

**Process for obtaining Behavioral Health Services from RBHA
(RBHA = Regional Behavioral Health Authority)**

1. Families should contact Magellan for Behavioral Health Services.
2. Call 1.800.564.5465 and ask for Intake Appointment.
3. Families will need to tell Intake their family members' AHCCCS ID number, Date of Birth, Address and Phone number.
4. Share the reason you are seeking services. Tell the intake worker the behaviors your family member is exhibiting, any crisis situations or specific situation for requesting support.
5. The Behavioral Health Services/RHBA will schedule an appointment within 5-7 days.
6. If there is a crisis, the RHBA will try to start the process within the same day.
7. Behavioral Health Services/RHBA holds CFT meeting (Client Family Team).
8. DDD holds ISP meetings (Individual Service Plan).
9. DDD Support Coordinator sets up the 90 day and annual ISP meetings to review services. Behavioral Health Case Manager is invited to the 90 day ISP's.
10. If you are eligible for DDD/ALTCS (Division of Developmental Disabilities/AZ Long Term Care System = Title XIX). DDD Support Coordinator will be the primary contact person.
11. If you are not eligible for DDD/ALTCS services you will be assigned a Behavioral Health Case Manager.
12. When services are approved via the CFT and/or the ISP, families are offered a choice from qualified agencies/providers.
13. S.E.E.K. Arizona contracts with DDD, Magellan, QNC, Southwest Network, Mercy Care, United Behavioral Health/CRS, BCBS

Third Party Liability

1. DDD and RHBA will ask families if they have a Third Party Liability. This means they are asking if you have private health insurance.
2. DDD and Behavioral Health systems will require families to bill private insurance first before offering any public funded services.
3. Insurance companies use ICD-9 (International Classification of Diseases 9th edition). This would be the diagnosis of the person requesting services.
4. Insurance companies also use CPT codes (Current Procedural Terminology)
Examples of CPT codes
 - a. H0031 = Functional assessment and treatment plan developed for Applied Behavior Analysis (ABA) services by a qualified Autism Service Provider, Licensed BCBA.
 - b. H2012 Direct ABA service by a qualified Autism Service Provider.
 - c. H2019 Direct ABA services by a qualified Autism Service para professional.
 - d. H0046 Direct ABA services by qualified Autism Service Professional
 - e. H2014 Skills development social skills group activity.
5. Some provider agencies, like SEEK Arizona can provide and bill certain private insurances.

FOR YOUR INFORMATION

Magellan: 1.800.564.5465 [http://www.magellanofaz.com/
www.MagellanofAZ.com/Directory](http://www.magellanofaz.com/www.MagellanofAZ.com/Directory). Currently serves Maricopa County. It is our understanding that Mercy Maricopa will be the RHBA in 2014.

Community Partnership of Southern Arizona (CPSA):

4601 E. Broadway Blvd. Tucson, AZ 800.771.9889 520.318.6946 <http://www.cpsaarizona.org>
Pima County

Northern Arizona Behavioral Health Authority (NARBHA)

1300 S. Yale Street, Flagstaff AZ 928.774.7128 877.923.1400 <http://www.narbha.org>
Mohave, Coconino, Apache, Navajo, and Yavapai Counties

Cenpatico Behavioral Health of Arizona:

CRISIS LINE: 1-866-495-6735 <http://www.cenpaticoaz.com>
La Paz, Yuma, Greenlee, Graham, Cochise, Santa Cruz, Gila, and Pinal Counties

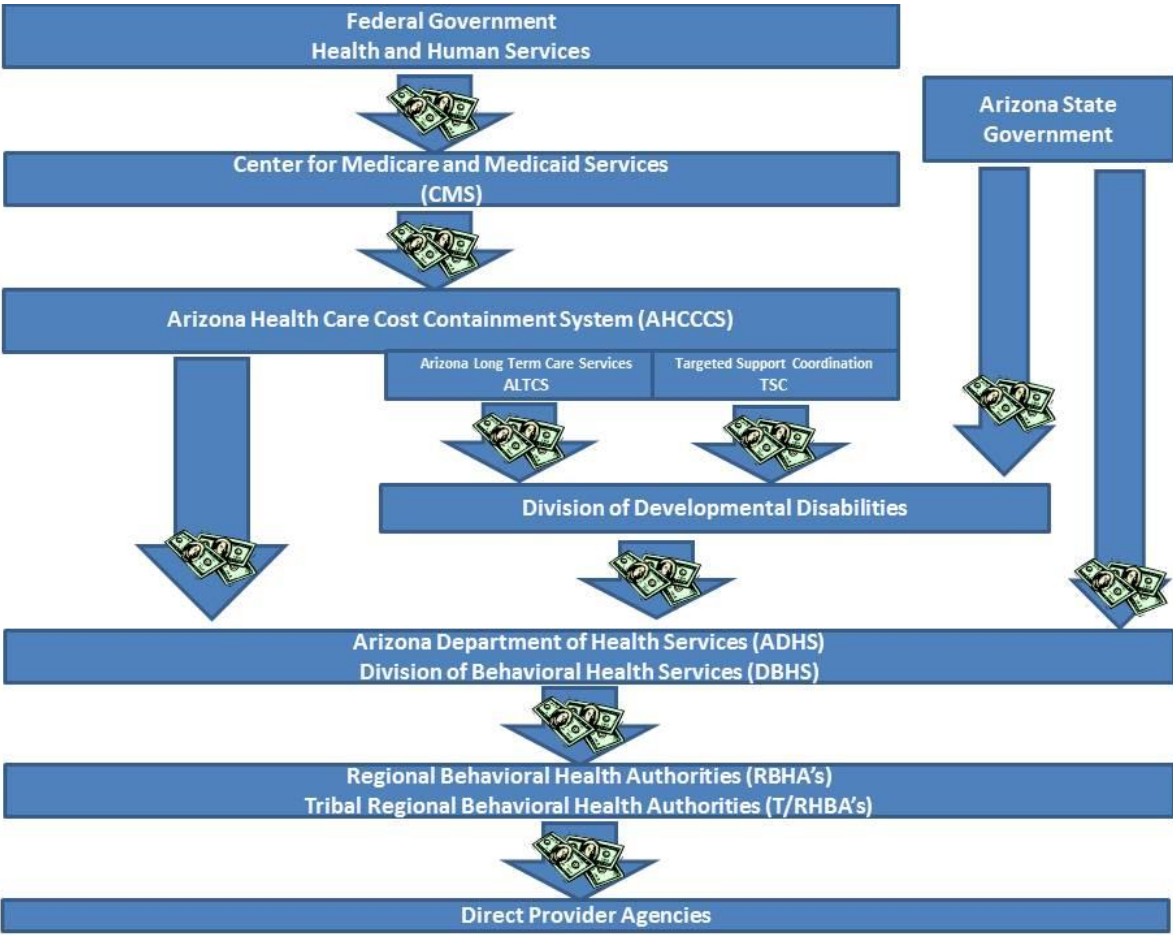
Magellan Health Services has been the RBHA provider in Arizona since 2007. Magellan manages a publicly-funded behavioral health care delivery system for Medicaid, non-Medicaid and Title XXI (KidsCare)-eligible residents in central Arizona. If you have questions about Magellan Member Services at (800) 564-5465. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Arizona Health Care Cost Containment System (AHCCCS). For a complete list of provider agencies, visit www.MagellanofAZ.com/Directory.

Accessing behavioral health services

Magellan of Arizona offers a choice of providers who deliver services in the community where you live, work and play. A provider who understands your needs and individual circumstances, including provider gender (male or female), specialty (type of treatment provided), languages spoken and location.

After enrollment you will choose a provider network organization (PNO) or qualified service provider (QSP) depending on your individual needs. Your provider will assign you a behavioral health representative who will assist you in coordinating your care. For more information, please call Magellan Member Services at 1-800-564-5465, TTY 1-800-424-9831.

Or you may go directly to a provider or PNO. A recipient may contact any provider in Magellan of Arizona's network to seek services or call any PNO. The provider will talk to Magellan to coordinate your care and services.





S.E.E.K. AZ has contracts with:

Division of Developmental Disabilities (DDD)

Magellan

United Behavioral Health/CRS

Southwest Network

QCN – Quality Care Network

Mercy Care

S.E.E.K. Arizona accepts Blue Cross Blue Shield private insurance.

S.E.E.K. Arizona directly provides

RSP= Respite Service

ATC = Attendant Care

HAH= Habilitation Services

BC = Behavior Coaching

HAB = Habilitation Bachelor degree

HABM = Habilitation Master Degree

BCBA = Board Certified Behavior Analyst

Center Based Services

Counseling

Developmental Preschool

For more information contact S.E.E.K. Arizona 480.902.0771 www.SEEKArizona.org