



## 2015 Member Handbook



Northern Arizona Regional Behavioral Health Authority  
*Managing Healthcare with a Conscience*

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## Welcome to NARBHA

The mission of NARBHA is to provide solutions that improve the health and healthcare experience of diverse communities.

**NARBHA** will carry out its mission by continuously demonstrating the following values at all levels of the organization:

1. Exceeding our customers' expectations
2. Commitment to recovery and resiliency
3. Cultural sensitivity in your care
4. Awareness and sensitivity that makes a difference
5. Open communication
6. Maintaining ethical, legal, and fiscal integrity

This **handbook**, helps you to know what services you can get. It also tells you where you can go to get those services.

You can find this handbook in English, Spanish, and Large Print on our **website**, at [www.narbha.org](http://www.narbha.org). Important information is also available in audio format in Navajo and Hopi languages.

If you would like more information about the information in this Member Handbook, please call **NARBHA** Member Services at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) or your local provider (Responsible Agency).

## Statement about Terms

The Member Handbook has some words that are not always easy to understand. The "Terms" section defines some of these words. You may want to refer to the "Terms" section while reading the Member

Handbook to help you better understand each section.

The "Terms" section begins on page **58** of this handbook.

## How can I get services in an emergency or crisis?

For life threatening situations always call **911**.

For non-life threatening behavioral health situations, call **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) or your local provider (Responsible Agency).

Transportation for a behavioral health emergency may be available by contacting the **NARBHA Crisis Line** at 1-877-756-4090. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) or your local provider (Responsible Agency).

To access behavioral health and substance abuse services, please use the provider directory starting on page 11 of this handbook. Services are assigned to a provider based on where you live. If you have questions or need help getting behavioral health services, please call a provider located near you.

You may need behavioral health services while you are away from home and out of **NARBHA** service area. This is called "out of area care." Out of area care only includes emergency behavioral health services unless **NARBHA** approves other services. You have a right to use any hospital or other setting for emergency care. If you want to get non-emergency behavioral health services out of the **NARBHA** service area, please call your

provider (Responsible Agency) or **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

If you need out of area care:

- Go to a hospital or crisis center and ask for help;
- Ask the hospital or crisis center to call **NARBHA at 800-640-2123**;
- The hospital or crisis center will contact **NARBHA** for approval to continue behavioral health services.

**If you experience an emergency medical condition, emergency services are available to you. Emergency services do not require approval.**

### **Local and National Resources for Behavioral Health Communities**

There are local and national organizations that provide resources for persons with behavioral health needs, family members, and caretakers of persons with behavioral health needs. Some of these are:

#### **NAMI Arizona (National Alliance on Mental Illness)**

Phone: (928) 214-2218

Email: [admin@nami-flagstaff.org](mailto:admin@nami-flagstaff.org)

Web site: <http://www.nami-flagstaff.org>

NAMI Arizona has a HelpLine for information on mental illness, referrals to treatment and community services, and information on local consumer and family self-help groups throughout Arizona. NAMI Arizona provides emotional support, education, and advocacy to people of all ages who are affected by mental illness.

#### **NAZCARE (Northern Arizona Consumers Advancing Recovery by Empowerment)**

Phone: 928-224-4506 (Winslow);

928-213-0742 (Flagstaff); 928-793-4514 (Globe); 520-876-0004 (Casa Grande); 928-532-3108 (Show Low); 928-783-4253 (Yuma); 928-758-3665 (Bullhead); 928-753-1213 (Kingman); 928-442-9205 (Prescott); 928-333-3036 (Eagar); 928-575-4132 (Parker); 928-634-1168 (Cottonwood); 520-586-8567 (Benson)

Website: <http://www.nazcare.org/>

NAZCARE Warm Line

1-888-404-5530

NAZCARE Warm Line for Deaf and Hard of Hearing

Purple VP 928-239-2500

Sorensen VP 928-515-2396

Text Message 928-351-1099

NAZCARE is a peer-orientated agency that uses a holistic approach to recovery and wellness by addressing the whole person in mind, body and spirit. NAZCARE provides services in Wellness Planning with a Wellness Coach to assist you on your journey to better wellness.

#### **Wellness Connections**

Phone: 520-452-0080

Website: <http://wellness-connections.org/>

Based in Southeast Arizona, Wellness Connections uses a peer-run model. Through a large number of programs, activities, training and rehabilitation services, Wellness Connections empowers its members to lead healthy and fulfilling lives.

#### **Arizona Center for Disability Law – Mental Health**

Phone: 602-274-6287 (Phoenix/voice or TTY); 1-800-927-2260 (statewide except Phoenix)

Web site: <http://www.acdl.com/mentalhealth.html>

The Arizona Center for Disability Law is a federally designated Protection

and Advocacy System for the State of Arizona. Protection and Advocacy Systems throughout the United States assure that the human and civil rights of persons with disabilities are protected. Protection and Advocacy Systems can pursue legal and administrative remedies on behalf of persons with disabilities to ensure the enforcement of their constitutional and statutory rights.

### **Mentally Ill Kids In Distress (MIKID)**

Phone: 602-253-1240 (Maricopa);  
520-882-0142 (Pima); 928-775-4448  
(Yavapai); 928-726-1983 (Yuma); 928-  
245-4955 (Navajo and Apache counties)  
Web site: <http://www.mikid.org/>

MIKID provides support and help to families in Arizona with behaviorally challenged children, youth, and young adults. MIKID offers information on children's issues, internet access for parents, referrals to resources, support groups, educational speakers, holiday and birthday support for children in out of home placement, and parent-to-parent volunteer mentors.

### **Division of Behavioral Health Services**

150 N. 18th Avenue, 2nd Floor  
Phoenix, AZ 85007  
Phone: 602-364-4558  
Toll-free: 1-800-867-5808  
Hearing impaired individuals may call the Arizona Relay Service at 711 or 1-800-367-8939 for help contacting the Division of Behavioral Health Services.  
Web site: <http://www.azdhs.gov/bhs/>  
Email: [dbhsinfo@azdhs.gov](mailto:dbhsinfo@azdhs.gov)

The Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS) is the state agency that oversees the use of federal and state funds to provide behavioral health services. Some offices within DBHS may be of additional help to you:

DBHS Member Services: 602-364-4558 or  
1-800-867-5808

### **Office of Human Rights\*:**

#### **Maricopa, Pinal, or Gila County:**

602-364-4585 or 1-800-421-2124.  
Pima, Santa Cruz, Cochise, Graham,  
Greenlee County, Yuma or La Paz County:  
520-770-3100 or  
1-877-524-6882  
Mohave, Coconino, Yavapai, Navajo or  
Apache County: 1-928-214-8231 or  
1-877-744-2250

Human Rights Committee Coordinator:  
602-364-4577 or 1-800-421-2124

\* NOTE: Tribal members should contact the Office of Human Rights location that provides services to their county of residence.

### **Division of Licensing Services**

150 N. 18th Avenue,  
Phoenix, AZ 85007  
Phone: 602-364-2536  
Web site: <http://www.azdhs.gov/als/index.htm>

Tucson Office  
400 W. Congress, Suite 100  
Tucson, AZ 85701  
(520) 628-6965

The Division of Licensing Services licenses and monitors behavioral health facilities statewide. They investigate complaints against behavioral health facilities and conduct inspections of facilities.

### **Adult Protective Services (APS)**

Department of Economic Security  
Aging and Adult Administration  
1789 W. Jefferson Street,  
Site Code 950A  
Phoenix, AZ 85007  
Phone: 602-542-4446  
Web site: <https://www.azdes.gov/aaa/programs/aps/>

People can report abuse, neglect, and misuse of Arizona's vulnerable or incapacitated adults, 24 hours a day, 7 days a week at the state's hotline,

1-877-SOS-ADULT (1-877-767-2385);  
1-877-815-8390 (TDD).

AZLinks.gov

Department of Economic Security

Web site: [www.azlinks.gov](http://www.azlinks.gov)

The website of Arizona's Aging and Disability Resource Consortium (ADRC). AZ Links helps Arizona seniors, people with disabilities, caregivers and family members locate resources and services.

### **Arizona Department of Child Safety (DCS)**

P.O. Box 44240

Phoenix, AZ 85064-4240

Hotline: 1-888-SOS-CHILD (1-888-767-2445); (602) 530-1831 (TDD) Web site:

<https://dcs.az.gov/>

The Arizona Department of Child Safety receives, screens, and investigates allegations of child abuse and neglect, performs assessments of child safety, assesses the imminent risk of harm to the children, and evaluates conditions that support or refute the alleged abuse or neglect and need for emergency intervention.

### **The Arizona Health Care Cost Containment System (AHCCCS)**

801 E. Jefferson, MD 3400

Phoenix, AZ 85034

Phone: (602) 417-7000

Web site to apply for AHCCCS

coverage: Health-e-Arizona PLUS [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)

### **The Arizona Health Care Cost Containment System**

(written as AHCCCS and pronounced 'access') is Arizona's Medicaid program. AHCCCS oversees contracted health plans in the delivery of health care to individuals and families who qualify for Medicaid and other medical assistance programs. AHCCCS also contracts with the Division of Behavioral Health Services for behavioral health service coverage.

### **Arizona Smokers Helpline (ASHLine)**

ASHLine: (800) 556-6222

Web site: [www.ashline.org](http://www.ashline.org) and [www.azdhs.gov](http://www.azdhs.gov)

Tobacco Free Arizona

Web site: [www.azdhs.gov/tobaccofreeaz/](http://www.azdhs.gov/tobaccofreeaz/)

Many people have quit smoking through programs by the Arizona Smokers Helpline (ASHLine) and other resources available at Tobacco Free Arizona. The ASHLine has several valuable and no cost resources. If you want more information to help quit tobacco, please call the Arizona Smokers Helpline (ASHLine) at (800) 556-6222, or visit [www.ashline.org](http://www.ashline.org) or talk to your PCP. ASHLine also offers information to help protect you and your loved ones from second hand smoke.

### **NARBHA Members' Special Needs Database**

[specialneeds@narbha.org](mailto:specialneeds@narbha.org)

To better serve members and meet their needs, NARBHA has created a Special Needs database. The Special Needs database allows providers to record specific instances of unmet needs through their contact with individual members. Members may also email NARBHA through the Special needs email.

Examples of special needs are:

- Specialty providers such as specialists in eating disorders;
- Residential service needs, such as services for sex offenders; and
- Bi-cultural/ bi-lingual providers.

To include your special needs in the NARBHA database, email **[SpecialNeeds@narbha.org](mailto:SpecialNeeds@narbha.org)**. You will be contacted by a NARBHA Member Representative or Network staff regarding your request.

- Connect2Help Circle (C2HC) <http://swiftresource.com/>

The Connect2Help Circle (C2HC) is an online assistance request forum developed in partnership with the Southwest Institute for Families and Children. The site provides a connection between community members with needs and community members with resources that include information, materials and/or a helping hand.

Through the C2HC website, volunteers who live in or near Flagstaff and Lake Havasu City can register to be "Helpers," then receive email notices of individual needs from a C2HC staff. Anyone can register a need for themselves or for others; examples include equipment like a wheelchair, a request for special knowledge, like working with Individual Education Plans, or accessing community resources. The C2HC Parent Coordinators oversee, facilitate and obtain feedback on the connection experience.

### **Northern Arizona Children's Council (NACC)**

Phone: Member Services at 1-800-640-2123

The vision of the Northern Arizona Children's Council is to support partnerships among families and child-serving systems in Northern Arizona in order to promote collaborative practice according to the Arizona Vision and 12 Principles. NACC is hosted by **Northern Arizona Regional Behavioral Health Authority (NARBHA)** and is open to all interested family members, youth, and system and community partners.

### **Family Involvement Center (FIC)**

8766 E State Route 69, Suite G  
Prescott Valley, AZ 86314  
928.379.5077 or Toll-free 877.568.8468

Family Involvement Center offers Parent-to-Parent services, youth mentoring services, support groups, and more to families throughout Northern Arizona. Staff and support groups are available in

multiple Northern Arizona locations beyond our physical office in Prescott Valley.

### **Hope Lives - Vive La Esperanza Forensic Peer Support Services**

2304 N. 4<sup>th</sup> Street, #C (the Azpire Recovery Center)  
Flagstaff, AZ 86004  
928.213.0742

A forensic peer support program, Hope Lives connects newly released individuals who cope with mental illness or substance use disorders with other individuals who have successfully made the same transition to help them avoid going back to prison or jail.

### **Northern Arizona Cultural Awareness and Diversity Committee (CADC)**

Phone: 1-800-640-2123

The purpose of the Northern Arizona Cultural Awareness and Diversity Committee is to reduce disparities and to build the capacity of resources needed to serve the cultural needs and values of its members in a way that is effective and meaningful to its members. The committee supports partnerships among families and community resources in northern Arizona. It is hosted by **Northern Arizona Regional Behavioral Health Authority (NARBHA)** and is open to all interested family members, youth, system and community partners who have a passion for diversity.

### **NARBHA Online Services Directory**

<http://narbha.networkofcare.org>

NARBHA's online service directory offers the ability to search for resources on a variety of topics, including resources for veterans, LGBTQ, Deaf and Hard of Hearing, college life, as well as behavioral health topics, health, and wellness.

If you would like to know more about these resources, including all residential placement options within the T/RBHA Geographic Service Area (GSA), you can contact your provider (Responsible Agency) or **NARBHA Member Services** at (928) 774-7128 or toll free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

### **How can I get written information in my language and oral interpreter services?**

You may ask for help from **NARBHA** to make sure:

- Written information is either available in your language or can be translated in your language so you can understand it;
- You can find providers who speak your language; and
- If you are eligible for benefits under the AHCCCS and/or you are a person determined to have a Serious Mental Illness (SMI), oral interpreter services are available at no cost to you.

Contact your provider or **NARBHA Member Services** at (928) 774-7128 or toll free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) to ask for any of these options. More information about these services can be found at <http://narbha.org/services/interpret-translate/>.

### **What are my rights concerning Sign Language Interpreters and Auxiliary Aids if I am deaf or hard of hearing?**

If you are deaf or hard of hearing, you may ask that your provider provide auxiliary aids or schedule a Sign Language Interpreter to meet your needs. Your provider has to provide these services.

Auxiliary aids include computer-aided transcriptions, written materials, assistive listening devices or systems, closed and open captioning, and other effective methods of making aurally delivered materials available to individuals with hearing loss.

Sign Language Interpreters are skilled professionals certified to provide interpretation, usually in American Sign Language, to the deaf. To find a listing of sign language interpreters and for the laws regarding the profession of interpreters in the State of Arizona, please visit the Arizona Commission for the Deaf and the Hard of Hearing at [www.acdhh.org](http://www.acdhh.org) or call (602) 542-3323 (V); (602) 364-0990 (TTY); 800-352-8161 (V/TTY); (480) 559-9441 (Video Phone).

### **What are my rights concerning printed information if I am visually impaired?**

If you have a visual impairment, you may ask that your provider make available to you this member handbook or other materials, such as notices and consent forms, in large print. Your provider and **NARBHA** have to provide these services.

### **How does NARBHA ensure that my values and beliefs are being considered when services are offered to me and while I am receiving services?**

Your traditions, your heritage, religious/spiritual beliefs, language and other aspects of life that you and your family value most define who you are and are part of your "culture." **NARBHA** encourages its providers to understand the culture of each individual to better understand, communicate with, and treat the people **NARBHA** serves. Your provider will ask you to share cultural information with them so they can help you determine the best treatment plan for you or your



family member. It is important that you help your provider understand what is important to you and your family, as this will help tailor services for your specific needs.

Be sure to discuss with your provider what you and your family believe is most important when determining your treatment and discussing your goals. If your provider understands what your goals are, your provider can better help you to reach those goals.

**NARBHA** works with its providers to better understand various cultures and to provide services in a culturally competent manner. You can view the **NARBHA** Cultural Competency Plan online at <http://www.narbha.org/includes/media/docs/NARBHACC-Plan-FY2014-2015-12182014.pdf>.

### What is Managed Care?

In Arizona, behavioral health services are provided through a Managed Care model. This means that persons getting behavioral health services choose a provider from within a network. The Regional Behavioral Health Authorities (RBHAs) and Tribal Regional Behavioral Health Authorities (TRBHAs) have to make sure that behavioral health services are available to their members. Members are persons enrolled with **NARBHA**.

In addition to making sure that services are available, **NARBHA** must oversee the quality of care given to members and manage the cost. To find out more about Arizona's behavioral health service delivery system you can visit the Arizona Department of Health Services/Division of Behavioral Health Services Web site at <http://www.azdhs.gov/bhs/>.

Contract services are funded in part under contract with the State of Arizona.

### How do I contact NARBHA Member Services?

Member Services is available to help answer your questions. Member Services can help you:

- Learn how to become a member and get behavioral health services;
- Learn about the services you can get;
- Find a provider, including providers that provide services after normal business hours;
- Get answers to your questions; and
- Make a complaint or give positive feedback about services.

Member Services at **NARBHA** are available 24 hours a day, 7 days a week.

To contact Member Services at **NARBHA**, please call: 928-774-7128 or **toll free** at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

**NARBHA** offices are located at 1300 South Yale Street, Flagstaff, AZ 86001.

To access behavioral health and substance abuse services, you can contact a provider near you by using the provider directory starting on page 18 of this handbook. Services are assigned to a provider based on where you live. If you have questions or need help getting behavioral health services, please call a provider near you.

### What happens after I am assigned to or enrolled with NARBHA?

Individuals eligible for behavioral health services through AHCCCS are assigned to a T/RBHA based on where they live. American Indians, however, who are assigned to a TRBHA, have the option to choose to receive their services from a RBHA or TRBHA. You have been assigned to **NARBHA** because you live

within **NARBHA** service area. You will continue to receive services from **NARBHA** unless you move to another area of the state where **NARBHA** does not provide services. Individuals who are not AHCCCS eligible will be enrolled with a T/RBHA for behavioral health services. Enrollment with a T/RBHA is also based on where a person lives.

NARBHA and its providers believe in delivering services in a manner that is:

- Strengths-based
- Family friendly
- Culturally sensitive
- Clinically sound

The first step in getting services through a NARBHA provider is the intake process. Only NARBHA enrollment agencies that have been designated "Responsible Agencies" (RAs) can do intakes. During the intake process, a NARBHA Responsible Agency will collect information to enroll you (or your child) for services with NARBHA. The provider will work with you so that the process is as easy as possible. The staff member will also give you information about the system. This includes a copy of the NARBHA Member Handbook.

Each person getting services will be part of a team. The members of the team may include the following:

- The person getting services
- Family members
- Behavioral health clinician(s)
- Other agencies
- Clergy, Traditional Healer, or other religious/ spiritual representative
- Other people at the request of the person getting services

The members of the team will support you in making decisions about your (or your child's) treatment. An Adult Recovery Team/ Child and Family Team is developed for each person getting services. This Responsible Agency Adult Recovery Team/ Child and Family Team makes sure that everything is going well with treatment.

The next step is for the provider to do an assessment. During this step, the provider will ask you questions about:

- Your (or your child's) strengths
- Your (or your child's) needs
- Your (or your child's) goals
- If you (or your child) need other special evaluations

The provider and your (or your child's) team develop a Service Plan for you (or your child). The information from your assessment will be used to develop your (or your child's) Service Plan. The plan will describe what needs to be done to meet your (or your child's) needs and improve your (or your child's) health

You (or your child) can then receive the covered services as described on your (or your child's) Service Plan.

Your Adult Recovery Team/ Child and Family Team will look at your Service Plan at least once a year or whenever new services are needed. This is to make sure that you (or your child) are receiving the appropriate care.

**Choice of Providers and Services**

- You (or your child) are automatically assigned to a Responsible Agency based on your home address. In many towns, there is more than one Responsible Agency. You can request to change your Responsible Agency, which is your primary Intake/Service Provider and the provider responsible for your care, when you wish.
- You can also request that your Adult Recovery Team/ Child and Family Team help you arrange available, medically necessary covered behavioral health services from the entire network of NARBHA service providers.

Transfer of Providers

- You can request a transfer directly through your Responsible Agency

and/or Adult Recovery Team/ Child and Family Team. The Responsible Agency where you are enrolled then initiates the Transfer Process.

**OR**

- You can request a transfer be initiated by the Responsible Agency you wish to transfer to. The requested RA would then initiate the Transfer Process by coordinating with your current enrollment Responsible Agency.

After you are assigned to **NARBHA**, you will develop a “team” to help you with identifying your behavioral health needs and obtaining behavioral health services. These teams are referred to as Clinical Teams, or more specifically, Child and Family Teams or Adult Recovery Teams.

### What is a Child and Family Team?

The Child and Family Team (CFT) is a defined group of people that includes, at a minimum, the child and his/her family, a behavioral health representative, and any individuals important in the child’s life who are identified and invited to participate by the child and family. This may include, for example, teachers, extended family members, friends, family support partners, healthcare providers, coaches, community resource providers, representatives from religious affiliations like churches, synagogues or mosques, or agents from other service systems like Arizona Department of Child Safety (DCS) or Division of Developmental Disabilities (DDD), etc. The size, scope and intensity of involvement of the team members are determined by the objectives established for the child, the needs of the family in providing for the child, and resources needed to develop an effective service plan. The Child and Family Team can expand and contract as necessary to be successful on behalf of the child.

### What is an Adult Recovery Team?

A group of individuals working together who are actively involved in a person’s assessment, service planning and service delivery by following the nine Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems. At a minimum, the team consists of the person, their guardian (if applicable), advocates (if assigned) and a qualified behavioral health representative. The team may also include members of the enrolled person’s family, physical health, mental health or social service providers, representatives or other agencies serving the person, professionals representing disciplines related to the person’s needs, or other persons identified by the enrolled person.

You will be able to change your team, if you would like, to best support your needs and achieve the goals that you have set.

### What are “best practices” in behavioral health, and how do best practices affect the services I receive?

Both ADHS/DBHS and your T/RBHA create and support “best practices” in behavioral health care. Best practices are ways of delivering services to you that have been shown to be helpful, based on research and evaluation of these practices. You can learn more about these best practices by going to the ADHS/DBHS and T/RBHA Web sites. ADHS/DBHS has links to Clinical Practice Guidelines and Clinical Practice Protocols online at <http://www.azdhs.gov/bhs/guidance/index.htm>. You can also find this information available on the **NARBHA** website at <http://www.narbha.org/services/clinical-best-practices/>.

If you would like to receive this information by mail, please contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use Arizona Relay Service at 711 or

1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

Best practices change over time. Please refer to the ADHS/DBHS and your T/RBHA's Web sites for updates, or contact your T/RBHA for additional information.

## What is a Provider Network?

A provider network is a group of behavioral health service providers who work with a T/RBHA and are available to provide behavioral health services.

**NARBHA** has a number of service providers called Responsible Agencies (RAs) that make up the **NARBHA** provider network. RAs are expected to provide a core set of behavioral health services to eligible persons in their geographic areas. The map on the back of the handbook shows where these agencies are located.

These Responsible Agencies (RAs):

1. See if you can get services through **NARBHA**;
2. Assess what services you need, including crisis services;
3. Help you get any covered behavioral health services that you need.

**The Responsible Agencies in the NARBHA system follow:**

## Apache County

### **Little Colorado Behavioral Health Centers (LCBHC)**

<http://www.lcbhc.org>

St. Johns Office (Outpatient Services– All Ages)  
P.O. Box 579  
470 W. Cleveland  
St. Johns, AZ 85936  
**(928) 337-4301**

**Hours: 8:00 a.m. to 5:00 p.m.**

**Languages spoken: English, Spanish— language line for other languages and for those with hearing issues**

**Walk-in? No**

Springerville Office (Outpatient Services– All Ages)  
P.O. Box 699  
50 North Hopi  
Springerville, AZ 85938  
**(928)-333-2683**

**Hours: 8:00 a.m. to 5:00 p.m.**

**Languages spoken: English, Spanish— language line for other languages and for those with hearing issues**

**Walk-in? No**

## Coconino County

### **Child & Family Support Services (CFSS)**

[www.cfssinc.com](http://www.cfssinc.com)

(Child, Youth, and Family Outpatient Services)

1515 E. Cedar Avenue, Ste. D2  
Flagstaff, AZ 86004

**(928) 774-0775**

**Hours: 8:00 am to 5:00 p.m. Monday through Friday. However, we work whenever children and families need us most, including evenings, weekends and holidays. Please call for an appointment.**

### **Encompass Health Services**

<http://www.encompass-az.org/>

(Outpatient Services– All Ages)

P.O. Box 790

463 S. Lake Powell Blvd.

Page, AZ 86040

**(928) 645-5113**

**Hours: Mon – Thurs 8:00 a.m. to 6:00 p.m.**

**Languages spoken:**

**English/Navajo/other languages available on request (interpreter)**

**Walk-in? Yes**

**Crisis walk-in 8:00 a.m. to 6:00 p.m. (Mobile crisis available after hours 645-8180.)**

Fredonia Office (Outpatient Services– All Ages)  
170 N. Main Street  
P.O. Box 522  
Fredonia, AZ 86022  
**(928) 643-7230**

**Hours: Mon – Fri 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English/other languages available on request (interpreter)**  
**Walk-in? No Crisis services available 24 hrs/ day via phone 645-8180**

Page Facility (Rural Substance Abuse Transitional Agency)  
32 N. 10<sup>th</sup> Ave., Suite 5  
Page, AZ 86040  
**(928) 645-4934**

**Hours: 24 hour facility**  
**Languages spoken: English/Navajo/other languages available on request (interpreter)**  
**Walk-in? Yes**  
**Walk-in hours 24 hours a day**

Liberty House Drop-in Center  
5 South Lake Powell Blvd, Suite 3  
Page AZ 86040  
**(928) 645-4906**

**Hours: Mon – Fri 10:00 a.m. to 3:00 p.m.**  
**Languages spoken: English/other languages available on request (interpreter)**  
**Walk-in? Yes**  
**Walk-in hours: Crisis walk- in 8:00 am to 6:00 pm (Mobile crisis available after hours. 928-645-8180.)**

**Southwest Behavioral Health Services**  
**[www.sbhservices.org](http://www.sbhservices.org)**

Flagstaff Outpatient Clinic (Adult Outpatient Services)  
Northeast Professional Plaza  
1515 E. Cedar Avenue, Suite B-4  
Flagstaff, AZ 86004  
**(928) 779-4550**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**

**Walk-in? Yes**

**Walk-in hours: Monday 8:00 a.m. to 5:00 p.m.**  
**Tuesday to Thursday 8:00 a.m. to 7:00 p.m.**  
**Friday 8:00 a.m. to 6:00 p.m.**

Flagstaff Opioid Replacement Services  
1515 E. Cedar, Suite E-2  
Flagstaff, AZ 86004  
**(928) 714-0010**

**Hours: Monday through Friday, 6:00 a.m. to 4:00 p.m.**

**Languages spoken: English**

**Walk-in? Yes**

**Walk-in hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**

**The Guidance Center (TGC)**

**[www.tgcaz.org](http://www.tgcaz.org)**

(Administration; Crisis; Alcohol Stabilization Unit; Psychiatric Inpatient Hospital, Primary Care)  
2187 North Vickey Street  
Flagstaff, AZ 86004  
**(928) 527-1899**

**Hours: 8:00 a.m. to 5:00 p.m. M-F**

**Crisis: 24 hours/7 days a week**

**Alcohol Stabilization: 24 hours/7 days a week**

**Walk-in appointments: 8:00 a.m. to 5:00 p.m. M-F**

**Languages spoken: English, Spanish, Navajo, Hopi**

Outpatient Facility (Outpatient Services – All Ages; Pharmacy)  
2695 E. Industrial Drive  
Flagstaff, AZ 86004  
**Adult Services (928) 714-6450**

**Child Services (928) 714-6452**

**Hours: 8:00 a.m. to 5:00 p.m. M-F**

**Languages spoken: English, Spanish, Navajo, Hopi**

Williams Facility (Outpatient Services– All Ages)  
220 W. Grant Street  
Williams, AZ 86046  
**(928) 635-4272**

**Hours: 8:00 a.m. to 5:00 p.m. M-F**  
**Languages spoken: English**

Substance Abuse Rehabilitation Unit  
(Chemical Dependency Residential)  
2697 E. Industrial Dr.  
Flagstaff, AZ 86004  
**(928) 527-1899**

**Hours: 8:00 a.m. to 5:00 p.m. M-F**  
**Languages spoken: English, Spanish, Navajo, Hopi**

## **Mohave County**

**Encompass Health Services  
(Formerly Community Behavioral Health Services)** (Outpatient Services—All Ages)  
4103 E. Fleet Street, Suite 100  
Littlefield, AZ 86432  
**(928) 347-4566**

**Hours: Mon – Fri 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English/other languages available on request (interpreter)**  
**Walk-in? No (Crisis services available 24 hrs/day. Call 928-645-8180)**

**Mohave Mental Health Clinic, Inc. (MMHC)**  
[www.mmhc-inc.org](http://www.mmhc-inc.org)  
(Adult Outpatient Services)  
3505 Western Avenue  
Kingman, AZ 86409  
**(928) 757-8111**

**Hours: 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Spanish—language line for other languages and for those with hearing issues**  
**Walk-in? Yes**  
**Walk-in hours 8:00 a.m. to 5:00 p.m.**

(Children and Adolescent Outpatient Services)  
2002 Stockton Hill Road  
Suite #104  
Kingman, AZ 86401  
**(928) 718-4800**

**Hours: 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Spanish—language line for other languages and for those with hearing issues**  
**Walk-in? No**

(Children and Adolescent Outpatient Services)  
2580 HWY 95, Suite #209  
Bullhead City, AZ 86442  
**(928)758-5905**

**Hours: 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Spanish**  
**Language line for other languages and for those with hearing issues**  
**Walk-in? No**

(Adult Outpatient Services)  
1145 Marina Blvd.  
Bullhead City, AZ 86442  
**(928) 758-5905**

**Hours: 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Spanish**  
**Language line for other languages and for those with hearing issues**  
**Walk-in? Yes**  
**Walk-in hours 8:00 a.m. to 5:00 p.m.**

(Outpatient Services— All Ages)  
2187 Swanson  
Lake Havasu City, AZ 86403  
**(928) 855-3432**

**Hours: 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Spanish**  
**Language line for other languages and for those with hearing issues**  
**Walk-in? Yes**  
**Walk-in hours 8:00 a.m. to 5:00 p.m.**

(Outpatient Services – All Ages)  
1115 Stockton Hill Rd.  
Kingman, AZ 86409\  
**Languages spoken: English, Spanish**  
**Language line for other languages and for those with hearing issues**  
**Walk-in? Yes**  
**Walk-in hours 8:00 a.m. to 5:00 p.m.**

**Southwest Behavioral Health Services**  
**[www.sbhservices.org](http://www.sbhservices.org)**

Bullhead City Outpatient Clinic (Adult & Child Outpatient Services)  
2580 Hwy 95, Suite 119-125  
Bullhead City, AZ 86442  
**(928) 763-7776**

**Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**

Bullhead City Opioid Replacement Services (Adult Outpatient Services)  
809 Hancock Rd., Suite #1  
Bullhead City, AZ 86442  
**(928) 763-7111**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 5:00 a.m. to 3:00 p.m. & Sat. 7:00 a.m. to 9:00 a.m.**

Marina Pointe  
(24-hour chemical dependency residential treatment center)  
401 Emery Dr.  
Bullhead City, AZ 86442  
**(928) 763-7111**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? No**

Lake Havasu City Outpatient Clinic (Adult & Child Outpatient Services)  
1845 McCulloch Blvd., Suite B-1  
Lake Havasu City, AZ 86403  
**(928) 453-2661**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**

**Walk-in hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**

Kingman Outpatient Clinic (Adult & Child Outpatient Services)  
2215 Hualapai Mountain Rd.; Suite H & I  
Kingman, AZ 86401  
**(928) 753-9387**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**

**Navajo County**

**Community Bridges (CBAZ)**  
**[www.communitybridgesaz.org](http://www.communitybridgesaz.org)**

Winslow Stabilization Recovery Unit  
(Services for Adults with Substance Abuse Issues)  
105 N. Cottonwood Avenue  
Winslow, AZ 86047  
**(928) 289-3151**  
**Walk-in? No**

Winslow Outpatient Facility  
110 E 2<sup>nd</sup> St  
Winslow, AZ 86047 **(928) 289-1222**  
**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Walk-in? No**

Holbrook Stabilization Recovery Unit  
(Services for Adults with Substance Use Issues)  
995 Hermosa Drive  
Holbrook, AZ 86025  
**(928) 524-1151**

**Walk-in? No**

**Community Counseling Centers (CCC)**

**<http://www.ccc-az.org>**  
(Administration)  
103 North First Avenue  
Holbrook, AZ 86025  
**(928) 524-6701**

**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**

Holbrook Outpatient Center (Outpatient Services– All Ages)  
105 North Fifth Avenue  
Holbrook, AZ 86025  
**(928) 524-6126**

**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**

Winslow Outpatient Center (Outpatient Services– All Ages)  
1015 East Second Street  
Winslow, AZ 86047  
**(928) 289-4658**

**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**

Show Low Outpatient Center (Outpatient Services– All Ages; Pharmacy)  
2500 Show Low Lake Road  
Show Low, AZ 85901  
**(928) 537-2951**

**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Spanish**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**

Snowflake Outpatient Centers (Outpatient Services– All Ages)  
423 S. Main Street  
Snowflake, AZ 85937  
**(928) 536-6869**

**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**

Winslow Center for Developmental Disabilities (DDD Facility)  
1008 E. First Street  
Winslow, AZ 86047  
**(928) 289-3383**

**Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**  
**Languages spoken: English, Navajo**  
**Walk-in? Yes**  
**Walk-in hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.**

## **Yavapai County**

### **Child & Family Support Services (CFSS)**

[www.cfssinc.com](http://www.cfssinc.com)

(Child, Youth, and Family Outpatient Services)

8652 E. Eastridge Drive, Suite 103  
Prescott Valley, AZ 86314  
**(928) 775-2500**

**Hours: 8:00 am to 5:00 p.m. Monday through Friday. However, we work whenever children and families need us most, including evenings, weekends and holidays. Please call for an appointment.**

### **Southwest Behavioral Health Services** [www.sbhservices.org](http://www.sbhservices.org)

Prescott Valley Outpatient Clinic (Adult Outpatient Services)  
7763 East Florentine Rd. Suite 101 - 104  
Prescott Valley, AZ 86314  
**(928) 775-7088**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**  
**Languages spoken: English**  
**Walk-in? Yes**



**Walk-in hours: Monday through Friday 8:00 a.m. to 5:00 p.m.**

Prescott Valley Opioid Replacement Services (Adult Outpatient Services)  
7600 East Florentine Ave. Suite 101  
Prescott Valley, AZ 86314  
**(928) 717-1800**

**Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.**

**Languages spoken: English**

**Walk-in? Yes**

**Walk-in hours: Monday through Friday 6:00 a.m. to 5:00 p.m.**

**Spectrum Healthcare (formerly Verde Valley Guidance Clinic)**  
**<http://spectrumhealthcare-group.com/>**

(Adult & Child Outpatient Services)  
8 E. Cottonwood Street, Building A and C  
Cottonwood, AZ 86326  
**(928) 634-2236**

**Hours: 7:30 a.m. to 6:00 p.m.**

**Walk-in hours: 8:00 a.m. to 3:00 p.m.**

**Languages spoken: English and Spanish**

(Women's Chemical Dependency Residential Facility)  
8 E. Cottonwood Street, Building B  
Cottonwood, AZ 86326  
**(928) 634-2236**

**Hours: 8:00 a.m. to 5:00 p.m.**

**Walk-In Appointments? No**

**Languages spoken: English and Spanish**

(Adult Outpatient Services; Adult and Child Psychiatry, Pharmacy; Adult and Child Primary Care)  
651 W Mingus Ave.  
Cottonwood, AZ 86326  
**(928) 634-2236**

**Hours: 8:00 a.m. to 5:00 p.m.**

**Walk-In Appointments? Yes**

**Walk-In Hours: 8:00 a.m. to 3:00 p.m.**

**Languages spoken: English and Spanish**

(Outpatient Services– All Ages)  
2880 Hopi Drive  
Sedona, AZ 86336  
**(928) 634-2236**

**Hours: 8:00a.m. to 5:00p.m. by appointment.  
No reception staff.**

**Languages spoken: English and Spanish**

(Outpatient Services– All Ages)  
452 Finnie Flat Road  
Camp Verde, AZ 86322  
**(928) 634-2236**

**Hours: 8:00 a.m. to 5:00 p.m.**

**Walk-In Appointments? Yes**

**Walk-In Hours: 8:00 a.m. to 3:00 p.m.**

**Languages spoken: English and Spanish**

**West Yavapai Guidance Clinic (WYGC)**  
**<http://www.wygc.org>**

(Chemical Dependency Residential, Crisis, Adult Outpatient Services, Green Tree Pharmacy)  
642 Dameron Drive  
Prescott, AZ 86301  
**(928) 445-5211**

**Hours: Outpatient services, 7:30 am to 5:00 pm, Monday-Friday.**

**Languages spoken: English, plus the ability to provide other languages either through interpreters or language interpretation lines**

**Walk-In Appointments? Yes**

**Walk-In Hours: 7:30 a.m. to 5:00 p.m.**

Ruth Street Office  
(Adult Psychiatry, Nursing)  
625 W. Hillside Ave.  
Prescott, AZ 86301  
**(928) 445-5211**

**Hours: 8:00 a.m. to 5:00 p.m. Monday-Friday**

**Languages spoken: English, plus the ability to provide other languages either through interpreters or language interpretation lines**

**Walk-In Appointments? Please go to the clinic on Dameron Drive in Prescott.**

**Walk-In Hours: 7:30 a.m. to 5:00 p.m.**

Chino Valley Outpatient Center  
555 W. Road 3 North  
Chino Valley, AZ 86323  
(928) 445-5211

**Hours: 8:00 a.m. to 5:00 p.m. Monday-Friday**  
**Languages spoken: English, plus the ability to provide other languages either through interpreters or language interpretation lines**  
**Walk-In Appointments? Please go to the clinic on Dameron Drive in Prescott.**  
**Walk-In Hours: 7:30 a.m. to 5:00 p.m.**

Cortez Clinic  
(Child Outpatient Services; Senior Peer Prevention)  
505 South Cortez  
Prescott, AZ 86303  
(928) 445-5211

**Hours: 8:00 a.m. to 5:00 p.m. Monday-Friday**  
**Languages spoken: English, plus the ability to provide other languages either through interpreters or language interpretation lines**  
**Walk-In Appointments? Please go to the clinic on Dameron Drive in Prescott.**  
**Walk-In Hours: 7:30 a.m. to 5:00 p.m.**

Windsong Center  
(Adult & Child Outpatient Services, Crisis, Primary Care)  
3345 N. Windsong Drive  
Prescott Valley, AZ 86314  
(928) 583-6411 or  
(928) 445-5211

**Hours: 8:00 a.m. to 5:00 p.m. Monday-Friday**  
**Languages spoken: English, plus the ability to provide other languages either through interpreters or language interpretation lines**  
**Walk-In Appointments? Please go to the clinic on Dameron Drive in Prescott.**  
**Walk-In Hours: 7:30 a.m. to 5:00 p.m.**

Windhaven Center  
(Adult Case Management, Windhaven Pharmacy, Windhaven Psychiatric Hospital)  
3347 N. Windsong Drive  
Prescott Valley, AZ 86314  
(928) 583-6411 or  
(928) 445-5211

**Hours: Outpatient services, 8:00 a.m. to 5:00 p.m. Monday-Friday.**

**Hospital is open 24/7**

**Languages spoken: English, plus the ability to provide other languages either through interpreters or language interpretation lines**  
**Walk-In Appointments? Please go to the clinic on Dameron Drive in Prescott.**

**Walk-In Hours: 7:30 a.m. to 5:00 p.m.**

**A listing of these Responsible Agencies as well as other NARBHA Network Providers is located on the NARBHA website [www.narbha.org/services/listings/](http://www.narbha.org/services/listings/) (It is important to include the last slash (/) if you are entering the web address manually).**

Besides the RAs, **NARBHA** has a large number of other service providers that can provide services to **NARBHA** members as described in your service plan.

A listing of all available providers, their locations, telephone numbers, and languages spoken can be found online at [www.NARBHA.org/networkofcare.org/mh/resource/find.cfm](http://www.NARBHA.org/networkofcare.org/mh/resource/find.cfm). If you do not have access to the Internet at your home, no cost Internet service is usually available at libraries. You can also get a paper copy of the provider listing at no charge by calling **NARBHA Member Services** at (928) 774-7128 or **toll free** at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

Some providers may not be taking new members. To find out which providers in the **NARBHA** network are not accepting new members, contact **NARBHA Member Services** at (928) 774-7128 or at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

You can choose any hospital or other setting for emergency care. However, there are certain emergency settings

within the **NARBHA** network that may be easier for you to use. These include:

## FOR ADULTS

### **Community Counseling Centers PineView Center**

(Adult Psychiatric Inpatient Facility)  
1920 W. Commerce Drive  
Lakeside, AZ 85929  
**(928) 368-4110**

### **Mohave Mental Health Clinic**

(Adult Psychiatric Inpatient Facility)  
1741 Sycamore  
Kingman, AZ 86409  
**(928) 757-8111**

### **The Guidance Center**

(Adult Psychiatric Inpatient Hospital)  
2187 North Vickey Street  
**(928) 527-1899**  
Flagstaff, AZ 86004  
**Toll Free (888) 681-1899**

### **West Yavapai Guidance Clinic**

Windhaven  
(Adult Psychiatric Inpatient Hospital)  
3347 Windsong Drive  
Prescott Valley, AZ 86314  
**(928) 583-6411 or  
(928) 445-5211**

The **NARBHA** network also includes pharmacies where you can fill your prescriptions for medications. These include retail pharmacies across northern Arizona such as: CVS, Osco, Walgreens, Wal-Mart, Fry's, Safeway, Target, and others. Visit NARBHA's online pharmacy listing for locations and contact information at <http://narbha.org/services/listings/pharm-locations> or call NARBHA Member Services at (928) 774-7128 or at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org). Some of NARBHA's RAs, including The Guidance Center, Community Counseling Centers, Spectrum Healthcare, Mohave Mental Health Center, and West

Yavapai Guidance Clinic, have pharmacies on site that you may find very convenient to use. Using NARBHA's online provider directory at <http://www.narbha.org/services/listings>, contact your RA for pharmacy information or a listing of additional pharmacies in your area.

If you go to a Pharmacy that is on the **NARBHA** list to fill a prescription but get turned away by the Pharmacy, call NARBHA Member Services at (928) 774-7128 or at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org). You can also ask the pharmacy to call NARBHA's Pharmacy Help Line at (928) 774-7128 or at 1-800-640-2123.

## **How do I choose a provider?**

A provider network is a group of providers who work with a T/RBHA and are available to provide behavioral health services. **NARBHA** will help you choose a provider from within the provider network. If you would like to select a provider based on convenience, location, or cultural preference, please tell **NARBHA** Member Services. You will need to contact the provider to make, change, or cancel your appointments. You may also contact **NARBHA** if you would like assistance with making, changing, or canceling your appointments. If you need help with scheduling your appointments, contact **NARBHA** Member Services.

If you are not happy with your current provider, contact **NARBHA** Member Services to discuss other available options.

If you are getting substance abuse services that are funded by the Substance Abuse Block Grant (SABG), you have the right to get services from a provider to whose religious character you do not object. If you object to the religious character of your substance abuse provider, you may

ask for a referral to another provider of substance abuse treatment. You will get an appointment with the new provider within 7 days of your request for a referral, or earlier if your behavioral health condition requires. The new provider must be available to you and provide substance abuse services that are similar to the services that you were receiving at the first provider.

### **How do I contact my Case Manager?**

Your Case Manager can help you between visits to get the services or help you need. Some reasons might be to request different services, ask a question about your services, check in with how you are doing or ask about community resources. You can call your provider's main number to get in touch with your Case Manager.

### **Do I have to pay for behavioral health services I get?**

Title 19 (Medicaid) and Title 21 covered services are paid for through AHCCCS, the State Medicaid agency. Persons eligible for these programs are sometimes called AHCCCS eligible. AHCCCS eligible persons cannot be billed for covered behavioral health services. Some members will be required to pay copayments for certain medical services as described below.

#### AHCCCS Copayments

Some people who get AHCCCS Medicaid benefits are asked to pay copayments for some of the AHCCCS medical services that they receive. Copays can be mandatory (also known as required) or optional (also known as nominal) as explained below. Some people and certain services are exempt from copays which means that no mandatory or optional copays will be charged as explained below.

\* NOTE: Copayments referenced in this section means copayments charged under Medicaid (AHCCCS). This section does

not describe copay requirements under Medicare.

#### The following persons are never asked to pay copayments:

- People under age 19
- People determined to be Seriously Mentally Ill (SMI) by the Arizona Department of Health Services
- Individuals up through age 20 eligible to receive services from the Children's Rehabilitative Services program
- People who are acute care members and who are residing in nursing homes or residential facilities such as an Assisted Living Home and only when the acute care member's medical condition would otherwise require hospitalization. The exemption from copayments for acute care members is limited to 90 days in a contract year
- People who are enrolled in the Arizona Long Term Care System (ALTCS)
- People who are Qualified Medicare Beneficiaries
- People who receive hospice care
- American Indian members who are active or previous users of the Indian Health Service, tribal health programs operated under P.L. 93-638, or urban Indian health programs
- People in the Breast & Cervical Cancer Treatment Program
- People receiving child welfare services under Title IV-B on the basis of being a child in foster care or receiving adoption or foster care assistance under Title IV-E regardless of age
- People who are pregnant and throughout the postpartum period following the pregnancy
- People in the Adult Group (for a limited time\*)

\*For a limited time persons who are eligible in the Adult Group will not have any copays. Members in the Adult Group

include persons who were transitioned from the AHCCCS Care program as well as individuals who are between the ages of 19-64, and who are not entitled to Medicare, and who are not pregnant, and who have income at or below 133% of the Federal Poverty Level (FPL) and who are not AHCCCS eligible under any other category. Copays for persons in the Adult Group with income over 106% FPL are planned for 2015. Members will be told about any changes in copays before they happen.

In addition, copayments are never charged for the following services for anyone:

- Hospitalizations and services in the Emergency Department
- Emergency services
- Family Planning services and supplies
- Pregnancy related health care for any other medical condition that may complicate the pregnancy, including tobacco cessation treatment for pregnant women
- Well visits and preventive services such as pap smears, colonoscopies, and immunizations
- Services paid on a fee-for-service basis
- Provider preventable services
- Services received in the emergency department

People with Nominal (Optional) Co-payments

Individuals eligible for AHCCCS through any of the programs below may be charged nominal copayments, unless they are receiving one of the services above that cannot be charged a copayment or unless they are in one of the groups above that cannot be charged a copayment. Nominal copayments are also called optional copayments. If a member has a nominal copayment, then a provider cannot deny the service if the member states that s/he is unable to pay the copayment. Members in the following programs may be charged nominal copayments unless they are

receiving one of the services above that cannot be charged a copayment or unless they are in one of the groups above that cannot be charged a copayment. Members in the following programs may be charged a nominal copayment by their provider:

- AHCCCS for Families with Children (1931)
- Young Adult Transitional Insurance (YATI) for young adults who were in foster care
- State Adoption Assistance for Special Needs Children who are being adopted
- Receiving Supplemental Security Income (SSI) through the Social Security Administration for people who are age 65 or older, blind or disabled
- SSI Medical Assistance Only (SSI MAO) for individuals who are age 65 or older, blind or disabled
- Freedom to Work (FTW)

Ask your provider to look up your eligibility to find out what copayments you may have. You can also find out by calling **NARBHA** Member Services. You can also check the **NARBHA** website for more information.

AHCCCS members with nominal copayments may be asked to pay the following nominal copayments for services:

<b>Nominal Copayment Amounts for Some Services</b>	
Prescriptions	\$2.30
Out-patient services for physical, occupational and speech therapy	\$2.30
Doctor or other provider outpatient office visits for evaluation and management of your care. (This excludes emergency room/emergency department visits)	\$3.40

Detailed service codes and category description that comprise each of the above categories are outlined in the DBHS Covered Services Guide located on the AHCCCS website at <https://www.azahcccs.gov/members/copayments.aspx>.

Medical providers will ask you to pay these amounts but will NOT refuse you services if you are unable to pay. If you cannot afford your copayment, tell your provider you are unable to pay these amounts so you will not be refused services.

People with Required (Mandatory) Copayments

Some AHCCCS members have required (or mandatory) copayments unless they are receiving one of the services above that cannot be charged a copayment or unless they are in one of the groups above that cannot be charged a copayment. Members with required copayments will need to pay the copayments in order to get the services. Providers can refuse services to these members if they do not pay the mandatory copayments. However, a provider may choose to waive or reduce any copayment under this section. Mandatory copayments are charged to persons in Families with Children that are no Longer Eligible Due to Earnings - also known as Transitional Medical Assistance (TMA).

Adults on TMA have to pay required (or mandatory) copayments for some services. If you are on the TMA Program now or if you become eligible to receive TMA benefits later, the notice from DES or AHCCCS will tell you so. Copayments for TMA members are listed below.

<b>Copayment Amounts for Persons Receiving TMA Benefits</b>	
Prescriptions	\$2.30
Doctor or other provider outpatient office visits for evaluation and management of your care (This excludes emergency room/emergency department visits)	\$4.00
Physical, Occupational and Speech Therapies	\$3.00
Outpatient Non-emergency or voluntary surgical procedures. (This excludes emergency room/emergency department visits)	\$3.00

Detailed service codes and category description that make up each of the above categories are outlined in the DBHS Covered Services Guide located on the AHCCCS website at <https://www.azahcccs.gov/members/copayments.aspx>.

5% Limit on All Copayments

The total amount of copayments cannot be more than 5% of the family's total income during a calendar quarter (January through March, April through June, July through September, and October through December.) If this 5% limit is reached, no more copayments will be charged for the rest of that quarter. AHCCCS has a process to track cost sharing.

If a member thinks that the total copayments they have paid are more than 5% of the family's total quarterly income and AHCCCS has not already told them this has happened, the member should send copies of receipts or other proof of how much they have paid to: AHCCCS, 801 E. Jefferson, Mail Drop 4600, Phoenix, Arizona 85034.

If you are on this program but your circumstances or income have changed, it is important to contact the eligibility office right away.

ADHS/DBHS Copayments

Non-Title 19/21 persons determined to have a SMI may have to pay for behavioral health services. The payment amount is a fixed copayment amount of \$3. If you have Medicare or private insurance, you will pay the \$3 ADHS/DBHS copayment for services covered by ADHS/DBHS, or the copayment that your insurance requires (if it is less than \$3) for those services. In other words, you will not have to pay a higher payment for services that ADHS/DBHS covers, just because you have other insurance. However, if you are getting services through your insurance for services or medications that ADHS/DBHS

does not cover (see the Available Services Matrix on page **28**,) you will be responsible for paying the copayment or other fees that your insurance requires.

A non-covered service is one that is not available to you. It is a service your provider did not set up or approve or is a service that is not covered by **NARBHA**. Services you get from a provider outside of the provider network are non-covered services, unless you have been referred by your provider. If you get a non-covered service you may have to pay for it.

Prior to your appointment for services, **NARBHA** or your provider will discuss with you any payments you will have to pay.

### **What if I have health insurance?**

You must report any health insurance that you have, other than AHCCCS, to **NARBHA** or your provider. This includes Medicare and health insurance obtained using the Federal Health Insurance Marketplace. Persons with health insurance must use the benefits of that health insurance before **NARBHA** will pay for services. At times, **NARBHA** may pay for the cost of copayments for you, while the cost of the covered service is paid for by your health insurance. This may occur even if you get services outside the **NARBHA** network of providers.

If there are any changes to your health insurance you must report the change to **NARBHA** or your provider right away.

### **Medicare coverage**

Some people have Medicare and AHCCCS health insurance. If you have Medicare and AHCCCS health insurance, you must tell **NARBHA** or your provider. You may get some services from Medicare providers and some services from

**NARBHA** providers. You may have to use Medicare for some behavioral health services before you can use your AHCCCS health insurance. If you are in a Medicare Savings Program (MSP) program, your Medicare copayments, premiums, and/or deductibles may be covered for you. **NARBHA** or your provider can help you find out what services Medicare will cover and what services your AHCCCS health insurance will cover.

Sometimes people with Medicare want to get services from a provider that does not work with **NARBHA**. This is called getting services outside the **NARBHA** network of providers. If you choose to get services from a provider outside the **NARBHA** network, you may have to pay for your Medicare copayment, premium and/or deductible. This does not apply to emergency or other prescribed services. Call **NARBHA** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org). for more information on out of network providers.

AHCCCS does not pay for prescription drugs available with Medicare Part D for persons who have AHCCCS and Medicare. Medicare eligible persons must get their prescription drugs through a Medicare Part D Prescription Drug Plan (PDP) or Medicare Advantage Prescription Drug Plan (MA-PD). These plans will pay for both brand name and generic drugs. If you have Medicare, but you are not enrolled in a Medicare Part D drug plan, AHCCCS will not pay for any prescription drugs that would be paid for by Medicare Part D. You may have to pay for your prescription drugs. If you have questions about this change, you can call 1-800-MEDICARE (TTY: 1-877-486-2048) or visit [www.medicare.gov](http://www.medicare.gov). If you want help in picking a plan, you can call **NARBHA Member Services** at (928)

774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

Medicare Part D and AHCCCS may not pay for some prescription drugs. **NARBHA** may assist you with obtaining prescription drugs not covered by Medicare Part D. Contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) to ask about getting help with requesting medication from your Medicare Part D plan.

AHCCCS covers drugs which are medically necessary, cost effective, and allowed by federal and state law.

For AHCCCS recipients with Medicare, AHCCCS does NOT pay for any drugs paid by Medicare or for the cost-sharing (coinsurance, deductibles, and copayments) for these drugs. AHCCCS and its Contractors are prohibited from paying for these medications or the cost-sharing (coinsurance, deductibles, and copayments) for drugs available through Medicare Part D even if the member chooses not to enroll in the Part D plan.

AHCCCS no longer pays for barbiturates to treat epilepsy, cancer, or mental health problems or any benzodiazepines for members with Medicare.

This is because federal law requires Medicare to pay for these drugs. Some of the common names for benzodiazepines and barbiturates are:

Generic Name	Brand Name
Alprazolam	Xanax
Diazepam	Valium
Lorazepam	Ativan
Clorazepate Dipotassium	Tranxene
Chlordiazepoxide Hydrochloride	Librium
Clonazepam	Klonopin
Oxazepam	Serax
Temazepam	Restoril
Flurazepam	Dalmane
Phenobarbital	Phenobarbital
Mebaral	Mephobarbital

AHCCCS will still pay for barbiturates for Medicare members that are **NOT** used to treat epilepsy, cancer, or mental health problems.

For information about copayments for drugs that are covered by AHCCCS, please read the section about copayments beginning on Page 19.

### The Low Income Subsidy (LIS) Program

The Social Security Administration (SSA) has a Low Income Subsidy (LIS) Program that will help pay for the costs of the Medicare Part D prescription drug benefit. This program, also known as "extra help," will pay all or part of the monthly premium, annual deductible, and coinsurance. However, the "extra help" does not pay the copayments for Medicare Part D prescription drugs.

If you have both AHCCCS and Medicare, you do not have to apply for the "extra help." You will get a notice from the Centers for Medicare and Medicaid Services (CMS) telling you that you get the "extra help" and you do not have to apply.



If you are in a Medicare Savings Program (MSP), you do not have to apply for the “extra help.” MSP programs include the following:

- QMB Only (Qualified Medicare Beneficiary),
- SLMB Only (Specified Low Income Medicare Beneficiary), and
- QI-1 (Qualified Individual).

You will also get a notice from CMS telling you that you get the “extra help” and you do not have to apply.

Other persons may be able to get the “extra help.” If your income is below 150% of the Federal Poverty Level (FPL) and you do not have AHCCCS or an MSP program, you have to apply for the “extra help.” There are a few ways you can apply. The Social Security Administration (SSA) has a paper application in English and Spanish. You can fill out a paper application and mail it to SSA. You can also apply by calling 1-800-772-1213 (TTY: 1-800-325-0778). Finally, you can apply on-line on the SSA Web site: <http://www.socialsecurity.gov>. On-line applications are available in 14 languages. If you need help applying for the “extra help,” please contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

### Who is eligible to receive behavioral health services?

- Persons AHCCCS eligible through either Title 19 (Medicaid) or Title 21;
- Persons determined to have a Serious Mental Illness; and
- Special populations who are eligible to receive services funded through federal block grants.

Title 19 (Medicaid; may also be called AHCCCS) is insurance for low-income

persons, children, and families. It pays for medical, dental (for children up to 21 years of age), and behavioral health services.

Title 21 (May also be called AHCCCS) is insurance for children under the age of 19 who do not have insurance and are not eligible for Title 19 benefits. It pays for medical, dental and behavioral health services.

**NARBHA** or your provider will ask you questions to help identify if you could be eligible for AHCCCS benefits. If so, they can help you complete an AHCCCS application. If you are ineligible for AHCCCS, **NARBHA** or your provider can help you apply for medical coverage on the Federal Health Care Marketplace.

A Serious Mental Illness is a mental disorder in persons 18 years of age or older that is severe and persistent. Persons may be so impaired that they cannot remain in the community without treatment and/or services. Your Responsible Agency will make a determination of Serious Mental Illness upon referral/request.

### What behavioral health services can I get?

Behavioral health services help people think, feel, and act in healthy ways. There are services for mental health problems and there are services for substance abuse.

You can get services based on three things:

- Your need,
- Your insurance coverage, and
- Your provider’s approval, if required.

You decide with your provider or clinical team<sup>1\*</sup> what services you need. Your provider or clinical team may ask **NARBHA** for approval of a service for you, but the approval may be denied. If a request for services is denied, you can file an appeal.

<sup>1</sup> \* Clinical Teams include both Child and Family Teams and Adult Recovery Teams

For more information on filing an appeal, see the section called "What is an appeal and how do I file an appeal."

You and your provider may not agree about the services you need. If you feel you need a service, and your provider does not, contact **NARBHA Member Services** at (928) 774-7128 or toll free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

The table on page **28** lists the available behavioral health services and any limits they may have. **NARBHA** must pay only for the available behavioral health services listed.

### **Service Coverage for American Indian Persons:**

American Indian persons have choices of where to access behavioral health services, including receiving services through a Regional Behavioral Health Authority (RBHA) that serves the zip code you live in or Tribal Regional Behavioral Health Authority (TRBHA) that serves a specific tribe, Indian Health Services (IHS) and/or 638 tribal facilities with behavioral health programs. If you receive services through a RBHA or TRBHA, those services are paid for through the Arizona Department of Health Services/Division of Behavioral Health services (ADHS/DBHS). If you are Title 19/21 eligible and receive services through an IHS or 638 tribal facility, AHCCCS pays for those services. Regardless of who pays for the services, your RBHA or TRBHA and/or IHS or 638 tribal facility will coordinate your care to ensure you receive all necessary behavioral health services.

A 638 tribal facility means a facility owned and operated by an American Indian tribe authorized to provide services according to Public Law 93-638, as amended. A 638 tribal facility may not provide all covered

behavioral health services, so ADHS/DBHS is responsible for covering certain services:

- Behavioral health services for persons referred off reservation from an IHS or 638 tribal facility; and
- Emergency services rendered at a non-IHS or non-638 tribal facility to American Indian behavioral health recipients.

If you are unsure about your choices or if you have questions about how your behavioral health services are coordinated, you can contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) for additional information.

### **Early Periodic Screening, Diagnostics and Treatment (EPSDT)**

EPSDT is a comprehensive child health program of prevention and treatment, correction, and improvement (amelioration) of physical and mental health problems for AHCCCS members under the age of 21. The purpose of EPSDT is to ensure the availability and accessibility of health care resources, as well as to assist Medicaid recipients in effectively utilizing these resources. EPSDT services provide comprehensive health care through primary prevention, early intervention, diagnosis, medically necessary treatment, and follow-up care of physical and behavioral health problems for AHCCCS members less than 21 years of age.

EPSDT services include screening services, vision services, dental services, hearing services and all other medically necessary mandatory and optional services listed in federal law 42 USC 1396d (a) to correct or ameliorate defects and physical and mental illnesses and conditions identified in an EPSDT screening whether or not the services are covered under the AHCCCS state plan.

Limitations and exclusions, other than the requirement for medical necessity and cost effectiveness do not apply to EPSDT services. A well child visit is synonymous with an EPSDT visit and includes all screenings and services described in the AHCCCS EPSDT and dental periodicity schedules.

#### Amount, Duration and Scope:

The Medicaid Act defines EPSDT services to include screening services, vision services, dental services, hearing services and “such other necessary health care, diagnostic services, treatment and other measures described in federal law subsection 42 USC 1396d(a) to correct or ameliorate defects and physical and mental illnesses and conditions discovered by the screening services, whether or not such services are covered under the (AHCCCS) state plan.” This means that EPSDT covered services include services that correct or ameliorate physical and mental defects, conditions, and illnesses discovered by the screening process when those services fall within one of the 28 optional and mandatory categories of “medical assistance” as defined in the Medicaid Act. Services covered under EPSDT include all 28 categories of services in the federal law even when they are not listed as covered services in the AHCCCS state plan, AHCCCS statutes, rules, or policies as long as the services are medically necessary and cost effective.

EPSDT includes, but is not limited to, coverage of: inpatient and outpatient hospital services, laboratory and x-ray services, physician services, nurse practitioner services, medications, dental services, therapy services, behavioral health services, medical supplies, prosthetic devices, eyeglasses, transportation, and family planning services.

EPSDT also includes diagnostic, screening, preventive and rehabilitative services. However, EPSDT services do not include services that are solely for cosmetic

purposes, or that are not cost effective when compared to other interventions.

## Medication Coverage

**NARBHA** has a list of medications, called a formulary that includes medications available to you through **NARBHA**. You can find the **NARBHA** formulary online at [www.narbha.org/includes/media/docs/ADHS-DBHS-Medication-List.pdf](http://www.narbha.org/includes/media/docs/ADHS-DBHS-Medication-List.pdf). You may need medication that is not on the **NARBHA** formulary, or you may need approval for your medication. Your doctor can request it for you by submitting a Prior Authorization Request (located in the Provider Manual section of the **NARBHA** website). If you are not approved for the medication, you will get a Notice of Action or Notice of Decision in the mail with the reason the request was not approved and how you can appeal the decision.

If you go to your pharmacy that is on the **NARBHA** list to fill a prescription but get turned away by the Pharmacy, contact NARBHA Member Services at (928) 774-7128 or 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) for help.

## Special Populations

Special populations include groups of individuals who are eligible to receive services funded by federal block grants. These federal block grants include the Substance Abuse Block Grant (SABG), Project for Assistance in Transition from Homelessness (PATH), and Mental Health Block Grant (MHBG). SABG Block Grant funds are used for treatment and long-term recovery support services for the following persons, in order of priority:

- Pregnant women/teenagers who use drugs by injection;
  - Pregnant women/teenagers who use substances
  - Other persons who use drugs by injection;
  - Substance using women and teenagers with dependent children and their families, including women who are attempting to regain custody of their children; and
  - *As Funding is Available* - all other persons with a substance use disorder, regardless of gender or route of use.
- Outreach and community education;
  - Field assessment and evaluations;
  - Intake assistance/emergent and non-emergent triage;
  - Transportation assistance;
  - Hotel vouchers in emergency situations;
  - Assistance in meeting basic needs (e.g., applications for AHCCCS, SSI/SSDI, food stamps, coordination of health care, etc.);
  - Transition into a behavioral health case management system;
  - Assistance in getting prescriptions filled;
  - Assistance in locating cooling or heating and water stations during extreme heat and winter alerts;
  - Moving assistance; and
  - Housing referrals, both transitional and permanent placements.

The PATH Grant provides funds for services to persons or families who:

- Are homeless or at imminent risk of becoming homeless; and
- Are suffering from serious mental illness; or
- Have a substance abuse disorder and are suffering from a serious mental illness.

Expanded outreach efforts include the following populations:

- Victims of domestic violence;
- Elderly individuals;
- Families; and
- Abandoned and/or runaway youth.

The PATH Grant provides the following services and assistance:

The Mental Health Block Grant (MHBG) provides funds to establish or expand community-based services for Non-Title 19/21 reimbursable mental health services to children with Serious Emotional Disturbances (SED) and adults with Serious Mental Illness (SMI).

#### AHCCCS and ADHS/DBHS Benefit Changes

This handbook and the table on pages **28 to 30** describe the services you can get. You will get a notice if there are changes to the services you can get.

**ARIZONA DEPARTMENT OF HEALTH SERVICES**  
**DIVISION OF BEHAVIORAL HEALTH**  
 NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY (NARBHA)

<b>Available Behavioral Health Services*</b>			
<b>SERVICES</b>		<b>TITLE 19/21 CHILDREN AND ADULTS</b>	<b>NON-TITLE 19/21 PERSONS DETERMINED TO HAVE SMI</b>
<b>TREATMENT SERVICES</b>			
<b>Behavioral Health Counseling and Therapy</b>  Group Family	Individual	Available	Provided based on available funding **
	Available	Provided based on available funding **	
	Available	Provided based on available funding **	
<b>Behavioral Health Screening, Mental Health Assessment and Specialized Testing</b>	Behavioral Health Screening	Available	Provided based on available funding **
	Mental Health Assessment	Available	Available
	Specialized Testing	Available	Provided based on available funding **
<b>Other Professional</b> Auricular Acupuncture	Traditional Healing	Provided based on available funding **	Provided based on available funding **
	Provided based on available funding **	Provided based on available funding **	
<b>REHABILITATION SERVICES</b>			
<b>Skills Training and Development</b>  Group Extended	Individual	Available	Available
	Available	Available	
	Available	Available	
<b>Cognitive Rehabilitation</b>		Available	Available
<b>Behavioral Health Prevention/Promotion Education</b>		Available	Available
<b>Psycho Educational Services and Ongoing Support to maintain employment</b> Ongoing Support to maintain employment	Psycho Educational Services	Available	Available
	Available	Available	

**ARIZONA DEPARTMENT OF HEALTH SERVICES**  
**DIVISION OF BEHAVIORAL HEALTH**  
 NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY (NARBHA)

<b>Available Behavioral Health Services*</b>			
<b>MEDICAL SERVICES</b>			
Medication Services ***		Available	Available
Lab, Radiology and Medical Imaging		Available	Available
Medical Management		Available	Available
Electro-Convulsive Therapy		Available	Provided based on available funding**
<b>SUPPORT SERVICES</b>			
Case Management		Available	Available*****
Personal Care		Available	Available
<b>Home Care Training (Family)</b>		Available	Available
<b>Self-help/Peer Services</b>		Available	Available
Home Care Training to Home Care Client (HCTC)		Available	Provided based on available funding **
Respite Care****		Available ****	Available****
Supported Housing		Provided based on available funding**	Provided based on available funding**
Sign Language or Oral Interpretive Services		Provided at no charge to the member	Provided at no charge to the member
Flex Fund Services		Provided based on available funding**	Provided based on available funding**
Transportation	Emergency	Available	Limited to crisis service-related transportation
Non-emergency	Available	Available	
<b>CRISIS INTERVENTION SERVICES</b>			
Crisis Intervention – Mobile		Available	Available
<b>Crisis Intervention – Telephone</b>		Available	Available
<b>Crisis Services – Stabilization</b>		Available	Available
<b>INPATIENT SERVICES</b>			
Hospital		Available	Available but limited*****
Behavioral Health Inpatient Facility		Available	Available but limited*****
<b>RESIDENTIAL SERVICES</b>			
<b>Behavioral Health Residential Facility</b>		Available	Available but limited*****

**ARIZONA DEPARTMENT OF HEALTH SERVICES**  
**DIVISION OF BEHAVIORAL HEALTH**  
 NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY (NARBHA)

<b><u>Available Behavioral Health Services*</u></b>		
Room and Board	Provided based on available funding **	Provided based on available funding **
<b>BEHAVIORAL HEALTH DAY PROGRAMS</b>		
Supervised Day	Available	Available
Therapeutic Day	Available	Provided based on available funding **
Medical Day	Available	Provided based on available funding **

**Limitations:**\* For services available through federal block grants, please see the Special Populations section on page **27**.

\*\* Services not available with 19/21 funding, but may be provided based upon available grant funding and approved use of general funds.

\*\*\* See the NARBHA Medication List for further information on covered medications.

\*\*\*\* Respite Care – Respite care is offered as a temporary break for caregivers to take time for themselves. **A member’s need is the basis for determining the number of respite hours used. The maximum number of hours available** is 600 hours within a 12 month period of time. The 12 months will run from October 1 through September 30 of the next year.

\*\*\*\*\* A person may be assigned a case manager, based on his/her needs.

\*\*\*\*\* Coverage is limited to 23 hour crisis observation/stabilization services, including detoxification services. Up to 72 hours of additional crisis stabilization may be covered based upon the availability of funding.

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<b>Behavioral Health Service/Benefit Descriptions</b>		
For more information see <b>DBHS Covered Services Guide at</b> <a href="http://www.azdhs.gov/bhs/documents/covserv/covered-bhs-guide.pdf">http://www.azdhs.gov/bhs/documents/covserv/covered-bhs-guide.pdf</a>		
<b>SERVICE/BENEFIT</b>	<b>DESCRIPTION</b>	<b>OTHER</b>
<b>TREATMENT SERVICES</b>		
Behavioral Health Counseling and Therapy	Interactive therapy designed to draw out information, identify behavioral problems or conflicts and provide support, and education for future use.	Can be provider to an individual, a group of people, a family or multiple families
Behavioral Health Screening, Mental Health Assessment and Specialized Testing	Gathering and assessment of historical and current information, face to face with member, family, or group of individuals in a written summary or report	
Other Professional	Other treatment services provided by qualified individuals in order to ease symptoms and improve or maintain functioning.	Includes but not limited to: Psychiatric services without face to face contact, biofeedback
<b>REHABILITATION SERVICES</b>		
Skills Training and Development	Teaching independent living, social and communication skills to persons and/or their families in order to help them live more independently and be a part of the community.	Includes but not limited to: Self care, taking care of a residence, managing money and using other resources
Cognitive Rehabilitation	Assisting in the recovery from cognitive (mental) issues to be more independent or function at the highest level possible	Includes but not limited to: Relearning of certain mental abilities, making functions stronger, substituting new skills to replace lost ones
Behavioral Health Prevention/Promotion Education	Educating and training an individual or group in relation to a person's treatment plan	Includes but not limited to: Increasing knowledge of a health related topic, use of medicines for best results, stress management, parenting skills
Psycho Educational Services and Ongoing Support to maintain employment	Designed to assist a person or group to choose, find and keep a job or other meaningful community activity	Custom-made to support persons in a variety of settings such as part time work, unpaid work experience or meaningful volunteer work appropriate to the person's age, mental and physical status.



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<b>MEDICAL SERVICES</b>		
Medication Services	Drugs prescribed by a licensed physician, nurse practitioner or physician assistant to prevent, stabilize or improve symptoms that are part of a behavioral health condition or its treatment.	See NARBHA Medication List.
Lab, Radiology and Medical Imaging	Medical tests for diagnosing, screening or monitoring a behavioral health condition.	This may include but is not limited to blood and urine tests, CT scans, MRI, EKG, and EEG.
Medical Management	Assessment and management services that are provided by a licensed medical professional (i.e., physician, nurse practitioner, physician assistant or nurse) to a person as part of their medical visit for ongoing treatment purposes.	Includes use of medicines for best results which includes learning about the effects and side effects of medications and how new medicines can make you feel when you first start taking them.
Electro-Convulsive Therapy	A treatment where a brief electric current is passed through a person's brain, most often used for major depression.	Services must be provided by a licensed physician with anesthesia support in a hospital.
<b>SUPPORT SERVICES</b>		
Case Management	A supportive service provided to boost treatment goals and effectiveness.	Includes but not limited to: Assistance in using and continuing use of covered services; - Telephone or face-to-face contacts with a person, or family to help improve and keep a person functioning well; - Assistance in finding help to meet basic needs; - Communication and coordination of care with the person's family, care providers, community and other State agencies;
Personal Care	Support activities to assist a person in carrying out daily living tasks and other activities needed to live in a community.	Includes but not limited to: assistance with homemaking, personal care, taking medicines properly,
Home Care Training (Family)	Home care training family services (family support) involve face-to-face contact with family member(s) with a goal to rebuild, improve, or keep a the family functioning so the person can stay in the home and community	May involve support activities such as assisting the family to adjust to the person's disability, building skills to help guide the person, understanding the causes and treatment of behavioral health issues, understanding and being able to use system services

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Self Help/Peer Services	Help with using services such as building care plans, identifying needs, finding supports, working with professionals, getting past barriers) or understanding and coping with the stress that is part of the person's disability (e.g., support groups), coaching, role modeling and mentoring.	For members and/or their families who need more structure and services than those you can get through community-based recovery fellowship groups
Home Care Training to Home Care Client (HCTC)	Services provided by staff of a behavioral health therapeutic home to a person who lives in the home to help and support the person to meet their service plan goals. It also helps the person stay in the community setting, and stay out of residential care.	Includes but not limited to behavioral health support services such as personal care. Community living, skills training, transportation to scheduled therapy or treatment appointments.
Respite Care	Short term behavioral health services or general supervision that provides rest or relief to a family member or other individual caring for the behavioral health member.	Services may be provided on a short-term basis (i.e., few hours during the day) or for longer periods of time involving overnight stays.
Supported Housing	Support to obtain and maintain housing in an independent community setting including the person's own home or apartments and homes owned or leased by a subcontracted provider.	May include help with paying for rent and utilities, and help with moving so members and their families can find and keep a home.
Sign Language or Oral Interpretive Services	Services that are available to members at no cost; services for all non-English languages and the hearing impaired must be available to potential members, at no cost, when asking for information.	Sign language or oral interpretive services are provided to persons and/or their families with limited language skills or other communication barriers (e.g., sight or sound) during instructions on how to access services, counseling, and treatment activities that will help them get the mental health services they need.
Flex Fund Services	T/RBHAs may access flex funds to purchase any of a variety of one-time or occasional goods and/or services needed for members (children or adults) and their families, when the goods and/or services cannot be purchased by any other funding source, and the service or good is directly related to the member's service plan.	The funds are intended to promote wellness, comfort and safety for vulnerable children and adults returning to the community in a respectful, individualized manner. Non-medically necessary covered services and/or supports

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Transportation	Assisting a member in going from one place to another to help them get services and achieve their service plan goals.	This includes both emergency and non-emergency transportation.  Emergency transportation does not prior authorization.  Non-emergency transportation must be provided for persons and/or families who are unable to arrange or pay for their transportation or who do not have access to free transportation in order to access medically necessary covered behavioral health services.
<b>CRISIS INTERVENTION SERVICES</b>		
Crisis Intervention – Mobile	Services provided by a mobile team or individual who travels to the place where the person is having the crisis (e.g., person’s place of residence, emergency room, jail, community setting)	Includes services aimed at the assessment and immediate stabilization of acute symptoms of mental illness, alcohol and other drug abuse, and emotional distress. The purpose of this service is to: ▪ Stabilize acute psychiatric or behavioral symptoms; ▪ Evaluate treatment needs; and ▪ Develop plans to meet the needs of the persons served.
Crisis Intervention-Telephone	Services to provide triage, referral and telephone-based support to persons in crisis; often providing the first place of access to the behavioral health system.	The service may also include a follow-up call to ensure the person is stabilized.
Crisis Intervention-Stabilization	Immediate and unscheduled behavioral health service provided: (a) In response to an individual’s behavioral health issue to prevent imminent harm, to stabilize or resolve an acute behavioral health issue; and (b) At an inpatient facility or outpatient treatment center	Crisis intervention services (stabilization) must be provided by facilities that are DLS licensed facilities. Individuals providing these services must be behavioral health professionals, behavioral health technicians or behavioral health para-professionals
<b>INPATIENT SERVICES</b>		
Hospital	Inpatient services (including room and board)	Provides continuous treatment that includes general psychiatric care, medical detoxification, and/or forensic services in a general hospital or a general hospital with a distinct part or a freestanding psychiatric facility. Also includes 24 hour nursing supervision and physicians on site and on call.

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Behavioral Health Inpatient Facility	Inpatient psychiatric treatment, which includes an integrated residential program of therapies, activities, and experiences provided to persons who are under 21 years of age and have severe or acute behavioral health symptoms. There are two types of residential treatment centers: Secure - a residential treatment center which generally employs security guards and uses monitoring equipment and alarms. Non-secure – an unlocked residential treatment center setting.	Continuous treatment to a person who is experiencing acute and severe behavioral health and/or substance abuse symptoms. Services may include emergency reception and assessment; crisis intervention and stabilization; individual, group and family counseling; detoxification and referral. Also includes 24 hour nursing supervision and physicians on site or on call.
<b>RESIDENTIAL SERVICES</b>		
Behavioral Health Residential Facility	Residential services are provided by a licensed behavioral health agency. These agencies provide a structured treatment setting with 24 hour supervision and counseling or other therapeutic activities for persons who do not require on-site medical services, under the supervision of an on-site or on-call behavioral health professional.	Room and Board is not covered by Title 19/21 for persons residing in behavioral health residential facilities.
Room and Board	The provision of lodging and meals to a person residing in a residential facility or supported independent living setting	Includes but is not limited to services such as food and food preparation, personal laundry, and housekeeping
<b>BEHAVIORAL HEALTH DAY PROGRAMS</b>		
Supervised Day	A regularly scheduled program of individual, group and/or family activities/ services related to the enrolled person’s treatment plan designed to improve the ability of the person to function in the community	May include the following rehabilitative and support services: skills training and development, behavioral health prevention/promotion, medication training and support, ongoing support to maintain employment, and self-help/peer services.

Therapeutic Day	A regularly scheduled program of active treatment modalities	Includes but not limited to services such as individual, group and/or family behavioral health counseling and therapy, skills training and development, behavioral health prevention/promotion, medication training and support, ongoing support to maintain employment, home care training family (family support), medication monitoring, case management, and self-help/peer services
Medical Day	A regularly scheduled program of active treatment modalities, including medical interventions, in a group setting.	May include individual, group and/or family behavioral health counseling and therapy, skills training and development, behavioral health prevention/promotion, medication training and support, ongoing support to maintain employment, home care training family (family support), and/or other nursing services such as medication monitoring, methadone administration, and medical/nursing assessments.

### Can I get a ride to my appointment?

You may be able to get a ride to and from non-emergency services for covered behavioral health services, such as medication appointments. Contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) and ask if you can get a ride.

Transportation during an emergency does not need prior approval. Contact the **NARBHA** Crisis Line at 1-877-756-4090. For hearing impaired please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) for transportation in an emergency or crisis.

### What is an approval of services and what are my notification rights?

You and your provider or clinical team<sup>2\*</sup> will work together to make decisions about the services you need. Emergency services needed for an emergency medical

<sup>2</sup> \* Clinical Teams include both Child and Family Teams and Adult Recovery Teams

condition do not need to be approved before you can get them.

Some services need to be approved before you can get them. For example nonemergency hospital admissions or other such as:

- Behavioral Health Inpatient Facility
- Behavioral Health Residential Facility
- Home Care Training to Home Care Clients (HCTC)
- Psychological and Neuropsychological Testing
- Electroconvulsive Therapy (ECT)
- Nonemergency out of network single case agreements

Your provider or clinical team must ask for approval of these services by making the request to **NARBHA**. If a Title 19/21 covered service included in your Service Plan is denied, reduced, or terminated, you will receive notice and have the right to file an appeal. The process for filing an appeal is described in the section called, "What is an appeal and how do I file an appeal?"

Only a physician trained to treat your condition may deny a service your provider or clinical team is trying to get approved.

All services are not available to all members. If you would like to see the guidelines that are used to determine admission, continued stay, and discharge, visit the NARBHA website at <http://www.narbha.org/includes/media/docs/3.14-Securing-Services-&-Prior-Authorization-070109.pdf>. You can also request the criteria from NARBHA Member Services.

### **Title 19/21 eligible persons:**

You will get written notice telling you if the services asked for by your provider or clinical team are not approved. You will get this notice within 14 days of your provider or clinical team asking for approval for standard approval requests or within 3 working days for expedited approval requests. Expedited means that a decision needs to be made sooner due to your behavioral health needs.

The timeframes in which the T/RBHA or the provider must give you written notice of their decision about the requested services can be extended for up to 14 days. This means that a decision may take up to 28 days for the standard approval process, but the expedited approval process may not take more than 17 days. You, **NARBHA**, or the provider can ask for more time. If **NARBHA** or the provider ask for more time, you will get a written notice, called a Notice of Extension of Timeframe for Service Authorization Decision, telling you why it will take longer.

If you disagree with the extension, you can file a complaint with **NARBHA Member Services** by calling (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org). If a decision about your requested services is not made within the maximum allowable timeframe, including extensions, the request for approval (authorization)

shall be considered denied on the date the timeframe expires.

If your covered behavioral health services are denied, or if the services you have been getting are terminated, suspended or reduced, you will get a Notice of Action. The Notice of Action is a written document that will tell you:

- What service(s) will be denied, reduced, suspended, or terminated;
- The reason the service(s) will be denied, reduced, suspended, or terminated and the legal basis for the action;
- The date the service(s) will be reduced, suspended, or terminated;
- Your right to file an appeal;
- How to exercise your right to file an appeal;
- When and how you can ask for an expedited decision if you file an appeal; and
- How to ask that your services continue during the appeal process.

You will get a Notice of Action 10 days before the effective date if services you were getting will be reduced, suspended or terminated. If the Notice of Action does not tell you what you asked for, what was decided and why the decision was made in language you can understand, please call **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) for assistance. The Notice of Action is also available in other languages and formats if you need it. If the Notice of Action is not enough, a new Notice of Action will be issued. If the Notice of Action still does not give you enough information and the issue is not resolved by **NARBHA**, you may call ADHS/DBHS at 602-364-4574 to make your complaint. The Notice of Action is also available in other languages and formats if you need it.

## Exceptions to the 10 day Notice of Action requirement

If fraud is suspected, the notice will be sent to you 5 days before the reduction, suspension or termination of services.

If non-emergency inpatient services are terminated as a result of the denial of a continued stay request, you will be sent a Notice of Action in 2 days.

You may get a Notice of Action less than 10 days from the effective date in some other situations, such as:

- You told your provider on paper that you no longer want services;
- Your mail is returned and the provider does not know where you are;
- You enter a facility that makes you ineligible for services;
- You move and get Medicaid services outside of Arizona; or
- Your physician prescribes a change in the level of your behavioral health care.

## **Persons determined to have a Serious Mental Illness:**

As a person determined to have a Serious Mental Illness, you may get notices besides the Notice of Action. This may include a Notice of Decision and Right to Appeal.

You would get this notice when:

- The initial determination of Serious Mental Illness is made,
- A decision about fees or a waiver from fees is made,
- The Assessment, Service Plan or Inpatient Treatment and Discharge Plan are developed or reviewed,
- Your Service Plan is changed and any services you have been receiving are reduced, suspended or terminated, or
- It is determined that you do not have a Serious Mental Illness.

Based upon the behavioral health services you get, you may get other notices about the Grievance and Appeal process, your legal rights and that discrimination is not allowed.

Please contact **NARBHA Grievance and Appeals** staff or **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) with questions about the approval of services and your notification rights.

## **What is a referral to another provider?**

You or your provider may feel that you need specialized care from another behavioral health provider. If that happens, your provider will give you a "referral" to go to another provider for specialized care.

You may contact **NARBHA** or your provider if you feel you need a referral for specialized care.

Title 19/21 eligible persons can get a second opinion. Upon a Title 19/21 eligible person's request, **NARBHA** must provide for a second opinion from a qualified health care professional within the **NARBHA** network or, if one is not available as part of T/RBHA network, arrange for the person to get one outside the network, at no cost to the person. Contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

## What services can I get if I am not eligible for AHCCCS?

### Crisis Services

You are able to get crisis services, even if you are not Title 19/21 eligible (i.e., not eligible for AHCCCS) or determined to have a Serious Mental Illness. Crisis services available to you include:

- Crisis Intervention phone services, including a toll free number, available 24 hours per day, 7 days a week **at 1 (877) 756-4090**
- Mobile crisis Intervention services, available 24 hours per day, 7 days a week;
- 23-hour crisis observation/stabilization services, including detoxification services, and as funding allows, up to 72 hours of additional crisis stabilization and
- Substance abuse-related crisis services, including follow-up services for stabilization.

### Services for Non-Title 19/21 persons determined to have a Serious Mental Illness (SMI)

If you are a Non-Title 19/21 person determined to have SMI, you are eligible for an array of services based on available funding, as appropriated by the Arizona Legislature. You can see a list of these services on page **30**.

Please contact **NARBHA** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) if you have questions about what services are available to you.

### Housing Services

Supported Housing is a service for individuals determined to have a Serious Mental Illness which helps them find and stay in independent, safe housing.

Supported Housing services may include help with rent, gas and electric payments, and help in avoiding eviction. Title 19/21 eligible and Non-Title 19/21 persons determined to have SMI receiving housing services in residential facilities may be asked to help pay for the cost of room and board.

### Special Populations

Some people are eligible to receive behavioral health services that are funded through federal block grants. For more information about these services and who is eligible for these services, please go to page **27**.

## What happens if I move or have a change in family size?

If you move, tell your provider and **NARBHA** right away so they can make sure you continue to receive your services and/or medications. You may need to change to a new provider and/or T/RBHA. If that happens, your provider will ask you to sign a release of information so the new provider and/or T/RBHA can transfer your services. Your records may be given to the new provider once you give written permission. **NARBHA** or your provider can help you with a referral to a new provider and/or T/RBHA. If you are moving out of state or out of the country, the T/RBHA may be able to help you link to services in your new location.

If you are Title 19 or Title 21 eligible, you must report all changes in your family, like births and deaths, as well as changes to issues such as your residential or mailing address, your income, household member's change of job, etc. Please report these changes to your provider and NARBHA and to the agency where you applied for your benefits.

If you are Title 19 or Title 21 eligible, call the agency where you applied for those



benefits to let them know you moved and/or had a change in family size and give them your new address. This could be:

- AHCCCS (call 602-417-7100 in Maricopa County or 1-800-334-5283 outside of Maricopa County) or go to the HEAPlus member Web site at [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov) to update your address,
- Department of Economic Security (call 602-542-5065 or 1-800-352-8168), or
- Social Security Administration (1-800-772-1213).

### **What is a consent to treatment?**

You have the right to accept or refuse behavioral health services that are offered to you. If you want to get the behavioral health services offered, you or your legal guardian must sign a "Consent to Treatment" form giving your or your legal guardian's permission for you to get behavioral health services. When you sign a "Consent to Treatment" form you are also giving the Arizona Department of Health Services / Division of Behavioral Health Services (ADHS/DBHS) permission to access your records.

To give you certain services, your provider needs to get your permission. Your provider may ask you to sign a form or to give verbal permission to get a specific service. You will be given information about the service so you can decide if you want that service or not. This is called informed consent. Informed consent means advising a patient of a proposed treatment, surgical procedure, psychotropic drug or diagnostic procedure; alternatives to the treatment surgical procedure, psychotropic drug or diagnostic procedure; associated risks and possible complications, and obtaining documented authorization for the proposed treatment, surgical procedure, psychotropic drug, or diagnostic procedure from the patient or the patient's representative. An example

would be if your provider prescribes a medication. Your provider will tell you about the benefits and risks of taking the medication and other options for treatment. Your provider will ask you to sign a consent form or give verbal permission if you want to take the medication. Let your provider know if you have questions or do not understand the information your provider gave you. You have the right to withdraw your consent at any time. Your provider will explain to you what will happen if you choose to withdraw your consent.

### **Is my behavioral health information private?**

There are laws about who can see your behavioral health information with or without your permission. Substance abuse treatment and communicable disease information (for example, HIV/AIDS information) cannot be shared with others without your written permission.

To help arrange and pay for your care, there are times when your information is shared without first getting your written permission. These times could include the sharing of information with:

- Physicians and other agencies providing health, social, or welfare services;
- Your medical primary care provider;
- Certain state agencies and schools following the law, involved in your care and treatment, as needed; and
- Members of the clinical team<sup>□\*</sup> involved in your care.

At other times, it may be helpful to share your behavioral health information with other agencies, such as schools. Your written permission may be required before your information is shared.

There may be times that you want to share your behavioral health information with other agencies or certain individuals who

may be assisting you. In these cases, you can sign an Authorization for the Release of Information Form, which states that your medical records, or certain limited portions of your medical records, may be released to the individuals or agencies that you name on the form. For more information about the Authorization for the Release of Information Form, contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

You can ask to see the behavioral health information in your medical record. You can also ask that the record be changed if you do not agree with its contents. You can also receive one copy per year of your medical record at no cost to you. Contact your provider or **NARBHA** to ask to see or get a copy of your medical record.

You may contact **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org). You will receive a response to your request within 30 days. If you receive a written denial to your request, you will be provided with information about why your request to obtain your medical record was denied and how you can seek a review of that denial.

### Exceptions to Confidentiality

There are times when we cannot keep information confidential. The following information is not protected by the law:

- If you commit a crime or threaten to commit a crime at the program or against any person who works at the program, we must call the police.
- If you are going to hurt another person, we must let that person know so that he or she can protect

himself or herself. We must also call the police.

- We must also report suspected child abuse to local authorities.
- If there is a danger that you might hurt yourself, we must try to protect you. If this happens, we may need to talk to other people in your life or other service providers (e.g., hospitals and other counselors) to protect you.
- Only necessary information to keep you safe is shared.

## **What are my rights and responsibilities while getting behavioral health services?**

### What are my rights?

You have the right to:

- Be treated fairly and with respect regardless of race, ethnicity, religion, mental or physical disability, sex, age, sexual preference, or ability to pay,
- Participate in decisions regarding your behavioral health care and participate in making your Service Plan,
- To receive information on treatment options and alternatives, presented in a manner appropriate to the enrollee's condition and ability to understand the information
- Include any persons you wish in your treatment,
- Have your protected health information kept private,
- Get your services in a safe place,
- Make an advance directive,
- Agree to or refuse treatment services, unless the services are court ordered,
- Get information in your own language or have it translated,
- Complain about the Arizona Department of Health Services;
- Complain about the Tribal/Regional Behavioral Health Authorities (T/RBHAs)

- File a complaint, appeal, or grievance without penalty,
- Receive good care from providers who know how to take care of you,
- Choose a provider within the Provider Network,
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation,
- Use your rights with no negative action by the Arizona Department of Health Services or **NARBHA**, and
- The same civil and legal rights as anyone else.

You also have the right to request and obtain the following information at any time:

- Receive a Member Handbook at least annually from **NARBHA**;
- The name, location, and telephone number of the current providers in your service area that speak a language other than English and the name of the language(s) spoken,
- The name, location, and telephone number of the current providers in your service area that are not accepting new members,
- Any limits of your freedom of choice among network providers,
- Your rights and protections,
- A description of how after-hours and emergency coverage is provided,
- A description of what is an emergency medical condition and what are emergency and post stabilization services,
- The process for getting emergency services, including the use of the 911 telephone system or local emergency numbers,
- The location of providers and hospitals that provide emergency and post stabilization services,
- Your right to use any hospital or other setting for emergency care,
- Your right to get emergency services without prior approval,
- The amount, duration, and scope of your benefits,

- The process for getting services, including approval requirements and criteria used to make decisions about the services you can get (See the handbook Section titled "What is an approval of services and what are my notification rights?),
- The extent to which, and how, you may get benefits from out-of-network providers,
- The rules for post stabilization care services,
- Cost sharing, if any,
- How and where to access services including any cost sharing required and how transportation can be provided,
- Advanced directives,
- The structure and operation of the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) or ADHS/DBHS contractors,
- Physician incentive plans (including the plan's effect on the use of referral services, the types of compensation arrangements the plan uses, whether stop-loss insurance is required),
- Member survey results, and
- The grievance, appeal, and fair hearing procedures and timeframes.

To request any of this information, contact, **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

#### What are my responsibilities?

You have the responsibility to:

- Give information needed for your care to your providers;
- Follow instructions and guidelines from your providers;
- Know the name of your provider/case manager;
- Schedule appointments during

regular office hours when possible limiting the use of Urgent Care and Emergency Room facilities;

- Arrive on time for appointments;
- Tell providers if you have to cancel an appointment before the scheduled time;
- Participate in creating your Service Plan;
- Be aware of your rights;
- Assist in moving towards your recovery;
- Take care of yourself; and
- Treat others with respect and work cooperatively with others.

## **What is a designated representative?**

Advocating for your rights can be hard work. Sometimes it helps to have a person with you to support your point of view. If you have been determined to have a Serious Mental Illness, you have the right to have a designated representative help you in protecting your rights and voicing your service needs.

### Who is a designated representative?

A designated representative may be a parent, guardian, friend, peer advocate, relative, human rights advocate, member of a Human Rights Committee, an advocate from the State Protection and Advocacy system, or any other person who may help you protect your rights and voice your service needs.

### When can a designated representative help me?

You have the right to have a designated representative help you protect your rights and voice your service needs during any meetings about your Service Plan or Inpatient Treatment and Discharge Plan. Your designated representative must also receive written notice of the time, date and location of Service Plan and Inpatient Treatment and Discharge Plan meetings,

and your designated representative must be invited to the Individual Treatment and Discharge Plan meetings.

You have the right to have a designated representative help you in filing an appeal of the treatment you got, your Service Plan, Inpatient Treatment and Discharge Plan or attend the informal conference or administrative hearing with you to protect your rights and voice your service needs.

You have the right to have a designated representative help you in filing a grievance. A designated representative may also go to the meeting with the investigator, the informal conference, or an administrative hearing with you to protect your rights and voice your service needs.

If you have questions about designated representatives, call **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org); or the ADHS/DBHS Office of Human Rights at 602-364-4585 or 1-800-421-2124. Hearing impaired individuals may call the Arizona Relay Service at 711 or 1-800-367-8939 for help contacting the Division of Behavioral Health Services.

## **What can I do if I have a complaint about my care?**

If you are not happy with the care you are getting, try to solve any issues at the lowest possible level by talking with your provider or **NARBHA**.

### What is a formal complaint and how do I make one?

A formal complaint is when you are not happy with any aspect of your care. Reasons for complaints could include such things as:

- The quality of care or services you got,
- A disagreement with the denial to process an appeal as expedited,
- The failure of a provider to respect a person's rights, or
- A provider or employee of a provider being rude to you.

Formal complaints can be made either orally or in writing. You can call or write to **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or internet assistance at [www.azrelay.org](http://www.azrelay.org) or write to NARBHA Member Services at 1300 South Yale Street, Flagstaff, AZ 86001.

If you make your complaint by phone, it will be acknowledged at that time. For written complaints, you will be notified that your complaint was received within 5 working days. A decision regarding the results of your complaint must be given to you in a timely manner. Most complaints will be resolved within 10 business days, but in no case longer than 90 days.

Some issues require you to file an appeal instead of a formal complaint. This process is described in the section called, "What is an appeal and how do I file an appeal." These issues include:

- The denial or limited approval of a service asked for by your provider or clinical team<sup>3\*</sup>,
- The reduction, suspension, or termination of a service you were receiving,
- The denial, in whole or part, of payment for a service,
- The failure to provide services in a timely manner,
- The failure to act within timeframes for resolving an appeal or complaint, and
- The denial of a request for services outside of the provider network when

services are not available within the provider network.

If you are a person determined to have a Serious Mental Illness (SMI), you can file a grievance/request for investigation if you feel that your rights have been violated. See "What is a Grievance/Request for Investigation for persons determined to have a Serious Mental Illness and how can I file one?" for more information.

## What is an appeal and how do I file an appeal?

### What is an appeal?

An appeal is a formal request to review an action or decision related to your behavioral health services.

There are 3 types of appeals depending on what is being appealed and who is filing the appeal. The 3 types of appeals are:

- Appeals for Title 19/21 AHCCCS eligible persons, (Page 69)
- Appeals for persons determined to have a Serious Mental Illness (Page 71)
- Appeals for persons who are not enrolled as a person with Serious Mental Illness and are Non-Title 19/21 eligible.(Page 73)

### Medicare Part D Exceptions and Appeals

Every Medicare Part D plan must have an exception and appeal process. If you have Medicare Part D Prescription Drug coverage and you file an exception or appeal, you may be able to get a prescription drug that is not normally covered by your Part D plan. Contact your Part D plan for help in filing an exception or appeal regarding your prescription drug coverage.

### How do I file an appeal?

Appeals can be filed orally or in writing with **NARBHA** within 60 days after the

<sup>3</sup> \* Clinical Teams include both Child and Family Teams and Adult Recovery Teams

date of a Notice of Action or Notice of Decision and Right to Appeal (enrolled members) and within 60 days of a receipt of a Notice of Action (FFS members). "FFS" or Fee For Service Members are those members receiving services from a TRBHA. All other members receiving services from a RBHA are "enrolled members". A Notice of Action and Notice of Decision and Right to Appeal are written letters that tell you about a change in your services. An expedited appeal will be resolved sooner than a standard appeal due to the urgent behavioral health needs of the person filing the appeal. Contact **NARBHA** Member Services or your provider to see if your appeal will be expedited.

You can file an appeal or your legal or authorized representative, including a provider, can file an appeal for you with your written permission. You can also get help with filing an appeal by yourself.

To file an appeal orally or for help with filing a written appeal, call **NARBHA Grievance and Appeals** or **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939; or Internet assistance at [www.azrelay.org](http://www.azrelay.org).

To file a written appeal, mail the appeal to NARBHA Grievances and Appeals at 1300 South Yale Street, Flagstaff, AZ, 86001.

You will get written notice that your appeal was received within 5 working days. If your appeal is expedited, you will get notice that your appeal was received within 1 working day. If **NARBHA** has decided that your appeal does not need to be expedited, your appeal will follow the standard appeal timelines. **NARBHA** will make reasonable efforts to give you prompt oral notice of the decision not to expedite your appeal and follow up within 2 calendar days with a written notice.

## **Appeals for Title 19/21 AHCCCS eligible persons**

If you are Title 19/21 AHCCCS eligible, you have the right to ask for a review of the following actions:

- The denial or limited approval of a service asked for by your provider or clinical team\*,
- The reduction, suspension, or termination of a service that you were receiving,
- The denial, in whole or part, of payment for a service,
- The failure to provide services in a timely manner,
- The failure to act within timeframes for resolving an appeal or complaint, and
- The denial of a request for services outside of the provider network when services are not available within the provider network.

### What happens after I file an appeal?

As part of the appeal process, you have the right to give evidence that supports your appeal. You can provide the evidence to the RBHA or ADHS/DBHS in person or in writing. In order to prepare for your appeal, you may examine your case file, medical records, and other documents and records that may be used before and during the appeal process, as long as the documents are not protected from disclosure by law. If you would like to review these documents, contact your provider or **NARBHA**. The evidence you give to the RBHA or ADHS/DBHS will be used when deciding the resolution of the appeal.

### How is my appeal resolved?

The RBHA or ADHS/DBHS must give you a decision, called a Notice of Appeal Resolution, in person or by certified mail within 30 days of getting your appeal for standard appeals, or within 3 working days for expedited appeals. The Notice of

Appeal Resolution is a written letter that tells you the results of your appeal.

The time frames in which the T/RBHA or provider must give you the Notice of Appeal Resolution may be extended up to 14 days. You, **NARBHA** or the provider can ask for more time in order to gather more information. If **NARBHA** or the provider ask for more time, you will be given written notice of the reason for the delay.

The Notice of Appeal Resolution will tell you:

- The results of the appeal process and
- The date the appeal process was completed.

If your appeal was denied, in whole or in part, then the Notice of Appeal Resolution will also tell you:

- How you can ask for a State Fair Hearing,
- How to ask that services continue during the State Fair Hearing process, if applicable,
- The reason why your appeal was denied and the legal basis for the decision to deny your appeal, and
- That you may have to pay for the services you get during the State Fair Hearing process if your appeal is denied at the State Fair Hearing.

### What if I am not happy with my appeal results?

You can ask for a State Fair Hearing if you are not happy with the results of an appeal. If your appeal was expedited, you can ask for an expedited State Fair Hearing. ***YOU HAVE THE RIGHT TO HAVE A REPRESENTATIVE OF YOUR CHOICE ASSIST YOU AT THE STATE FAIR HEARING.***

### How do I ask for a State Fair Hearing?

You must ask for a State Fair Hearing in writing within 30 days of getting the Notice

of Appeal Resolution. This includes both standard and expedited requests for a State Fair Hearing. Requests for State Fair Hearings should be mailed to: NARBHA Office of Grievance and Appeals, 1300 South Yale Street, Flagstaff, AZ, 86001.

### What is the process for my State Fair Hearing?

You will receive a Notice of State Fair Hearing at least 30 days before your hearing is scheduled. The Notice of State Fair Hearing is a written letter that will tell you:

- The time, place and nature of the hearing,
- The reason for the hearing,
- The legal and jurisdictional authority that requires the hearing, and
- The specific laws that are related to the hearing.

### How is my State Fair Hearing resolved?

For standard State Fair Hearings, you will receive a written AHCCCS Director's Decision no later than 90 days after your appeal was first filed. This 90 day period does not include:

- Any timeframe extensions that you have requested, and
- The number of days between the date that you received the Notice of Appeal Resolution and the date your request for a State Fair Hearing was submitted.

The AHCCCS Director's Decision will tell you the outcome of the State Fair Hearing and the final decision about your services.

For expedited State Fair Hearings, you will receive a written AHCCCS Director's Decision within 3 working days after the date that AHCCCS receives your case file and appeal information from the RBHA or ADHS/DBHS. AHCCCS will also try to call you to notify you of the AHCCCS Director's Decision.

## Will my services continue during the Appeal/State Fair Hearing process?

You may ask that the services you were already getting continue during the appeal process or the State Fair Hearing process. If you want to keep getting the same services, you must ask for your services to be continued in writing. If the result of the appeal or State Fair Hearing is to agree with the action to either end or reduce your services, you may have to pay for the services received during the appeal or State Fair Hearing process.

## **Appeals for persons determined to have a Serious Mental Illness**

Persons asking for a determination of Serious Mental Illness and persons who have been determined to have a Serious Mental Illness can appeal the result of a Serious Mental Illness determination.

Persons determined to have a Serious Mental Illness may also appeal the following adverse decisions:

- Initial eligibility for SMI services;
- A decision regarding fees or waivers;
- The assessment report, and recommended services in the service plan or individual treatment or discharge plan;
- The denial, reduction, suspension or termination of any service that is a covered service funded through Non-Title 19/21 funds<sup>4</sup>;
- A decision is made that the person is no longer eligible for SMI services; and
- A PASRR determination in the context of either a preadmission screening or an annual resident review, which adversely affects the person.

<sup>4</sup> Persons determined to have a Serious Mental Illness cannot appeal a decision to deny, suspend or terminate services that are no longer available due to a reduction in State funding.

## What happens after I file an appeal?

If you file an appeal, you will get written notice that your appeal was received within 5 working days of **NARBHA's** receipt. You will have an informal conference with the RBHA within 7 working days of filing the appeal. The informal conference must happen at a time and place that is convenient for you. You have the right to have a designated representative of your choice assist you at the conference. You and any other participants will be informed of the time and location of the conference in writing at least two days before the conference. If you are unable to come to the conference in person, you can participate in the conference over the telephone.

For an appeal that needs to be expedited, you will get written notice that your appeal was received within 1 working day of **NARBHA's** receipt, and the informal conference must occur within 2 working days of filing the appeal.

If the appeal is resolved to your satisfaction at the informal conference, you will get a written notice that describes the reason for the appeal, the issues involved, the resolution achieved and the date that the resolution will be implemented. If there is no resolution of the appeal during this informal conference, and if the appeal does not relate to your eligibility for behavioral health services, the next step is a second informal conference with ADHS/DBHS. This second informal conference must take place within 15 days of filing the appeal. If the appeal needs to be expedited, the second informal conference must take place within 2 working days of filing the appeal. You have the right to skip this second informal conference.

If there is no resolution of the appeal during the second informal conference, or if you asked that the second informal conference be skipped, you will be given information that will tell you how to get an



Administrative Hearing. Appeals of Serious Mental Illness eligibility determinations move directly to the Administrative Hearing process if not resolved in the first informal conference and skip the second informal conference. The Office of Grievance and Appeals at ADHS/DBHS handles requests for Administrative Hearings.

### Will my services continue during the appeal process?

If you file an appeal you will continue to get any services you were already getting unless a qualified clinician decides that reducing or terminating services is best for you or you agree in writing to reducing or terminating services. If the appeal is not decided in your favor, **NARBHA** may require you to pay for the services you received during the appeal process.

### **Appeals for persons who are not determined to have Serious Mental Illness and Non-Title 19/21 eligible**

If you are Non-Title 19/21 (AHCCCS) eligible and not determined to have Serious Mental Illness you may appeal actions or decisions related to decisions about behavioral health services you need that are available through **NARBHA**.

### What happens after I file an appeal?

As part of the appeal process, you have the right to give evidence that supports your appeal. You can give the evidence to the RBHA or ADHS/DBHS in person or in writing. In order to prepare for your appeal, you may examine your case file, medical records, and other documents and records that may be used before and during the appeal process as long as the documents are not protected from disclosure by law. If you would like to review these documents, contact your provider or **NARBHA**. The evidence you give to the RBHA or ADHS/DBHS will be used when deciding the resolution of the appeal.

### How is my appeal resolved?

The RBHA or ADHS/DBHS must give you a Notice of Appeal Resolution in person or by certified mail within 30 days of getting your appeal. The Notice of Appeal Resolution is a written letter that tells you the results of your appeal.

The time frames in which the T/RBHA or provider must give you the Notice of Appeal Resolution may be extended up to 14 days. You, **NARBHA** or the provider can ask for more time in order to gather more information. If **NARBHA** or the provider asks for more time, you will be given written notice of the reason for the delay.

The Notice of Appeal Resolution will tell you:

- The results of the appeal process and
- The date the appeal process was completed.

If your appeal was denied, in whole or in part, then the Notice of Appeal Resolution will also tell you:

- How you can request a State Fair Hearing and
- The reason why your appeal was denied and the legal basis for the decision to deny your appeal.

### What if I am not happy with my appeal results?

You can ask for a State Fair Hearing if you are not happy with the results of an appeal.

### How do I ask for a State Fair Hearing?

You must ask for a State Fair Hearing in writing within 30 days of getting the Notice of Appeal Resolution. Requests for State Fair Hearings should be mailed to: **NARBHA Office of Grievance and Appeals**, 1300 South Yale Street, Flagstaff, AZ, 86001.

## What is the process for my State Fair Hearing?

You will receive a Notice of State Fair Hearing at least 30 days before your hearing is scheduled. The Notice of State Fair Hearing is a written letter that will tell you:

- The time, place and nature of the hearing,
- The reason for the hearing,
- The legal and jurisdictional authority that requires the hearing, and
- The specific laws that are related to the hearing.

## How is my State Fair Hearing resolved?

For standard State Fair Hearings, you will receive a written ADHS Director's Decision no later than 90 days after your appeal was originally filed. This 90 day period does not include:

- Any timeframe extensions that you have requested; and
- The number of days between the date you received the Notice of Appeal Resolution and the date your request for a State Fair Hearing was submitted.

The ADHS Director's Decision will tell you the outcome of the State Fair Hearing and the final decision about your services.

## **What is a Grievance/Request for Investigation for persons determined to have a Serious Mental Illness and how can I file one?**

The SMI Grievance/Request for Investigation process applies only to adult persons who have been determined to have a Serious Mental Illness and to any behavioral health services received by the member.

You can file a Grievance/Request for Investigation if you feel:

- Your rights have been violated;
- You have been abused or mistreated by staff of a provider; or
- You have been subjected to a dangerous, illegal or inhumane treatment environment.

You have 12 months from the time that the rights violation happened to file an SMI Grievance/Request for Investigation having to do with any behavioral health services that you received. You may file a Grievance/Request for Investigation orally or in writing. Grievance/Request for Investigation forms are available at **NARBHA** and providers of behavioral health services. You may ask staff for help in filing your grievance. Contact the following to make your oral or written Grievance/Request for Investigation:

NARBHA Grievance and Appeals Office  
1300 South Yale Street  
Flagstaff, AZ 86001

Or call **NARBHA Member Services** at (928) 774-7128 or at 1-800-640-2123. For or Internet assistance at [\*\*www.azrelay.org\*\*](http://www.azrelay.org)

**Any grievance concerning physical abuse, sexual abuse or a person's death must be submitted to ADHS/DBHS. To file an oral or written grievance concerning physical abuse, sexual abuse or a person's death, contact ADHS/DBHS Office of Grievance and Appeals, 150 North 18<sup>th</sup> Avenue, Suite 230, Phoenix, Arizona 85007, 1-800-421-2124 or 602-364-4575. Hearing impaired individuals may call the Arizona Relay Service at 711 or 1-800-367-8939 for help contacting the Division of Behavioral Health Services.**

ADHS/DBHS or **NARBHA** will send you a letter within 5 days of getting your Grievance/Request for Investigation form. This letter will tell you how your Grievance/Request for Investigation will be handled.

If there will be an investigation, the letter will tell you the name of the investigator. The investigator will contact you to hear more about your Grievance/Request for Investigation. The investigator will then contact the person that you feel was responsible for violating your rights. The investigator will also gather any other information they need to determine if your rights were violated.

Within 35 days of an investigator being assigned to investigate, unless an extension has been asked for, you will get a written decision of the findings, conclusions and recommendations of the investigation. You will also be told of your right to appeal if you do not agree with the conclusions of the investigation.

If you file a Grievance/Request for Investigation, the quality of your care will not suffer.

### **What is fraud, waste and program abuse?**

Fraud is defined by Federal law (**42 CFR 455.2**) as "an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law."

Members need to use behavioral health services properly. It is considered fraud if a member or provider is dishonest in order to:

- Get a service not approved for the member, or
- Get AHCCCS benefits that they are not eligible for.

Waste is defined (per the Centers for Medicare & Medicaid Services) as the "...overutilization of services, or other practices that, directly or indirectly, result in unnecessary costs to the

Medicare Program. Waste is generally not considered to be caused by criminally negligent actions but rather the misuse of resources."

Program abuse is defined by Federal law (**42 CFR 455.2**) as "provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid program."

Program abuse happens if a member causes unnecessary costs to the system on purpose, for example:

- Loaning an AHCCCS card or the information on it to someone else, or
- Selling an AHCCCS card or the information on it to someone else.

*Provider* fraud and program abuse happens if a provider:

- Falsifies claims/encounters, such as double billing or submitting false data, or
- Performs administrative/financial actions, such as kickbacks or falsifying credentials, or
- Falsifying services, such as billing for services not provided, or substituting services.

Misuse of your AHCCCS identification card, including loaning, selling or giving it to others, could result in your loss of AHCCCS eligibility. Fraud and program abuse are felony crimes and are punishable by legal action against the member or provider.

For all AHCCCS members who have an Arizona driver's license or a State issued Identification (ID) card, AHCCCS will get their picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers use the online member verification tool and enter a

member's social security number, the member's picture, if available from MVD, will be shown on the verification screen along with other AHCCCS coverage information. The picture will help providers to quickly confirm the member's identity.

If you think that somebody is committing fraud or program abuse, contact:

- The **NARBHA Corporate Compliance Hotline** at (928) 214-1178 or toll-free at 1-877-923-1400 and push 6 for hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org);
- ADHS/DBHS Fraud and Abuse Hotline at 602-364-3758; or 1-866-569-4927. Hearing impaired individuals may call the Arizona Relay Service at 711 or 1-800-367-8939 for help contacting the Division of Behavioral Health Services,
- AHCCCS Member Fraud Line at 602-417-4193 or 1-888-487-6686, or
- AHCCCS Provider Fraud Line at 602-417-4045 or 1-888-487-6686.

## What is an Advance Directive?

You have the right to make an advance directive. An advance directive tells a person's wishes about what kind of care he or she does or does not want to get when the person cannot make decisions because of his or her illness.

- A medical advance directive tells the doctor a person's wishes if the person cannot state his/her wishes because of a medical problem.
- A mental health advance directive tells the behavioral health provider a person's wishes if the person cannot state his/her wishes because of a mental illness.

One type of a mental health advance directive is a Mental Health Care Power

of Attorney that gives an adult person the right to name another adult person to make behavioral health care treatment decisions on his or her behalf.

- The person named, the designee, may make decisions on behalf of the adult person if she or he cannot make these types of decisions.
- The designee, however, must not be a provider directly involved with the behavioral health treatment of the adult person at the time the Mental Health Care Power of Attorney is named.
- The designee may act in this capacity until his or her authority is revoked by the adult person or by court order.
- The designee has the same right as the adult person to get information and to review the adult person's medical records about possible behavioral health treatment and to give consent to share the medical records.
- The designee must follow the wishes of the adult person as stated in the Mental Health Care Power of Attorney. If, however, the adult person's wishes are not stated in a Mental Health Care Power of Attorney and are not known by the designee, the designee must act in good faith and consent to treatment that she or he believes to be in the adult person's best interest. The designee may consent to admitting the adult person to a behavioral health inpatient facility licensed by the Department of Health Services if this authority is stated in the Mental Health Care Power of Attorney.

In limited situations, some providers may not uphold an advance directive as a matter of conscience. If your behavioral health provider does not uphold advance directives as a matter of conscience, the provider must give you written policies that:

- State institution-wide conscience objections and those of individual physicians,

- Identify the law that permits such objections, and
- Describe the range of medical conditions or procedures affected by the conscience objection.

Contact your provider (Responsible Agency) or **NARBHA Member Services** at (928) 774-7128 or toll-free at 1-800-640-2123. For the hearing impaired, please use Arizona Relay Service at 711 or 1-800-367-8939 or Internet assistance at [www.azrelay.org](http://www.azrelay.org) to find out whether or not any providers in the NARBHA network do not uphold aspects of advance directives as a matter of conscience.

Your provider cannot discriminate against you because of your decision to make or not make an advance directive.

Tell your family and providers if you have made an advance directive. Give copies of the advance directive to:

- All providers caring for you, including your Primary Care Provider (PCP);
- People you have named as a Medical or Mental Health Care Power of Attorney; and
- Family members or trusted friends who could help your doctors and behavioral health providers make choices for you if you cannot do it.

Contact **NARBHA** Member Services to ask more about advance directives or for help with making one.

## What is Arizona's Vision for the delivery of behavioral health services?

All behavioral health services are delivered according to ADHS/DBHS system principles. ADHS/DBHS supports a behavioral health delivery system that includes:

- Easy access to care;
- Behavioral health recipient and family member involvement;
- Collaboration with the Greater Community;
- Effective Innovation;
- Expectation for Improvement; and
- Cultural Competency.

The twelve principles for the delivery of services to children are:

### **1. Collaboration with the child and family:**

- Respect for and active collaboration with the child and parents is the cornerstone to achieving positive behavioral health outcomes.
- Parents and children are treated as partners in the assessment process, and the planning, delivery, and evaluation of behavioral health services, and their preferences are taken seriously.

### **2. Functional outcomes:**

- Behavioral health services are designed and implemented to aid children to achieve success in school, live with their families, avoid delinquency, and become stable and productive adults.
- Implementation of the behavioral health services plan stabilizes the child's condition and minimizes safety risks.

### **3. Collaboration with others:**

- When children have multi-agency, multi-system involvement, a joint assessment is developed and a jointly established behavioral health services plan is collaboratively implemented.
- Client-centered teams plan and deliver services.
- Each child's team includes the child and parents and any foster

parents, any individual important in the child's life who is invited to participate by the child or parents. The team also includes all other persons needed to develop an effective plan, including, as appropriate, the child's teacher, the child's DCS and/or DDD case worker, and the child's probation officer.

- The team;
  - (a) develops a common assessment of the child's and family's strengths and needs,
  - (b) develops an individualized service plan,
  - (c) monitors implementation of the plan and
  - (d) makes adjustments in the plan if it is not succeeding.

### **4. Accessible services:**

- Children have access to a comprehensive array of behavioral health services, sufficient to ensure that they receive the treatment they need.
- Case management is provided as needed.
- Behavioral health service plans identify transportation the parents and child need to access behavioral health services, and how transportation assistance will be provided.
- Behavioral health services are adapted or created when they are needed but not available.

**5. Best practices:**

- Behavioral health services are provided by competent individuals who are trained and supervised.
- Behavioral health services are delivered in accordance with guidelines adopted by ADHS that incorporate evidence-based “best practice.”
- Behavioral health service plans identify and appropriately address behavioral symptoms that are reactions to death of a family member, abuse or neglect, learning disorders, and other similar traumatic or frightening circumstances, substance abuse problems, the specialized behavioral health needs of children who are developmentally disabled, maladaptive sexual behavior, including abusive conduct and risky behavior, and the need for stability and the need to promote permanency in class members’ lives, especially class members in foster care.
- Behavioral health services are continuously evaluated and modified if ineffective in achieving desired outcomes.

**6. Most appropriate setting:**

- Children are provided behavioral health services in their home and community to the extent possible.
- Behavioral health services are provided in the most integrated setting appropriate to the child’s needs. When provided in a residential setting, the setting is the most integrated and most home-like setting that is appropriate to the child’s needs.

**7. Timeliness:**

- Children identified as needing behavioral health services are assessed and served promptly.

**8. Services tailored to the child and family:**

- The unique strengths and needs of children and their families dictate the type, mix, and intensity of behavioral health services provided.
- Parents and children are encouraged and assisted to articulate their own strengths and needs, the goals they are seeking, and what services they think are required to meet these goals.

**9. Stability:**

- Behavioral health service plans strive to minimize multiple placements.
- Service plans identify whether a class member is at risk of experiencing a placement disruption and, if so, identify the steps to be taken to minimize or eliminate the risk.
- Behavioral health service plans anticipate crises that might develop and include specific strategies and services that will be employed if a crisis develops.
- In responding to crises, the behavioral health system uses all appropriate behavioral health services to help the child remain at home, minimize placement disruptions, and avoid the inappropriate use of the police and the criminal justice system.
- Behavioral health service plans anticipate and appropriately plan for transitions in children’s lives, including transitions to new schools and new placements, and transitions to adult services.

**10. Respect for the child and family’s unique cultural heritage:**

- Behavioral health services are provided in a manner that respects the cultural tradition and heritage of the child and family.

- Services are provided in Spanish to children and parents whose primary language is Spanish.

**11. Independence:**

- Behavioral health services include support and training for parents in meeting their child's behavioral health needs, and support and training for children in self-management.
- Behavioral health service plans identify parents' and children's need for training and support to participate as partners in the assessment process, and in the planning, delivery, and evaluation

of services, and provide that such training and support, including transportation assistance, advance discussions, and help with understanding written materials, will be made available.

**12. Connection to natural supports:**

- The behavioral health system identifies and appropriately utilizes natural supports available from the child and parents' own network of associates, including friends and neighbors, and from community organizations, including service and religious organizations.



## **The Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems are:**

1. **Respect**  
Respect is the cornerstone. Meet the person where they are without judgment, with great patience and compassion.
2. **Persons in recovery choose services and are included in program decisions and program development efforts.**  
A person in recovery has choice and a voice. Their self-determination in driving services, program decisions and program development is made possible, in part, by the ongoing dynamics of education, discussion, and evaluation, thus creating the “informed consumer” and the broadest possible palette from which choice is made. Persons in recovery should be involved at every level of the system, from administration to service delivery.
3. **Focus on individual as a whole person, while including and/or developing natural supports**  
A person in recovery is held as nothing less than a whole being: capable, competent, and respected for their opinions and choices. As such, focus is given to empowering the greatest possible autonomy and the most natural and well-rounded lifestyle. This includes access to and involvement in the natural supports and social systems customary to an individual’s social community.
4. **Empower individuals taking steps towards independence and allowing risk taking without fear of failure.**  
A person in recovery finds independence through exploration, experimentation, evaluation, contemplation and action. An atmosphere is maintained whereby steps toward independence are encouraged and reinforced in a setting
5. **Integration, collaboration, and participation with the community of one’s choice,**  
A person in recovery is a valued, contributing member of society and, as such, is deserving of and beneficial to the community. Such integration and participation underscores one’s role as a vital part of the community, the community dynamic being inextricable from the human experience. Community service and volunteerism is valued.
6. **Partnership between individuals, staff, and family members/natural supports for shared decision making with a foundation of trust.**  
A person in recovery, as with any member of a society, finds strength and support through partnerships. Compassion-based alliances with a focus on recovery optimization bolster self-confidence, expand understanding in all participants, and lead to the creation of optimum protocols and outcomes.
7. **Persons in recovery define their own success.**  
A person in recovery -- by their own declaration -- discovers success, in part, by quality of life outcomes, which may include an improved sense of well-being, advanced integration into the community, and greater self-determination. Persons in recovery are the experts on themselves, defining their own goals and desired outcomes.
8. **Strengths-based, flexible, responsive services reflective of an individual’s cultural preferences.**  
A person in recovery can expect and deserves flexible, timely, and responsive services that are accessible, available, reliable, accountable, and sensitive to cultural values and mores.

A person in recovery is the source of his/her own strength and resiliency. Those who serve as supports and facilitators identify, explore, and serve to optimize demonstrated strengths in the individual as tools for generating greater autonomy and effectiveness in life.

A person in recovery has the capacity for hope and thrives best in associations that foster hope. Through hope, a future of possibility enriches the life experience and creates the environment for uncommon and unexpected positive outcomes to be made real. A person in recovery is held as boundless in potential and possibility.

9. Hope is the foundation for the journey towards recovery.

## Terms

**638 Tribal Facility** means a facility operated by an Indian tribe authorized to provide services pursuant to Public Law 93-638, as amended.

**Action** is the denial or limited approval of a requested service, including the type or level of service, a reduction, suspension or termination of a service someone has been receiving, the denial, in whole or part of payment for a service, the failure to provide services in a timely manner, the failure to act within established timeframes for resolving an appeal or complaint and providing notice to affected parties, and , the denial of the Title 19/21 eligible person's request to get services outside the network when services are not available within the provider network.

**Advance Directive** is a written instruction telling your wishes about what types of care you do or do not want.

**Appeal** is a formal request to review an action or decision related to your behavioral health service that you can file if you are not happy with an action, or adverse decision for persons determined to have a Serious Mental Illness, taken by a provider or **NARBHA**.

**Approval of services** is the process used when certain non-emergency services have to be approved before you can get them.

**Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS)** is the state agency that oversees the use of federal and state funds to provide behavioral health services.

**Arizona Health Care Cost Containment System (AHCCCS)** is the state agency that oversees the Title 19 (Medicaid), Title 21 and Arizona Long Term Care Services (ALTCS) programs.

**Auricular Acupuncture** is provided by a certified acupuncturist practitioner, who uses auricular acupuncture needles to treat alcoholism, substance abuse or chemical dependency.

**Behavioral health provider** is whom you choose to get behavioral health services from. It can include doctors, counselors, other behavioral health professionals/ technicians and behavioral health treatment centers.

**Clinical Team** is a Child and Family Team or Adult Recovery Team.

**Complaint** is the expression of dissatisfaction with any aspect of your care that is not an action that can be appealed.

**Consent to treatment** is giving your permission to get services.

**Cost sharing** refers to a RBHA's responsibility for payment of applicable premiums, deductibles and copayments.

**Emergency Medical Condition** is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in: a) placing the patient's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; b) serious impairment to bodily functions; or c) serious dysfunction of any bodily organ or part.

**Enrolled** is the process of becoming eligible to receive public behavioral health services.

**Expedited appeal** is an appeal that is processed sooner than a standard appeal in order to not seriously jeopardize the person's life, health or ability to attain, maintain or regain maximum functioning.

**Grievance/Request for Investigation** is for persons determined to have a Serious Mental Illness when they feel their rights have been violated.

**Indian Health Service (IHS)** means the bureau of the United States Department of Health and Human Services that is responsible for delivering public health and medical services to American Indians and Alaskan Natives throughout the country. The federal government has direct and permanent legal obligation to provide health services to most American Indians according to treaties with Tribal Governments.

**Member** is a person enrolled with a T/RBHA to get behavioral health services.

**Notice of Action** is the notice you get of an intended action or adverse decision made by the T/RBHA or a provider regarding services.

**Power of Attorney** is a written statement naming a person you choose to make health care or mental health decisions for you if you cannot do it.

**Provider Network** is a group of providers that contract with the T/RBHAs to provide behavioral health services. Some counties may have a limited number of providers in their provider network to choose from.

**Provider Preventable Conditions** are complications or mistakes caused by hospital conditions, hospital staff, or a medical professional that negatively affect the health of a member. These conditions are listed in the AHCCCS Medical Policy and Manual, Chapter 1000.

**Referral** is the process (oral, written, faxed or electronic request) by which your provider will "refer" you to a provider for specialized care.

**Regional Behavioral Health Authority (RBHA)** is the agency under contract with

ADHS to deliver or arrange for behavioral health services for eligible persons within a specific geographic area.

**Restraint** means personal restraint, mechanical restraint or drug used as a restraint. Personal restraint is the application of physical force without the use of any device, for the purpose of restricting the free movement of a behavioral health recipient's body. Mechanical restraint is any device, article, or garment attached or adjacent to a behavioral health recipient's body that the person cannot easily remove and that restricts the person's freedom of movement or normal access to the person's body. Drug used as a restraint is a pharmacological restraint that is not standard treatment for a behavioral health recipient's medical condition or behavioral health issue and is administered to manage the behavioral health recipient's behavior in a way that reduces the safety risk to the person or others or temporarily restrict the behavioral health recipient's freedom of movement.

**Seclusion** is the involuntary confinement of a behavioral health recipient in a room or an area from which the person cannot leave or which a person reasonably believes prevents him/her from leaving.

**Serious Mental Illness (SMI)** is a condition of persons who are eighteen years of age or older and who, as a result of a mental disorder as defined in A.R.S. § 36-501, exhibit emotional or behavioral functioning which is so impaired as to interfere substantially with their capacity to remain in the community without supportive treatment or services of a long-term or indefinite duration. In these persons mental disability is severe and persistent, resulting in a long-term limitation of their functional capacities for primary activities of daily living such as interpersonal relationships, homemaking, self-care, employment and recreation.

**Service Prioritization** is the process by which the T/RBHAs must determine how available state funds are used.

**Title 19 (Medicaid; may also be called AHCCCS)** is medical, dental and behavioral health care insurance for low-income persons, children and families.

**Title 21 (May also be called AHCCCS)** is medical, dental and behavioral health care insurance for children under 19 years of age with low income, no other insurance and who are not eligible for Title 19 (Medicaid).

**Traditional Healing Services** for mental health or substance abuse problems are provided by qualified traditional healers. These services include the use of routine or advanced techniques aimed to relieve the emotional distress that may be evident by disruption of the person's functional ability.

**Tribal Regional Behavioral Health Authority (TRBHA)** is an American Indian tribe under contract with ADHS to deliver or arrange for behavioral health services for eligible persons who are residents of the Federally recognized Tribal Nation.

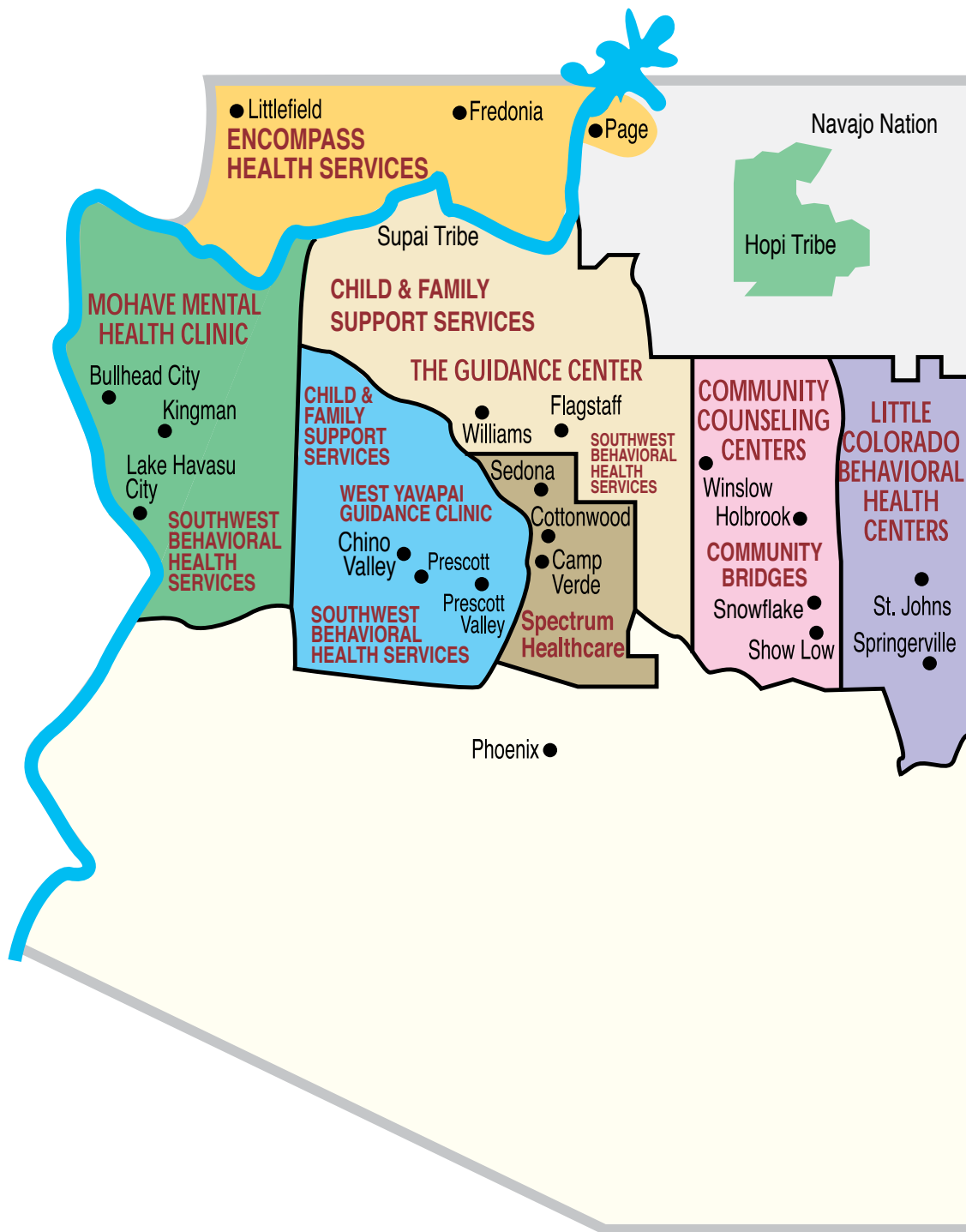












1300 S. Yale Street, Flagstaff, AZ 86001  
 (928) 774-7128 • (800) 640-2123 Member Services • (877) 756-4090 Crisis Line  
[www.narbha.org](http://www.narbha.org) • [www.narbha.networkofcare.org](http://www.narbha.networkofcare.org)

Northern Arizona Regional Behavioral Health Authority (NARBHA) is the Regional Behavioral Health Authority for Coconino, Navajo, Yavapai, Apache and Mohave counties (the northern geographic service area (GSA)). Starting October 1, 2015, NARBHA will become Health Choice Integrated Care (HCIC), and Gila County and parts of Graham County will be added to the northern GSA. Funds for services are provided through a contract with the Arizona Department of Health Services/ Division of Behavioral Health Services and AHCCCS.