

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

Section 10.12 Member Representative Function

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10.12.1 Introduction

All Service Area Agencies (SAAs) and Tribal Area Agencies (TAAs) perform a Member Representative function acting as a point of contact for the member. SAAs/TAAs inform individuals and inquiring parties of this education and information service.

10.12.2 Scope

To whom does this apply?

All Service Area Agencies (SAAs) and Tribal Area Agencies (TAAs) contracted with NARBHA to provide services.

10.12.3 Objectives

To define the function of a member representative throughout the NARBHA network.

10.12.4 Procedures

- The Member Representative position must perform the following functions at each of the SAAs/TAAs:
 - Respond to member requests for information about eligibility for services, referral procedures, or other aspects of the referral process.
 - Provide assistance to prospective members or referral sources to facilitate the referral and intake process.
 - Assist in the resolution of complaints related to a member's access to or receipt of services in the NARBHA and SAA network.
 - Refer members to appropriate provider staff or providers, as needed, for the resolution of complaints/issues beyond the scope of the Member Representative's responsibilities.
 - Ensure and document that the SAA has fully advised members of their rights and responsibilities as consumers in the NARBHA behavioral health system.
- The staff in the Member Representative position at the SAAs shall have a working relationship with the NARBHA Member Services Representative assigned to their agency. This includes but is not limited to utilizing NARBHA as a resource for information and policy clarification and collaboratively processing complaints received by NARBHA.
- Persons who are new to the position of Member Representative at any SAA/TAA must notify NARBHA within 30 days of assignment and arrange time with a NARBHA Member

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Representative for a brief orientation/training of NARBHA's expectation of that SAA/TAA Member Representative.