

IMPORTANT CHANGES IN THE PHOENIX HEALTH PLAN (PHP) Provider Manual

DATE July 14, 2010

Dear Phoenix Health Plan (PHP) and Abrazo Advantage Health Plan (AAHP) Providers,

Did you know that screening for mental health and substance abuse problems must be conducted at each comprehensive EPSDT visit?

PCP's are required to follow and comply with all PHP, AHCCCS and Regional Behavioral Health Authority (RBHA) guidelines for behavioral health services.

- PCP's may treat PHP members with select behavioral health disorders (i.e., ADD/ADHD, mild depression and anxiety disorders).
- PCP's may refer directly to RBHA. We encourage providers to assist members in obtaining their initial appointment with RBHA.

Attached is the Behavioral Health ADHS/DBHS Referral Form along with a fillable Referral Form which is located on our website:

http://www.phoenixhealthplan.com/provider_manual.aspx

If an emergency exists, immediately contact the RBHA crisis line at the numbers listed on the attachment. If further assistance is required, you may call the PHP behavioral health coordinator at the number below.

Please refer to the PHP Provider Manual (Section G) or to the Arizona Department of Health Services for additional information.

- www.phoenixhealthplan.com/pdf/SectionG_MEDICAL_SERVICES_012009.pdf
www.azdhs.gov/bhs/aboutbhs.htm

THANK YOU

Network Management
Ph. 602.824.3700 or 800.747.7997
Fax 602.674-6670
7878 N. 16th St. #105
Phoenix, AZ 85020

Visit our websites at www.phoenixhealthplan.com & www.abrazoadvantage.com

Important changes in the Phoenix Health Plan (PHP) Provider Manual July 9, 2010:

- Referring a PHP member to a County Regional Behavioral Health Authority (RBHA)
- Members transitioning from the RBHA to their PCP
- RBHA Consultation Services

Referring a PHP member to a county RBHA

1. Complete the ADHS/DBHS Referral Form 3.3.1 for Behavioral Health Services and fax this to the county RBHA (form is located at PHP Website/Provider Manual/Section G)
2. **Fax a copy of the completed ADHS/DBHS Referral Form 3.3.1 to the PHP Behavioral Health (BH) department at 602-674-6674.**
3. PHP will then confirm the referral with the county RBHA.

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

Members transitioning back to their PCP from the RBHA

Continuity of care for PHP members receiving Rx therapy through the RBHA System for the treatment of ADHD, anxiety and depression who transfer back to their PCP. If a PCP is contacted by the RBHA provider notifying them that a PHP member who is their patient but who is enrolled with a RBHA is now stable and wants to transition back to the PCP for the treatment of depression, anxiety or ADHD the following criteria must be met before any transition can take place:

1. Member must have a **diagnosis of depression, anxiety or ADHD** only, be non-SMI (seriously mentally ill), be stable for 6 months on the same dosage of medication with no crisis calls or psychiatric admits. (Members with multiple diagnoses and on more than one psychotropic medication will remain with the RBHA due to the complexity of medication dosing.
2. The RBHA provider and the member must agree to the transition
3. The PCP must agree to the transition. (The final decision rests with the member's PCP; if for any reason the PCP is unwilling to take over the management of the members psychotropic medication then the transfer cannot occur).
4. The RBHA provider initiates a call the PCP to discuss the member's BH treatment and provide documentation to support stability.
5. When a PCP has agreed with a RBHA provider that a member is stable on a medication for depression, anxiety or ADHD, the PCP must call and report this to the PHP BH Coordinator @ 602-824-3957.
6. Any member who approaches their PCP about transitioning back to the PCPs care should be directed to discuss and initiate the process with their current RBHA provider agency.
7. RBHA BH Coordinators for the AHCCCS HMO Plans and the PHP Behavioral Health Coordinator will work together to assure all steps for transition have been met prior to the transfer occurring.
8. A Member will not transition to the care of their PCP until member has officially terminated with the RBHA system.
9. If the transitioning member has been stabilized on a **non formulary medication** for depression, anxiety or ADHD, the PCP will send in a Prior Authorization for a 12 month period. The medication will not fill through the AHCCCS HMO Plan until the member has termed in the RBHA system. A new PA must be submitted every 12 months for the medication if it is non formulary.
10. If the member at any time becomes unstable, is hospitalized for psychiatric issues or has crisis calls, the member will immediately be referred back to the RBHA for all required BH treatment including medications and the PHP BH Coordinator should be contacted by the PCP to assist with the transition back to the RBHA.

Consultations are available to any PCP for behavioral health issues on RBHA enrolled and non-enrolled members

All of the RBHAs in Arizona offer free consultations to providers who would like assistance with evaluating an AHCCCS member even before a member is enrolled for behavioral health service with the RBHA. To obtain a consultation, PCPs can call the county RBHA and request a consultation with a clinical staff member.

County	RBHA	Telephone
Maricopa County:	Magellan Health Services	800.564.5465
Pinal and Gila Counties:	Cenpatico	866.495.6733
Apache/Coconino/Mohave/Navajo/Yavapai Counties:	Northern AZ RBHA (NARBHA)	800.640.2123
Pima County:	Community Partnership of Southern AZ (CPSA)	800.771.9889

Please contact the PHP Behavioral Health Coordinator at **602-824-3957** or **602-824-3934** with questions.