medication that is not in the formularies please contact CSP Member Services for Tucson at (520) 879-6060 and in Guadalupe at (480) 768-2021. You can also reach our offices by calling 1-800-572-7282, including specialty phone lines for the hearing impaired. To reach the Tucson office dial extension 6060 and to reach the Guadalupe office dial extension 2021. Hearing impaired individuals may call the Arizona Relay Service at 711, 1-800-842-4681 or 1-800-367-8939 (for TTY users) for help contacting the Division of Behavioral Health Services or CSP.

If you go to a pharmacy and you are unable to get your medication(s), call 1-800-572-7282. To reach the Tucson office dial extension 6060 and to reach the Guadalupe office dial extension 2021. Hearing impaired individuals may call the Arizona Relay Service at 711, 1-800-842-4681 or 1-800-367-8939 (for TTY users).

Special Populations

Special populations include groups of individuals who are eligible to receive services funded by federal block grants. These federal block grants include the Substance Abuse Prevention and Treatment (SAPT), Project for Assistance in Transition from Homelessness (PATH), and Community Mental Health Services (CMHS) federal block grants. SAPT Block Grant funds are used for treatment and long-term recovery support services for the following persons, in order of priority:

- Pregnant women/teenagers who use drugs by injection;
- Pregnant women/teenagers who use substances
- Other persons who use drugs by injection;
- Substance using women and teenagers with dependent children and their families,

- including women who are attempting to regain custody of their children; and
- *As Funding is Available* - all other persons with a substance use disorder, regardless of gender or route of use.

The PATH Grant provides funds for services to persons or families who:

- Are homeless or at imminent risk of becoming homeless; and
- Are suffering from serious mental illness; or
- Have a substance abuse disorder and are suffering from a serious mental illness.

Expanded outreach efforts include the following populations:

- Victims of domestic violence;
- Elderly individuals;
- Families; and
- Abandoned and/or runaway youth.

The PATH Grant provides the following services and assistance:

- Outreach and community education;
- Field assessment and evaluations;
- Intake assistance/emergent and non-emergent triage;
- Transportation assistance;
- Hotel vouchers in emergency situations;
- Assistance in meeting basic needs (e.g., applications for AHCCCS, SSI/SSDI, food stamps, coordination of health care, etc.);
- Transition into a behavioral health case management system;
- Assistance in getting prescriptions filled;
- Assistance in locating cooling or heating and water stations during extreme heat and winter alerts;
- Moving assistance; and
- Housing referrals, both transitional and permanent placements.

The Community Mental Health Services (CMHS) block grant provides funds to establish or expand community-based services for Non-Title XIX/XXI reimbursable mental health services to children with Serious Emotional Disturbances (SED) and adults with Serious Mental Illness (SMI).

AHCCCS and ADBHS/DBHS Benefit Changes

This handbook and the table on pages 21-23 describe the services you can get. You will get a notice if there are changes to the services you can get. This year, there are changes to respite care. Respite care is offered as a temporary break for caregivers to take time for themselves. The number of respite hours available to adults and children receiving ALTCS benefits or behavioral services is being reduced from 720 hours to 600 hours within a 12 month period of time. The 12 months will run from October 1 through September 30 of the next year.

Listed below are the available Title XIX/XXI behavioral health services. Pascua Yaqui Centered Spirit Program must pay only for the available behavioral health services listed.

**ARIZONA DEPARTMENT OF HEALTH SERVICES
 DIVISION OF BEHAVIORAL HEALTH
 PASCUA YAQUI CENTERED SPIRIT PROGRAM
 AVAILABLE BEHAVIORAL HEALTH SERVICES**

SERVICES		TITLE XIX/XXI CHILDREN AND ADULTS	NON-TITLE XIX/XXI PERSONS DETERMINED TO HAVE SMI
TREATMENT SERVICES			
Behavioral Health Counseling and Therapy	Individual	Available	Not Available
	Group	Available	Not Available
	Family	Available	Not Available
Behavioral Health Screening, Mental Health Assessment and Specialized Testing	Behavioral Health Screening	Available	Not Available
	Mental Health Assessment	Available	Available
	Specialized Testing	Available	Not Available
Other Professional	Traditional Healing	Not Available with TXIX/XXI funding**	Not Available**
	Auricular Acupuncture	Not Available with TXIX/XXI funding**	Not Available**
REHABILITATION SERVICES			
Skills Training and Development	Individual	Available	Not Available
	Group	Available	Not Available
	Extended	Available	Not Available
Cognitive Rehabilitation		Available	Not Available
Behavioral Health Prevention/Promotion Education		Available	Not Available
Psycho Educational Services and Ongoing Support to maintain employment	Psycho Educational Services	Available	Not Available
	Ongoing Support to maintain employment	Available	Not Available

**ARIZONA DEPARTMENT OF HEALTH SERVICES
 DIVISION OF BEHAVIORAL HEALTH
 PASCUA YAQUI CENTERED SPIRIT PROGRAM
 AVAILABLE BEHAVIORAL HEALTH SERVICES**

SERVICES		TITLE XIX/XXI CHILDREN AND ADULTS	PERSONS DETERMINED TO HAVE SMI (regardless of Title XIX eligibility)
MEDICAL SERVICES			
Medication Services***		Available	Available
Lab, Radiology and Medical Imaging		Available	Available
Medical Management		Available	Available
Electro-Convulsive Therapy		Available	Not Available
SUPPORT SERVICES			
Case Management		Available	Not Available
Personal Care		Available	Not Available
Home Care Training (Family)		Available	Not Available
Self-help/Peer Services		Available	Not Available
Home Care Training to Home Care Client (HCTC)		Available	Not Available
Unskilled Respite Care****		Available	Not Available
Supported Housing		Not Available with TXIX/XXI funding**	Not Available to new members
Sign Language or Oral Interpretive Services		Provided free of charge	Provided free of charge
Flex Fund Services		Not Available with TXIX/XXI funding**	Not Available **
Transportation	Emergency	Available	Not Available
	Non-emergency	Available	Not Available

**ARIZONA DEPARTMENT OF HEALTH SERVICES
DIVISION OF BEHAVIORAL HEALTH
PASCUA YAQUI CENTERED SPIRIT PROGRAM
AVAILABLE BEHAVIORAL HEALTH SERVICES**

SERVICES		TITLE XIX/XXI CHILDREN AND ADULTS	PERSONS DETERMINED TO HAVE SMI (regardless of Title XIX eligibility)
CRISIS INTERVENTION SERVICES			
Crisis Intervention – Mobile		Available	Available
Crisis Intervention – Telephone		Available	Available
Crisis Services – Stabilization		Available	Available
INPATIENT SERVICES			
Hospital		Available	Available but limited*****
Sub-acute Facility		Available	Available but limited *****
Residential Treatment Center		Available	Not Available
RESIDENTIAL SERVICES			
Behavioral Health Residential Facilities	Level II	Available	Not Available
	Level III	Available	Available but limited *****
Room and Board		Not Available with TXIX/XXI funding**	Not Available
BEHAVIORAL HEALTH DAY PROGRAMS			
Supervised Day		Available	Not Available
Therapeutic Day		Available	Not Available
Medical Day		Available	Not Available

Limitations:

* For services available through federal block grants, please see the Special Populations section on page 19

** Services not available with TXIX/XXI funding, but may be provided if grant funding is available

*** Unskilled Respite Care – Respite care is offered as a temporary break for caregivers to take time for themselves. The number of respite hours available to adults and children receiving ALTCS benefits or behavioral health services is being reduced from 720 hours to 600 hours within a 12 month period of time. The 12 months will run from October 1 through September 30 of the next year.

****A person may be assigned a case manager, based on his/her needs

**** Coverage is limited to 23 hour crisis observation/stabilization services, including detoxification services. Up to 72 hours of additional crisis stabilization maybe covered based upon the availability of funding.

What services can I get if I am not eligible for AHCCCS ?

Crisis Services

You are able to get crisis services, even if you are not Title XIX/XXI eligible (i.e., not eligible for AHCCCS) or determined to have a Serious Mental Illness. Crisis services available to you include:

- Crisis Intervention phone services, including a toll free number, available 24 hours per day, 7 days a week in Tucson at (520) 879-6060 and in Guadalupe at (480) 768-2021. Hearing impaired individuals may call the Arizona Relay Service at 711, 1-800-842-4681 or 1-800-367-8939 (for TTY users).
For on-call services after hours, weekends, holidays: Tucson at (520) 591-7206, Guadalupe (480) 736-4943. If you do not hear from us right away, or the phone is busy, call 911 for assistance.
- Mobile crisis Intervention services, available 24 hours per day, 7 days a week;
- 23-hour crisis observation/stabilization services, including detoxification services, and as funding allows, up to 72 hours of additional crisis stabilization; and
- Substance abuse-related crisis services, including follow-up services for stabilization.

If you are not Title XIX/XXI eligible, you will receive generic medications from the [ADHS/DBHS Non-Title XIX/XXI Formulary](#).

Services for Non-Title XIX/XXI persons determined to have a Serious Mental Illness (SMI)

If you are a Non-Title XIX/XXI person determined to have SMI, you are eligible **for an array of services based on available funding, as appropriated by the Arizona Legislature. You can see a list of these services on pages 21-23. Your services may include some or all of the following, depending upon your individual needs.**

- Crisis Services, as listed above;
- **Medications included on the ADHS/DBHS Medication List. Prior authorization may be required for certain brand name medications;**
- Laboratory services;
- Psychiatric assessments;
- Psychiatric follow-up appointments to talk about your medication and make sure it's the right medication for you;
- Telephone calls between the doctor who prescribed your medication and any other doctor or nurse involved in your care to talk about your medication treatment; and
- Nursing (RN, LPN) assistance to help your doctor with your medication.
- **Case management services (some individuals may even have an assigned case manager);**
- **Other support services, such as personal care, family support, peer support, living skills training, health promotion, respite, and supported employment; and**
- **Non-emergency transportation to covered behavioral health services.**

Housing Services

Supported Housing is a service **for individuals determined to have a Serious Mental Illness which helps them find and stay in independent, safe housing. Supported Housing services may**

include help with rent, gas and electric payments, and help in avoiding eviction. Title XIX/XXI eligible and Non-Title XIX/XXI persons determined to have SMI receiving housing services in residential facilities may be asked to help pay for the cost of room and board.

Special Populations

Some people are eligible to receive behavioral health services that are funded through federal block grants. For more information about these services and who is eligible for these services, please go to pages 21 through 23.

What happens if I move?

If you move, tell your provider and CSP right away so they can make sure you continue to receive your services and/or medications. You may need to change to a new provider and/or T/RBHA. If that happens, your provider will ask you to sign a release of information so the new provider and/or T/RBHA can transfer your services. Your records may be given to the new provider once you give written permission. CSP or your provider can help you with a referral to a new provider and/or T/RBHA.

