

SECTION VII: Behavioral Health Services

OVERVIEW

Behavioral Health Services (mental health and/or substance abuse services) are covered for all members except those enrolled in family planning services only. Care1st manages the delivery of select services and coordinates care for eligible members who require behavioral health intervention. Behavioral health services for members are provided by Care1st and/or carved out and delivered through the Arizona Department of Health Services (ADHS) – Regional Behavioral Health Authority (RBHA) system or Tribal RBHA (TRBHA). The RBHA providing services for Maricopa County is Magellan Health Services of Arizona, Inc (Magellan).

Covered behavioral health services provided by the T/RBHA include the following:

- Behavior Management (Behavioral Health Personal Care Services, Family Support / Home Care Training, Behavioral Health Self-Help / Peer Support)
- Behavioral Health Case Management Services (limited)
- Behavioral Health Nursing Services
- Behavioral Health Residential Services (Level 2 and Level 3)
- Behavioral Health Therapeutic Home Care Services
- Community Service Agency
- Emergency / Crisis Behavioral Health Care
- Emergency and Non-Emergency Transportation
- Evaluation and Assessment
- Individual, Group and Family Therapy and Counseling
- Inpatient Hospital Services
- Laboratory and Radiology Services for Psychotropic Medication Regulation and Diagnosis
- Non-Hospital Inpatient Facility Services (Level I Residential Treatment Centers and Sub-Acute Facilities)
- Laboratory and Radiology Services for Psychotropic Medication Regulation and Diagnosis
- Opioid Agonist Treatment
- Outpatient Clinic Services
- Partial Care (Supervised Behavioral Health Day Program, Therapeutic Day Program, Medical Day Program)
- Psychosocial Rehabilitation (Living Skills Training, Health Promotion, Supported Employment Services)
- Psychotropic Medication
- Psychotropic Medication Adjustment and Monitoring
- Respite Care (with limitations)
- Rural Substance Abuse Transitional Agency Services

SECTION VII: Behavioral Health Services

- Screening

PSYCHOTROPIC MEDICATION PRESCRIBING, ADJUSTMENT & MONITORING

Care1st provides psychotropic and related medication services for members through their PCP. PCPs, within scope of practice, are allowed by AHCCCS to provide medication management services to members who have a diagnosis of depression, anxiety disorder, and attention-deficit hyperactivity disorder (ADHD). Psychotropic medication adjustment and monitoring services include prescriptions for psychotropic/related medications, periodic review of the effects and side effects of these medications, adjustment of the type and/or dosage of medication, and medication monitoring visits to address the intended therapeutic goals. This benefit is for members who may or may not be enrolled with the T/RBHA but choose to have their psychotropic medication managed by their PCP.

Care1st has developed Psychotropic Prescribing Guidelines to assist PCPs in the treatment of the above mentioned disorders. These guidelines are available on our website at www.care1st.com/az under the Practice Guidelines link in the provider menu. Some behavioral health medications used for treating depression, anxiety and ADHD disorders may require prior authorization or step-therapy. Please refer to the Care1st formulary located on our website for restrictions.

If a T/RBHA behavioral health provider supplies documentation to the PCP that step-therapy has already been completed, or is medically contraindicated, the PCP should include that documentation with the Pharmacy Authorization Form which is located on our website under the Forms link of the Provider menu. Care1st will continue to provide the medication requested, at the dosage at which the member has been stabilized, unless there is a subsequent change in the member's medical condition.

AHCCCS has established best practice and evidence-based practice guidelines for the treatment of depression, anxiety and ADHD disorders. These Clinical Tool Kits include instructions for use, decision-making algorithms, assessment tools, scoring instructions and recommended medication lists. Providers may reference the Clinical Tool Kits on our website at www.care1st.com/az under the Practice Guidelines link under the Provider menu. Please contact the Care1st Behavioral Health Supervisor at 602.778-1800 x1834 with any questions regarding these tool kits or to request assistance or additional training. Use of these tool kits will be monitored during the annual PCP behavioral health audit and reflected as an aggregate score in the annual behavioral health audit results (please refer to note below).

SECTION VII: Behavioral Health Services

Note: PCPs will be selected at random for an annual audit of psychotropic medication management services. The Behavioral Health Audit Tools are available upon request from the Care1st Behavioral Health Supervisor at 602.778-1800 x1834.

BEHAVIORAL HEALTH CRISIS SERVICES

If there is any indication that a member is currently a danger to self, to others, or is otherwise in need of immediate behavioral health services, call 911. If the situation is not imminently dangerous, the member or their PCP may call the Maricopa 24-Hour Crisis Line at 602.222.9444 (local) or 800.631.1314 (toll-free) or 602.274.3360 (TTY). PCPs may also contact the Care1st Behavioral Health Team for assistance with a member crisis during business hours at 602.778.1800 x1834, x1826 or x1816.

BEHAVIORAL HEALTH REFERRALS

PCPs should refer members to the T/RBHA whenever behavioral health or chemical dependency issues are noted. If a PCP is prescribing psychotropic medications, the member should be informed that non-medication management services, such as counseling, are available if they so choose. Members may initiate a self-referral simply by calling the Magellan Customer Service Line at 800.564.5465 (toll-free) or 602.914.5809 (TTY) and speak to a Customer Service Associate for referral to an agency close to the member's home or work.

A PCP may initiate a behavioral health referral by giving a member the Magellan phone number above, contacting the Care1st Behavioral Health Coordinator at 602.778.1800 x1826 or by completing and faxing the Behavioral Health Services Referral Form located on our website to Magellan at 866.892.5023. If the member is under 21 years of age, the PCP may indicate a behavioral health referral on the member's EPSDT form and return the form to Care1st by mail. Please refer to the Access to Behavioral Health Care for PCPs document found under the Forms link under the Provider menu on our website for more details.

TELEPHONIC CONSULTATION SERVICES THROUGH MAGELLAN

A Magellan psychiatrist may provide a telephonic psychiatric consultation for PCPs who have diagnostic or treatment concerns or questions of a general nature. The PCP initiates this type of consult by calling the toll-free Magellan Customer Service Line at 800.564.5465 and requesting a general psychiatric consultation. PCPs may also call the Care1st Behavioral Health Supervisor at 602.778.1800 x 1834 for assistance in referring the member for consultation.

SECTION VII: Behavioral Health Services

FACE-TO-FACE CONSULTATION SERVICES THROUGH MAGELLAN

A PCP can arrange for a member to have a face-to-face consultation with a Magellan psychiatrist if clinically indicated. The expectation is that the PCP will continue to manage the member's psychotropic medications following the consultation if deemed appropriate. The member must have been seen by the PCP prior to requesting this type of consultation. The PCP may use the Behavioral Health Services Referral Form and check the "One Time Consultation" box or call the Care1st Behavioral Health Supervisor at 602.778.1800 x1834 for assistance in referring the member for consultation.

COORDINATION OF CARE

A member who is receiving psychotropic medication management services from their PCP may also receive non-medication management services through the T/RBHA. Close coordination of care and regular communication between the PCP and the T/RBHA is essential. AHCCCS requires PCPs to respond to T/RBHA provider requests for information pertaining to T/RBHA enrolled members within 10 business days of receiving the request. The response should include all pertinent information regarding diagnoses, medication, laboratory results, last PCP visit and any recent hospitalizations.

Conversely, relevant behavioral health information from a T/RBHA provider should be forwarded to a member's PCP at the initiation of treatment, periodically during ongoing treatment, in response to sentinel events such as a suicide attempt or a psychiatric hospital admission, and upon discharge from behavioral health services. PCPs must document or initial signifying review of a member's behavioral health information when received from a T/RBHA provider. PCPs are responsible for establishing a medical record when behavioral health information is received, even if the PCP has not yet seen the assigned member. In lieu of actually establishing a medical record, 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.

Note: PCPs will be selected at random for an annual audit of behavioral health coordination of care practices. The Behavioral Health Audit Tools are available upon request from the Care1st Behavioral Health Supervisor at 602.778.1800 x 1834.

TRANSFER OF CARE

A transfer of care referral should be initiated from the PCP to a T/RBHA prescriber for evaluation and continued medication management services when the member has not responded to treatment within six months, has experienced an acute increase in the severity of symptoms, or has presented with additional behavioral health symptoms

SECTION VII: Behavioral Health Services

indicative of a disorder other than depression, anxiety disorder or attention-deficit hyperactivity disorder (ADHD). Transfer of care to the T/RBHA should also occur following a sentinel event, such as a suicide attempt or psychiatric hospitalization, when there are co-morbid emotional, physical, sexual or substance abuse issues or at the member's request.

PCPs should use the Behavioral Health Services Referral Form, check the "Transfer of Care" box, and fax to Magellan at 866.892.5023 when transferring a member's care to the T/RBHA. The referral form includes a "Reason for Referral" section where the PCP describes the reason for transfer, including all diagnostic information. Current psychotropic medications should be listed under "Additional Information" and the PCP should designate whether the member has an adequate supply of these medications for the next 30 days. If not, the timeframes for dispensing and refilling medications during the transition period should be noted. The PCP must ensure that a member has access to sufficient medication, by prescription or refill, until their first appointment with the T/RBHA prescriber who will be continuing medication management services. PCPs may use the Pharmacy Authorization Request Form to request interim or "bridge" medication for the member until their first T/RBHA medication appointment.

When a member attends the T/RBHA intake appointment, the intake clinician may request medical records if clinically indicated. The intake clinician will fill out a request for medical records, have the member sign a release of information and fax or mail the request to the Care1st PCP. Upon receipt of a request for medical records or for additional medical information, the PCP must respond within 10 business days to ensure all pertinent information is received by the T/RBHA or subcontracted provider prior to the member's first scheduled appointment with the T/RBHA prescriber. The response to a request for medical records should include all pertinent information regarding the reason for transfer, current diagnoses and medications, laboratory results, medication history, last date psychotropic medication was prescribed, last PCP visit, and any recent hospitalizations.

Confidential medical records that are mailed to the T/RBHA should be marked confidential and sealed appropriately. When these records are received, they are sent directly to medical records and placed in the member's chart. When medical records are faxed to a T/RBHA subcontracted provider, they are received on a confidential fax line and delivered directly to the assigned clinician and/or prescriber. Every precaution should be taken by the PCPs office staff to ensure the confidentiality of a member's medical record.

Note: A release of information from the member is required for any communication regarding substance abuse or HIV treatment.

When Care1st receives notification that a transfer of care referral has been initiated by the PCP, the Behavioral Health Team will assist in the transition process. A call will be

SECTION VII: Behavioral Health Services

placed to the member or the member's parent or legal guardian to verify that a behavioral health intake and medication appointment has been scheduled with the T/RBHA. Care1st behavioral health staff will discuss any member concerns regarding the transfer of care, confirm that sufficient medication is available, and, if not available, assist the member in obtaining a prescription and prior authorization for the medication required. After the behavioral health intake and medication appointment has been scheduled, a follow up call will be made to both the member and the T/RBHA provider within 30 days to confirm that behavioral health services are in place. Information regarding the member's behavioral health disposition will then be reported to their PCP by phone and/or fax.

Continuity of care is vital when transferring a member's behavioral health care to a T/RBHA provider, so PCPs are encouraged to call the Behavioral Health Coordinator at 602.778.1800 x1826 for assistance when transferring a member's care to the T/RBHA.

PROVIDER INFORMATION

Providers may access the most recent behavioral health information, including the Care1st Formulary, Psychotropic Prescribing Guidelines, Clinical Tool Kits and forms referenced above on the our website.

PROVIDER SUPPORT

For questions regarding behavioral health, please contact the Behavioral Health Team at the following numbers during business hours:

Behavioral Health Supervisor

Care1st 602.778.1800 x1834 • ONECare 602.778.8345 x1834

Behavioral Health Coordinator

Care1st 602.778.1800 x1826 • ONECare 602.778.8345 x1826

Pain Management Coordinator

Care1st 602.778.1800 x1816 • ONECare 602.778.8345 x1816