

SECTION M

BEHAVIORAL HEALTH SERVICES

BEHAVIORAL HEALTH SERVICES

Phoenix Health Plan's (PHP) goal for its members is to ensure that behavioral health services are readily available for Title XIX (Medicaid) and the Title XXI (KidsCare) members.

Comprehensive behavioral health services are covered, as medically necessary, for all Title XIX (Medicaid) and Title XXI (KidsCare) members through the RBHA.

For SOBRA Family Planning members, there is no behavioral health coverage.

Below is a list of covered behavioral health services for Title XIX and XXI members through the RBHA:

- Behavior management (behavioral health personal assistance, family support, peer support)
- Case management services (limited)
- Emergency/crisis behavioral health services
- Emergency transportation
- Evaluation and screening
- Group therapy and counseling
- Individual therapy and counseling
- Family therapy and counseling
- Inpatient hospital
- Inpatient psychiatric facilities (residential treatment centers and sub-acute facilities)
- Institutions for mental diseases (with limitations)
- Laboratory and radiology services for psychotropic medication regulation and diagnosis
- Non-emergency transportation
- Partial care (supervised day program, therapeutic day program, and medical day program)
- Psychosocial rehabilitation (living skills training, health promotion, pre-job training, education and development, job coaching and employment support)
- Psychotropic medication
- Psychotropic medication adjustment and monitoring
- Respite care (with limitations)
- Rural Substance Abuse Transitional Agency Services
- Behavioral Health Therapeutic Home Care services

IDENTIFICATION OF BEHAVIORAL HEALTH NEEDS AND REFERRAL GUIDELINES

PCPs may provide medication management services (prescriptions, medication monitoring visits, laboratory and other diagnostic tests necessary for diagnosis and treatment of behavioral disorders) for PHP members with select behavioral health disorders, including mild depressive disorders, anxiety disorders ADHD, (see section **Pharmacy and Prescription Services**). PCPs are required to follow and comply with all PHP, AHCCCS and RBHA guidelines for referring their assigned members for behavioral health services.

While seeing members for routine examinations and other chronic and acute conditions, the PCP also is responsible for assessing members for behavioral health needs using the following steps:

- Identify that the member is in need of behavioral health services, assess current behavioral health symptoms.
- Assess for previous mental health treatment and/or history
- Assess for family mental health history and/or treatment.
- Identify substance abusing pregnant women on the total obstetrical service request or perinatal case assessment

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form.

- Screen children at each comprehensive Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visit up to the age of 21 for mental health and substance abuse problems. *Please refer to Section G of this manual for additional information on EPSDT services*

Based on the complexity of the member's treatment needs, PCPs will not provide ongoing psychiatric care to adults or children who may have a severe behavioral health disorder. PCPs must refer these members to the Regional Behavioral Health Authority (RBHA) in the county where the member resides. For a PCP to refer a PHP member to the RBHA, the preferred method is as follows:

Complete the ADHS/DBHS Referral Form 3.3.1 for Behavioral Health Services and fax this to the appropriate county RBHA. The ADHS/DBHS referral for behavioral health services form may be found online at:

➤ <http://www.azdhs.gov/bhs/provider/forms/pm3-3-1.pdf>

- PCPs are required to fax a copy of the DBHS Referral Form 3.3.1 to the PHP BH Dept. (Fax: 602-674-6674), who will then confirm the referral with the county RBHA. Please write COPY on document before faxing to PHP Behavioral Health Dept.
- PHP provides transportation to a member's first RBHA evaluation appointment if a member is unable to provide his/her own transportation.

Note: A member and/or member's parent may also initiate a self referral for behavioral health services by contacting the RBHA by telephone.

COORDINATION OF CARE GUIDELINES BETWEEN MEDICAL PROVIDER AND RBHA

PHP providers are required to supply initial and ongoing medical information to the county RBHA agency as soon as the medical provider becomes aware that a PHP patient assigned to their practice is enrolled for behavioral health services. The required mutual exchange of this vital information is an essential ongoing coordination process. The goal is to ensure that the patient(s) experiencing both medical and behavioral health issues receive optimal care. For PHP providers to meet this coordination of care requirement the following medical information must be faxed or mailed to the county RBHA when any of the following medical changes occur and/or when a specific request is received by the provider from a RBHA agency:

- Patient's medical diagnoses and current medications
- Names of specialists who are treating the patient
- Major changes in medical medications/dosages and/or diagnoses
- Major changes (deterioration or improvement) in patient's medical condition
- When requested by a RBHA provider, medical records including labs, diagnostic test results and progress notes must be provided within 10 days of initial request to the requesting RBHA entity.

All the RBHA's in Arizona offer free one time consultation to medical providers who would like assistance with evaluating an AHCCCS Plan member even before that member is enrolled for behavioral health services with the RBHA. This consultation can be for general medical/psychiatric information, or a one time psychiatric consultation for a specific patient, To request a psychiatric consultation call the County RBHA and request to speak with clinical staff. (Phone numbers for individual county RBHAs are listed below).

To obtain the name and contact information for the RBHA agency where a PHP patient is receiving behavioral health

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services, please call the county RBHA and request to speak to a RBHA member services representative.

REGIONAL BEHAVIORAL HEALTH AUTHORITY CONTACT INFORMATION

<u>Maricopa County</u> Magellan Health Services	Referral Phone: 1-800-564-5465 Referral Fax: 1-866-892-5023 Crisis Phone: 602-222-9444/1-800-631-1314 Consultations Requests Phone: 800-564-5465, # 1, # 2, # 4
<u>Pinal and Gila Counties</u> Cenpatico	Referral Phone: 1-866-495-6733 Referral Fax: 1-866-616-8773 Crisis Phone: 1-866-495-6735 Consultation Requests Phone: 866-496-6738
<u>Apache, Coconino, Mohave, Navajo, Yavapai Counties</u> Northern Arizona Regional Behavioral Health Authority (NARBHA)	Referral Phone: 1-800-640-2123 Referral Fax: 1-928-214-1166 Crisis Phone: 1-877-756-4090 Consultations Requests Phone: 1-928-774-7128 or 1-800-640-2123
<u>Pima County</u> Community Partnership of Southern Arizona (CPSA)	Referral Phone: 1-800-771-9889 Referral Fax: 1-520-326-0931 Crisis Phone: 1-800-796-6762 Consultation Requests Phone: 1-520-901-6809

If an emergency exists, immediately contact the RBHA crisis line at the numbers listed above. If further assistance is required, you may call the PHP Behavioral Health Coordinator at 602-824-3957 or 602-824-3934.

Please refer to the AZ Department of Health Services for more information on Behavioral Health and the RBHA carriers go to www.azdhs.gov/bhs/aboutbhs.htm. *Note: Native American members may utilize their Tribal RBHA.*

BEHAVIORAL HEALTH DOCUMENTATION GUIDELINES FOR PCPS

PCPs are required to document and maintain all appropriate documentation on their assigned members potentially needing or who are currently requiring behavioral health services. If the PCP has not yet seen the assigned member, such information may be kept in an appropriately labeled file, but must be associated with the member's medical record as soon as one is established. This includes the following:

- All referral forms.
- Release of medical and behavioral health information (ROI).
- Any other RBHA related documents (i.e. progress notes, medication logs, and any emergency room/inpatient hospitalization treatment sheets related to behavioral health treatments and/or services).

Compliance with these documentation requirements will be checked during medical record audits conducted by PHP medical services department staff.

ONGOING COMMUNICATION WITH PHP

PCPs are required to conduct initial and ongoing communication with PHP's behavioral health coordinator regarding his/her members referred for behavioral health services and for those known to be currently receiving behavioral health services. Communication with the behavioral health coordinator can be accomplished through the following methods:

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- Sharing of medical documents including medical records and referral forms.
- Telephone communication with the behavioral health coordinator, medical services department, medical director(s), and member services.
- Face-to-face meetings with behavioral health program department staff.

In order to better coordinate services and facilitate communication between the PCP and the RBHA, PCP's are required to respond to RBHA provider information requests (from either the RBHA or from PHP) for an ADHS behavioral health recipients within 10 business days of the receipt of requests. The response should include all pertinent information, i.e. current diagnoses, medications, laboratory results, last PCP visit, and recent hospitalizations. PCP's are required to document review of member behavioral health information received from a RBHA behavioral health provider.

BEHAVIORAL HEALTH PHARMACY GUIDELINES AND PRESCRIPTION SERVICES

Based on the complexity of the member's treatment needs, PCPs will not provide ongoing psychiatric care to adults or children who may have a severe behavioral health disorder. Members may receive psychotropic medications either through their PCP, (See PHP formulary,) or the RBHA for with diagnoses of Depression, Anxiety or ADHD but should not receive medications from both simultaneously. PCPs must refer members who have not responded to treatment and/or who potentially need additional behavioral health services for consultation regarding diagnosis or treatment or for ongoing management by the RBHA. PCPs also will be encouraged to initiate a referral to the RBHA following certain sentinel events (e.g. medication overdose, suicide attempt, and/or psychiatric hospitalization). PCPs may request resource information through the Arizona Medical Association regarding the diagnosis and treatment of behavioral health disorders.

- Members who are currently enrolled in the behavioral health program with the RBHA can fill their prescriptions at RBHA contracted pharmacies or through a PHP pharmacy for prescriptions written by the PCP. PCPs can contact the RBHA for a listing of contracted pharmacies.
- Members who are discharged from the Arizona State Hospital will receive the same diabetic supplies as they were getting in the facility when filled in contracted pharmacies.

Step Therapy: PCP Medication Management of Depression, Anxiety and ADHD

PCPs must implement Step Therapy when prescribing psychotropic medications to manage depression, anxiety and ADHD. The protocol for step therapy is to prescribe a drug listed in the PHP formulary 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 for their medications. Step therapy is based on medical guidelines and best practices.

Continuity of Care for PHP Members Receiving Step Therapy from the RBHA for Anxiety, Depression and ADHD

If a PHP member enrolled with a RBHA is transitioning back to you for care and:

- Diagnosed with Anxiety, Depression or ADHD,
- Has completed Step Therapy with the RBHA,
- Is stable (6 months on the same medication and dosage through the RBHA, with no hospitalizations or crises)
- Is on a non-formulary medication
- PHP will authorize this non-formulary psychotropic medication for 12 months
- This medication will be authorized annually as long as member remains stable

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PHP Behavioral Health staff must be contacted at (602) 824-3957 as soon as the PCP becomes aware of a possible transition. The transition must be reviewed and coordinated with the RBHA before the member can begin to receive their psychotropic medication management from the PCP to assist with this transition of care, coordinate transfer of medical records and psychiatrist-PCP contact.

The following medications are formulary for PHP:

ADHD	Anxiety/Depression
amphetamine salts combination (Adderall RR)	clonazepam (Klonopin) – limit #60/m
dexamethylphenidate (Focalin IR)	diazepam (Valium) – limit #60/mo
dextroamphetamine (Dexedrine)	lorazepam (Ativan) – limit #60/mo
methylphenidate (Ritalin, Concerta)	alprazolam (Xanax)- limit #60/mo
	bupirone (Buspar)
	temazepam (Restoril)- #60/mo
	amitriptyline - Elavil
	zplpidem (Ambien)
	bupropion (RR, SR)
	bupropion XL (Budeprion XL)
	citalopram (Celexa)
	desipramine (Norpramin)
	fluoxetine (Prozac)
	nortriptyline (Pamelor)
	paroxetine (Paxil)
	sertraline (Zoloft)
	trazodone (Desyrel)
	venlafaxine (Effexor RR)
	imipramine – Tofranil
	doxepin – Sinequin
	maprotiline - Ludiomil

Refer to the Formulary to see if PA is needed. To request Prior Authorization (refer to the Formulary to see if PA is needed), please fax your request to the Prior Authorization Fax Number: 602-674-6652 or 1-888-887-9982.

BEHAVIORAL HEALTH TOOL KITS

PCPs may treat PHP members with select behavioral health disorders, including ADD/ADHD, mild depressive disorders and anxiety disorders. To assist PCP with practice guidelines, AHCCCS has put together clinical tool kits to help in assessing the needs of the child/adolescent ranging in age from **8 through 17**, and adults, regarding

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depression and decisions regarding health care services provided by the PCP or subsequent referral to the Regional Behavioral Health Authority (RHBA) if clinically indicated.

- Childhood & Adolescent ADHD Management
- Childhood & Adolescent Anxiety Management
- Childhood & Adolescent Depression Management
- Management of Adult ADHD
- Management of Adult Anxiety
- Management of Adult Depression
- Postnatal Depression Management

These tool kits can be found on our website at www.phoenixhealthplan.com or in the AHCCCS Medical Policy Manual which can be found on line at the address listed below.

➤ <http://www.azahcccs.gov/shared/MedicalPolicyManual/MedicalPolicyManual.aspx?ID=contractormanuals>

Providers can also contact Network Management to request for copies of the Tool Kits to be faxed or mailed.