

# 18 Behavioral Health Services

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## INTRODUCTION

The State of Arizona has contracted the administration of AHCCCS mental health and substance abuse services program to Regional Behavioral Health Authorities (RBHAs) and Tribal Regional Behavioral Health Authorities (TRBHAs) to manage individuals with Serious Mental Illness and individuals who are not dual eligible for Medicaid and Medicare. Individuals who receive both Medicare and Medicaid benefits receive Medicaid covered behavioral health services through their acute care AHCCCS health plan.

The RBHAs/TRBHAs offer a full range of behavioral health services to our members who are Medicaid only eligible. Native American AHCCCS members may elect to obtain behavioral health services through a TRBHA or RBHA. The RBHAs function in a fashion similar to the AHCCCS acute care health plans in that Arizona is divided into three (3) behavioral health geographic service areas (GSAs) where each GSA is served by a RBHA that has been awarded the contract through a competitive bid process. TRBHAs provide services on their tribal land through the tribal health department.

The RBHA/TRBHA in each GSA is responsible for assessing the service needs in their region and developing a plan to meet those needs. These organizations contract with a network of behavioral health care providers, outpatient clinics, inpatient facilities and other community services to deliver a full range of behavioral health care services to eligible members in their contracted GSA. Services such as:

- ✓ Wellness and prevention programs for adults and children
- ✓ A full continuum of services for community members suffering from substance abuse regardless of their eligibility for AHCCCS services.
- ✓ General mental health treatment for adults and children, as well as for those patients with a serious mental illness
- ✓ Fully integrated services which meet the needs of members with Serious Mental Illness

## COVERED SERVICES RELATED TO MENTAL HEALTH OR SUBSTANCE ABUSE

- Behavior Management (personal care, family support, peer support)
- Behavioral Health Case Management Services
- Behavioral Health Nursing Services
- Inpatient psychiatric care which may include general psychiatric care, medical detoxification, and/or forensic services in a general hospital
- Emergency/Crisis Intervention Services (mobile, community based or telephonic)
- Emergency Transportation and Non-Emergency Transportation
- Evaluation, Assessment and Screening Services

- Individual, Family and Group Counseling
- Inpatient Hospital Services
- Non-Hospital Inpatient Psychiatric Services (Level 1 residential treatment centers and sub-acute facilities)
- Supportive Housing
- Alcohol and/or Drug Assessment
- Laboratory and Radiology Services for Psychotropic Medication Regulation and Diagnosis
- Opioid Agonist Treatment
- Behavioral Health Day Programs (supervised, therapeutic, and community psychiatric supportive treatment and medical day programs)
- Rehabilitation Services (skills training and development, cognitive rehabilitation, prevention/promotion education and medication training and supportive employment services)
- Medication Services
- Medication Adjustment and Monitoring
- Respite Care (with limitations)
- Health Choice Arizona is responsible for providing transportation to a member's first RBHA evaluation appointment, if the member is unable to provide for his or her own.

## EMERGENCY SERVICES

When members present in an emergency room setting, Health Choice Arizona is responsible for the facility claim. Payment responsibility for professional services associated with the ER visit is determined by the principal diagnosis on the professional claim. Physical health services will be covered by the acute health plan and behavioral health services will be covered by the responsible behavioral health entity.

**Note:** Any member, regardless of eligibility, may be referred to an Emergency Department for evaluation and possible admission/treatment of an acute behavioral health condition.

## PCP MANAGEMENT OF BEHAVIORAL HEALTH DISORDERS & PSYCHOTROPIC MEDICATION PRESCRIBING

Within the scope of his or her practice, PCPs may provide medication management to members with the following behavioral health disorders:

- Attention Deficit Hyperactivity Disorder (ADHD)
- Depression (including peripartum and postnatal depression)
- Anxiety (Generalized Anxiety Disorder)

When a PCP chooses to medically manage a Health Choice Arizona member with ADHD, depression, and/or anxiety, it is a Health Choice Arizona and AHCCCS requirement that details regarding such management will be complete and adequately documented in the member's medical record.

The Health Choice Arizona Behavioral Health Department, as required by AHCCCS policies, must monitor PCPs for proper diagnosis and management of behavioral health disorders. The Health Choice Arizona Behavioral Health Department has reduced the burden of prior authorization and medical records review by instead putting in place an audit of PCP records using a defined audit tool. The Behavioral Health Department will review selected medical records for current diagnosis, prescribed behavioral health medication, current symptom assessment, appropriate follow-up regarding effectiveness of medications and a treatment plan outlining the plan of care. In the event that the PCP management appears to be inadequate, they will receive an educational packet outlining Health Choice Arizona and AHCCCS standards for the management of members with behavioral health conditions and transfer of care requirements. All audit results are presented to the Quality Management/Utilization Management Committee on an annual basis.

Health Choice Arizona highly recommends that treating providers consider:

- Utilizing the AHCCCS-approved Behavioral Health Services Guide and clinical tool kits [AHCCCS Medical Policy Manual (AMPM), Appendix E and F] (<https://www.azahcccs.gov/PlansProviders/Downloads/GM/CoveredServiceGuide/covered-bhs-guide.pdf>); and utilize the Health Choice Arizona website ([www.HealthChoiceAZ.com](http://www.HealthChoiceAZ.com))
- The Health Choice Arizona Behavioral Health Manager will monitor members who have been prescribed medications for depression, anxiety and ADHD. A variety of reports including, but not limited to, Psychotropic Medication Reports, claims/encounter data from PCPs, and EPSDT forms documenting behavioral problems will be reviewed for auditing purposes.

## **PSYCHOTROPIC MEDICATION**

When a Health Choice Arizona member requires a behavioral health medication that is listed as needing “prior approval”, the physician must request prior authorization. A Health Choice Arizona prior authorization form must be completed and submitted with the appropriate supporting documentation (see also Chapter 6: Medical Authorizations and Notifications).

For further assistance, PCP’s or specialists may call Health Choice Member Services Department at (800) 322-8670, and request to speak to the Behavioral Health Department for assistance.

## **GENERAL MENTAL HEALTH/SUBSTANCE ABUSE SERVICES FOR DUAL ELIGIBLE MEMBERS**

Members with Medicare and Medicaid, receive Medicaid covered physical and behavioral health services through their acute care AHCCCS health plan.

To initiate services with a behavioral health provider for GMHSA Duals the medical provider may contact Health Choice Arizona Behavioral Health Department for assistance. The member should be encouraged to contact the Behavioral Health Manager so he/she can provide information on how to establish care with a contracted behavioral health provider and will assign the member to a Behavioral Health Case Manager when appropriate.

Health Choice Arizona ensures an effective referral and intake process for behavioral health services and provides members the right to participate in decisions regarding his or her behavioral health care, including the right to refuse treatment.

The acute care plan is responsible for managing and providing covered behavioral health services to GMHSA Dual members receiving Court Ordered Evaluation (COE) services in an inpatient setting and Court Ordered Treatment (COT) services in an inpatient and outpatient setting. The Health Choice Behavioral Health Department will assist with care coordination and ensure the member has established outpatient care. Members who are on COT will be assigned to a Behavioral Health Case Manager who will monitor compliance with the terms of the COT and assist with any health care needs.

The acute care plan is also responsible for care coordination and case management services for members discharging from the Arizona State Hospital (AzSH). Health Choice provides case management services to members who are released from the AzSH on a Conditional Release Plan (CRP) and provides routine comprehensive status reporting to the Psychiatric Security Review Board (PSRB).

Upon discharge from the AzSH, PCPs must ensure members, who have a diagnosis of diabetes, are issued the same brand and model of glucometer and supplies that they were trained to use while in the AzSH. The Health Choice Behavioral Health Manager will work with the AzSH to ensure members have sufficient testing supplies to last until an office visit is scheduled with the PCP. The Behavioral Health Manager will also work with the AzSH, the outpatient behavioral health team and PCP if there are any medical necessary services that are needed upon discharge, such as home health and/or skilled nursing services.

## **COORDINATION OF CARE**

A developmental and behavioral assessment/screening for members up to 21 years of age shall be documented through skilled observation at all Early and Periodic Screening, Diagnostic and Treatment (EPSDT)/Well Child visits. It is important that the PCP indicate behavioral health concerns on the EPSDT Tracking Form.

If the primary concern is a behavioral problem (i.e. Oppositional Defiant Disorder, Conduct Disorder, Bipolar Disorder), AHCCCS only members will be referred to the RBHA/TRBHA rather than a developmental specialist. If the primary concern is depression, anxiety, and/or Attention Deficit Hyperactivity Disorder (ADHD), the PCP may manage the member's behavioral health condition. When the scope of treatment falls outside the comfort level of the PCP, the member should be referred to a behavioral health provider for on- going behavioral health assessment and services. Members who are dual eligible for Medicare and Medicaid, should be referred to a licensed behavioral health provider who is part of their Medicare contracted network.

Health Choice Arizona is responsible, through the Behavioral Health Department, to serve as a liaison between the PCP, the member, and the RBHA/TRBHA, to ensure all parties have information specific to the care of the member related to their behavioral health services.

The PCP should establish a medical record when behavioral health information is received from a RBHA/TRBHA provider about an assigned member, even if the PCP has not yet seen the assigned member. In lieu of actually establishing a medical record, such information may be kept in an appropriately labeled file but must be associated with the member's medical record as soon as one is established. Health Choice Arizona will assist RBHA/TRBHAs with obtaining PCP information when appropriate.

This may include assisting with information sharing regarding such data as current diagnosis, medications, pertinent laboratory results, last PCP visit, and any recent hospitalization or emergency room visit. The PCP is required to respond to RBHA/TRBHA requests for member medical information within ten (10) business days of receipt of the request.

Each RBHA has a designated AHCCCS liaison whose responsibility is to assist AHCCCS acute care plans and providers with care coordination. Health Choice Arizona expects providers to also send updated clinical information to the members RBHA/TRBHA provider when there is a significant change in the member's health status. The update must include at a minimum, diagnosis of chronic conditions, medications, laboratory results, most recent provider visit, and information about recent hospital and emergency room visits.

## **BEHAVIORAL HEALTH REFERRALS**

There are several ways a member may initiate services with a behavioral health provider:

- The medical provider may contact Health Choice Arizona Behavioral Health Manager for assistance at (480) 760-4513 or (800) 322-8670, Extension 4513.
- The member may be encouraged to contact the Behavioral Health Manager so he/she can provide information on how to establish care with a RBHA/TRBHA provider and assign the member a Behavioral Health Case Manager when appropriate.
- Medicaid only members may self-refer by calling the appropriate RBHA/TRBHA for a list of providers in their area. RBHA/TRBHA contact information may be found on the member's AHCCCS card.
- The provider or the member may contact (via phone or fax) the RBHA/TRBHA directly.
- Schools or State agencies may also refer members by directly contacting the RBHA/TRBHA.

After completion of initial paperwork for behavioral health services, the behavioral health provider will ask the member or guardian to sign a release of information that will allow the provider to share information with the health plan PCP, such as, treatment recommendations, on-going medications and laboratory reports.

- The outcome of the screening and/or evaluation will be sent to the PCP and the acute health plan by the behavioral health provider.
- The behavioral health provider will verify member eligibility and determine priority.
- The parent or guardian must accompany any member under the age of 18 to the evaluation appointment.

## **TRANSFER OF CARE TO A BEHAVIORAL HEALTH PROVIDER**

When a member is referred to a behavioral health provider for on-going behavioral health services it is required that the PCP coordinates the transfer of care. PCP's must notify the RBHA/TRBHA of the member's referral which should include, at a minimum the following information:

- The reason for the referral
- All relevant medical information
- Current medications and timeframes for dispensing and refilling the medications
- Full medication history of tried and failed medications

The member's medical record must be made available for the behavioral health provider in observance of confidentiality regulations. The transition of prescription medications must be seamless, with notification to the behavioral health provider regarding current medications, dose and next refill due date. This coordination must, at a minimum, ensure the member does not run out of prescribed medications prior to their first appointment with the behavioral health provider. All information should be forwarded to the appropriate behavioral health provider prior to the member's first evaluation appointment.

PCPs may treat or manage ADHD, depression or anxiety with certain limits (See also Chapter 16: Women and Children's Services). The RBHAs/TRBHAs in Arizona offer free psychiatric consultations to any Health Choice Arizona provider who is seeking assistance with evaluating an AHCCCS member. These consultations are available even before the member becomes established with a RBHA/TRBHA provider. PCPs may access this service by calling the appropriate RBHA/TRBHA within the county the member resides in and request a psychiatric consultation through customer service.

## **TRANSFER OF BEHAVIORAL HEALTH CARE TO PCP**

If the behavioral health provider feels the member is clinically stable on their current medication regimen and the member has a diagnosis of ADHD, depression or anxiety; a transfer of care back to the Health Choice Arizona PCP may be appropriate. Prior to this transfer of care the behavioral health provider is required to notify the member's PCP and discuss the member's current treatment plan. Both the assigned health plan PCP and Health Choice Arizona Chief Medical Officer or designee, must agree the member is clinically stable for transfer. If deemed appropriate by the PCP, who is assuming the member's ongoing behavioral health care, Health Choice Arizona shall continue to authorize the medication at the dosage at which the member was stabilized on, unless there has been a significant change in the member's medical condition. Health Choice Arizona must monitor PCPs to ensure they continue to prescribe the medication at the dosage, in which the member was stabilized on.

## **OUT-OF-STATE PLACEMENTS**

Health Choice provides coordination of care to ensure member's behavioral health and medical needs are met in the event an out-of-state placement (OOS) is clinically necessary.

The following factors may be considered for temporary OOS placements: the member requires specialized programming not currently available in Arizona to effectively treat a specified behavioral health condition; an OOS placement's approach to treatment incorporates and supports the unique cultural heritage of the member; there is a lack of current in-state bed capacity; and geographical proximity encourages support and facilitates family involvement.

Prior to all OOS placements, Health Choice will work with the behavioral health provider to ensure coordination of all medical and behavioral health care and provide ongoing management and monitoring to ensure monthly reviews and discharge planning.