

Behavioral Health Processes:

Behavioral Health Referrals; Primary Care Physician (PCP) Psychotropic Medication Management, Behavioral Health Step Therapy, Transitions of Care Regional Behavioral Health Authority (RBHA) to PCP

December 29, 2011

Dear Phoenix Health Plan (PHP) Providers:

Referring a PHP member to a county RBHA	
1.	<p>Please remember that as of 10/1/10 all AHCCCS eligible Title 19 members are auto enrolled with their County RBHA. This is an administrative enrollment only and not an indication that a member is actually receiving behavioral health services from the RBHA. PCPs must continue to refer members to the RBHA for an intake before any behavioral health services can be initiated. You can refer by either of the following methods:</p> <ul style="list-style-type: none"> • Complete the ADHS/DBHS Behavioral Health Referral Form 3.3.1 (DBHS BH Referral Form) <u>and</u> fax this to the County RBHA (form is attached and located in the provider manual, section M on the PHP website). • The member may also self refer by calling the RBHA and scheduling a behavioral health intake appointment.
2.	<p>If a member is in your office and presenting with thoughts/intent of self harm or suicide/homicidal intent, do not fax in a STAT DBHS 3.3.1 referral to the RBHA. Immediately call the Crisis number for your county and request a crisis mobile team come to your office to assess the member.</p>
Behavioral Health Processes	
1.	<p>PCP medication management for depression, anxiety and ADHD: Providers are permitted, but not required to manage members with a diagnosis of depression, anxiety or ADHD. The formulary medication list for the management of these conditions are on the PHP Website; http://www.phoenixhealthplan.com/formulary.aspx. Once a member is actively enrolled with the RBHA for behavioral health services, the RBHA is responsible to provide prescriptions for any psychotropic medications. To assist providers in assessing children, adolescents and adults for depression, anxiety and ADHD, behavioral health practice guidelines are available (see BEHAVIORAL HEALTH TOOL KITS) either on the PHP website in section M of the provider manual or at the following link on the PHP Website for Practice Guidelines. http://www.phoenixhealthplan.com/practice_guidelines.aspx</p>
2.	<p>PCPs are required to do initial and ongoing coordination of care for any member who is also seeking behavioral health services with the RBHA. For guidelines of sharing medical information with the RBHA provider, refer to the behavioral health section M in the provider manual on the PHP website.</p>
3.	<p>PHP Step Therapy for administering psychotropic medications for depression, anxiety and ADHD: PCPs are expected to use the concept of step therapy when prescribing psychotropic medications. The protocol is to use the PHP formulary list to prescribe a medication requiring trials and failures of first line formulary agents. A logical sequence of formulary drugs must be filled prior to coverage of the step therapy drug (non formulary drug requiring prior authorization), in order for members to have coverage of their medications. Step therapy is based on medical guidelines and best practices. Contact the PHP Behavioral Health Staff at 602-824-3957 or 602 824 3934 if you have questions concerning step therapy or formulary concerns.</p>

4. **RBHA transition of members to PCP for psychotropic medication management for depression, anxiety or ADHD:** Certain steps for RBHA to PCP transition for medication management are required. Please refer to Section M of the PHP provider manual on the PHP Website at <http://www.phoenixhealthplan.com> and if you have questions about this process call the PHP BH Coordinator at 602-824-3957
You must contact the PHP behavioral health coordinator immediately if you receive a request from a RBHA provider agency or a member about transition from the RBHA back to you for behavioral health medication management. The PHP Behavioral Health Clinical Coordinator (602 824 3957) will assist with the transition steps to ensure all criteria for the transition is met

RBHA Contact Information	
County	Contact Information
Maricopa County - Magellan Health Services	<ul style="list-style-type: none"> - Member Services: (800) 564- 5465 - Maricopa Crisis: (800) 631-1314 - Consultations: (800) 564-5465, #1, #2, #4 - DBHS BH form referral fax to: (866) 892-5023
Pinal and Gila Counties - Cenpatico	<ul style="list-style-type: none"> - Member Services: (866) 495-6738 - Nursewise Crisis Line: (866) 495-6735 - Consultations: (866) 496-6738 - DBHS BH form referral fax to: (866) 616-8773
Apache/Coconino/Mohave/Navajo/Yavapai Counties - Northern AZ RBHA (NARBHA)	<ul style="list-style-type: none"> - Member Services: (800) 640-2123 - Crisis Line: (877) 756-4090 - Consultations: (928) 774-7128 - DBHS BH form referral fax to: (928) 214-1166
Pima County - Community Partnership of Southern AZ (CPSA)	<ul style="list-style-type: none"> - Member Services: (800) 771-9889 - Crisis Line: (800) 796-6762 - Consultations: 520-901-6809 - DBHS BH form referral fax to : (520) 326-0931

If you have any questions, please contact the PHP Behavioral Health Clinical Coordinator at 602 824 3957 or the Behavioral Health Care Coordinator at 602 824 3934. Or you can email us at PHPBH@abrazohealth.com

Thank you.