

## 2010 MEMBER HANDBOOK INSERT **NARBHA**

Changes to certain services described in this handbook will go into effect July 1, 2010. These changes are due to significant funding cuts to Arizona's public behavioral health system. Services that change beginning on July 1, 2010 include crisis services and services to Non-Title XIX/XXI persons determined to have a Serious Mental Illness (SMI). Other services affected by the budget reductions are housing services, which means that your provider may help you find other funding sources for you if you have state-funded housing services.

### **Crisis Services**

You are able to get crisis services, even if you are not Title XIX/XXI 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 **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);
- 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.

If you are not Title XIX/XXI eligible, you will receive generic medications from the [ADHS/DBHS Non-Title XIX/XXI Formulary](#).

### **Services for Non-Title XIX/XXI persons determined to have a Serious Mental Illness (SMI)**

If you are a Non-Title XIX/XXI person determined to have SMI, you will receive a medication-only benefit starting July 1, 2010. This means that services, other than medications and medication-related services, will not be covered any longer. You will continue to receive the following services:

- Crisis Services, as listed above;
- Generic medication listed on the [ADHS/DBHS Non-Title XIX/XXI Formulary](#). You will only be able to get generic (non-brand name) medications listed on the attached formulary. This means that brand name medications will no longer be covered. If you want brand name medications, you will have to pay for them yourself (unless you have health insurance that will cover brand name medication);
- Laboratory services;
- Psychiatric assessments;
- Psychiatric follow-up appointments to talk about your medication and make sure it's the right medication for you;
- Telephone calls between the doctor who prescribed your medication and any other doctor or nurse involved in your care to talk about your medication treatment; and
- Nursing (RN, LPN) assistance to help your doctor with your medication.

## **Housing Services**

Supported Housing is a service which helps people stay in housing and become self-sufficient. Supported Housing services may include help with rent, gas and electric payments, and help in avoiding eviction. Non-Title XIX/XXI persons determined to have SMI, who are currently receiving supported housing services, will continue to receive services until other safe, stable housing is found. Members currently receiving supported housing services will not be evicted. Beginning on May 3, 2010, **NARBHA** stopped providing supported housing services to new Non-Title XIX/XXI persons determined to have SMI. Title XIX/XXI eligible and Non-Title XIX/XXI persons determined to have SMI receiving housing services in residential facilities may be asked to help pay for the cost of room and board.

## **Grievances and Appeals**

You may file a grievance if the grievance relates to a violation of your right to receive, or a right related to, services, supports and/or treatment that are covered for you. If you are a Non-Title XIX/XXI person determined to have SMI, you can appeal decisions related to SMI eligibility determinations or actions and decisions related to medications and medication-related services that you are getting.

ADHS/DBHS will not be accepting new referrals for special assistance for Non-Title XIX/XXI persons determined to have SMI beginning July 1, 2010.

**For more information, 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)