



Northern Arizona Regional Behavioral Health Authority

Managing behavioral healthcare with a conscience.

FAQs for Members

Proposition 204 Rollover and AHCCCS Childless Adult Program Changes for 2011

Why are AHCCCS programs and behavioral health benefits being reduced or frozen?

On March 15, 2011, Governor Brewer presented her plan for Arizona's Medicaid program. These changes may affect the eligibility of members receiving services from the public behavioral health system. Changes to the AHCCCS Childless Adult program may mean that your AHCCCS program will change to the SMI-MAO program.

What is the AHCCCS Childless Adult Program?

“Childless Adults” is an AHCCCS program for adults who have not been determined AHCCCS eligible because they are aged, blind, disabled, pregnant, under 18, or the parent of a deprived child. Members in the Childless Adult program must complete eligibility redeterminations every 12 months. DES determines eligibility for this program for AHCCCS.

What is the Supplemental Security Income-Medical Assistance Only (SSI-MAO) program?

Through the SSI-Medical Assistance Only (SSI-MAO) program, elderly or disabled persons (including those who have a verified diagnosis of Serious Mental Illness - SMI) may be eligible for AHCCCS medical assistance. The AHCCCS SSI-MAO office in Phoenix determines eligibility for this program.

Do I need to do anything to be part of the AHCCCS changes?

All members with an open AHCCCS eligibility will be reviewed by AHCCCS for the program changes. You do not have to do anything different at this time—just be sure to read all notices from AHCCCS carefully and follow any instructions given.

You should have already received notice from AHCCCS that explains whether or not you will have changes to your AHCCCS benefits. If you are not sure whether or not your benefits have changed or have not received a notice, contact your behavioral health provider or contact: **NARBHA Member Services at 1-800-640-2123.**

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How and when will this rollover occur?

AHCCCS completed the initial rollover automatically by July 1, 2011, and will run it again once each month until AHCCCS has moved all eligible members to the SSII-MAO program.

What happens next and can my provider help me with the changes?

Yes, your provider can help you. After the rollover on July 1, 2011, AHCCCS will contact you to let you know it is time for your redetermination for the SMI-MAO program. The notice will tell you what you need to verify to meet the eligibility requirements to stay in the SSI-MAO program.

Your provider is here to assist you in this redetermination process, but you must come to the office and complete an application and provide all information required by AHCCCS. If you do not submit an application when AHCCCS requests that you do so, you will be notified by AHCCCS that you will no longer be eligible for AHCCCS benefits.

Your provider cannot complete the application for you. To receive help from your provider, you must go to your provider's office and complete the application with the help of an "application assistor" (an "application assistor" is someone who can take the information you provide to complete the application for you). Please contact **NARBHA Member Services at 1-800-640-2123.**

What happens if I complete the redetermination application but AHCCCS determines that I am not eligible for the SSI-MAO program?

If you complete the redetermination process as required by AHCCCS for the SSI-MAO program and receive a notice that you do not meet the eligibility requirements for that program, you will be moved back to the Childless Adult program with no penalties or break in coverage.

You must not wait when you get a notice from AHCCCS stating that you are due for a redetermination of your AHCCCS benefits. When you get the notice, contact your provider right away to get your application processed contact **NARBHA Member Services at 1-800-640-2123.**

Are there changes to my housing benefits due to the rollover to the SSI-MAO program?

As long as you continue to remain eligible for AHCCCS and complete all of your redetermination requirements, your housing will not be affected by the SSI-MAO rollover.

If I am not SMI, will there be any changes made to the Childless Adult program and is it being closed down?

On July 8, 2011, AHCCCS plans to place a freeze on new applications/enrollment for the Childless Adult Program. This means that no new applications will be accepted for this

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program after the effective date of the enrollment freeze. No one currently receiving services under the Childless Adult program will lose their eligibility as a result of the enrollment freeze.

Applications received prior to the effective date of the enrollment freeze will be processed even if DES and AHCCCS cannot complete the eligibility determination until after the effective date of the enrollment freeze. As long as you continue to meet the eligibility requirements for this program and complete the redetermination application on time, you will continue to be eligible for AHCCCS services in the Childless Adult program.

Are there any other changes to the Childless Adult Program?

Governor Brewer has proposed changing the redetermination period for eligible members in the Childless Adult program from every 12 months to every 6 months. At this time, there are no plans to make this change.

What happens if I lose my AHCCCS eligibility?

If you receive a notice stating that your AHCCCS eligibility will end, it is important to contact your provider right away. Your provider will help you find out what benefits and programs might be available for you based on your personal circumstances. Contact **NARBHA Member Services at 1-800-640-2123**.

What can I do if I lose my AHCCCS benefits and I think an error has been made?

Your provider can assist you to file an appeal with AHCCCS if you believe your eligibility was discontinued in error. Contact: **NARBHA Member Services at 1-800-640-2123** for help.

NARBHA is the Regional Behavioral Health Authority for Coconino, Navajo, Yavapai, Apache and Mohave counties. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services and AHCCCS.