

Behavioral Health Reminders February 2010

If you are a provider and need to refer a Phoenix Health Plan (PHP) member to a county RBHA:

1.
 - Complete the ADHS/DBHS Referral Form 3.3.1 for Behavioral Health Services. Referral form can be found on our website: http://www.phoenixhealthplan.com/provider_manual.aspx, Section G last page.
 - Fax the referral form to the appropriate county RBHA
2. Fax a copy of the completed ADHS/DBHS Referral Form 3.3.1 to PHP Behavioral Health 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.

Coordination of care between the medical provider and the county 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:

1. Patient's medical diagnoses and current medications
2. Names of specialists who are treating the patient
3. Major changes in medical medications/dosages and/or diagnoses
4. Major changes (deterioration or improvement) in patient's medical condition
5. 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.

If you need to obtain the name and contact information for the RBHA agency where a PHP patient is receiving behavioral health services, please call the county RBHA (numbers listed below) and request to speak to a RBHA member services representative who will be able to provide you with this information.

County	RBHA	Telephone
Pinal and Gila	Cenpatico	866-495-6738
Apache/Coconino/Mohave/Yavapai	Northern AZ RBHA (NARBHA)	800-640-2123
Pima	Community Partnership of Southern Arizona (CPSA)	800-771-9889
Maricopa	Magellan Health Services	800-564-5465 line 1, then 2 then 3

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

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, providers can call the county RBHA (use phone # listed above) and request a consultation with a clinical staff member.

PHP Behavioral Health Coordinator can be reached at **602-824-3957** or **800-747-7997 ext., 3957**