



Magellan Health Services of Arizona Frequently Asked Questions About Adult Provider Network Organizations

Magellan Health Services of Arizona, Inc. is the Regional Behavioral Health Authority for Maricopa County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services and the Arizona Health Care Cost Containment System (AHCCCS).

1. What is a PNO?

A provider network organization (PNO) is a provider that the Regional Behavioral Health Authority (RBHA) contracts with to provide comprehensive, individualized and well-coordinated covered behavioral health services to adults and children throughout Maricopa County. Magellan has contracted with PNOs around the values of enrollee choice, cultural diversity, and recovery and resiliency for adults, children, and their families.

2. Why change to a PNO?

The Arizona Department of Health Services introduced this change in the system model, which will allow recipients to have more choice in where they receive their behavioral health services. As part of this change, the Regional Behavioral Health Authority (RBHA) will no longer be a direct service provider.

3. Who are the adult provider network organizations (PNOs)?

Magellan is working with Southwest Network, CHOICES Network of Arizona, People of Color Network (PCN) and Partners in Recovery (PIR). The board members for Southwest Network, CHOICES, PCN and PIR are:

| Southwest Network | CHOICES | People of Color | Partners in Recovery |
|-------------------------------|--------------------------------------|---|--|
| Board Members | Board Members | Board Members | Board Members |
| Southwest Behavioral Health | TERROS | Chicanos Por La Causa (CPLC) | Recovery Innovations of Arizona, Inc |
| Marc Center | New Arizona Family | Ebony House (Family Member) | Jewish Family and Children's Services, Inc. |
| NOVA | Triple R | Friendly House | Marc Center of Mesa, Inc. |
| PSA Behavioral Health | Arizona Healthcare (formerly AHCCMS) | Centro De Amistad | Seats reserved for family members and individuals receiving services |
| Toby House | STAR | Native American Connections (Family Member) | |
| Phoenix Interfaith Counseling | Quality of Care Network (QCN) | EMPACT-SPC | |

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|--|---|---|
| Recovery Empowerment Network | NCADD | Board position reserved for a Peer Run Organization |
| CHEEERS | Native American Connections | |
| Community Bridges | Ebony House | |
| Arizona Children's Association | Foundation for Senior Living | |
| Touchstone Behavioral Health | Chicanos Por La Causa (CPLC) | |
| Helga Wilson (Family Member Representative) | North Phoenix Visions of Hope | |
| Phil Sawyer (Service Recipient Representative) | Sara Goodman (Service Recipient Representative) | |

4. What is the process in place related to the transition of the clinics?

The Magellan of Arizona Governance Board appointed an ad hoc committee, called the service delivery transition committee, to formulate recommendations for transforming Maricopa County's network of care. The partnering with community-based providers to run the clinics is part of that system transformation. Magellan has submitted a network transition plan to the Arizona Department of Health Services. This plan will serve as the road map for system changes over the next three years. The service delivery transition committee membership is made up of: Seven (7) Magellan representatives (including two leaders from the direct care clinics) and seven (7) community stakeholders (including provider network organizations, providers, service recipients, families and community at large).

Service recipients and family members can expect to get the same quality services as before, from the same provider. All services will stay the same during this transition – patient care, appointments, transportation, etc. will continue without disruption. The clinic, customer service and crisis line numbers will remain the same. The clinic will continue to handle questions, needs and complaint resolution around services.

5. Are they going to let me know what PNO I am going to be assigned?

Yes, you will be notified prior to your clinic joining a provider network organization (PNO).

6. Will I be able to change to another PNO if I don't like the one I am assigned?

Yes, you will have a choice of provider network organizations (PNOs). The new model of community-based providers will increase the choices available for people receiving services. You will also have a choice of the clinic where you receive services within each of the PNOs. After the clinics join a PNO, you can talk to your case manager to request a change to another PNO.

7. What is the role of the PNO?

The provider network organization (PNO) will have complete ownership and accountability in case management. This will result in improvement of individual service plan (ISP) creation, implementation and oversight. The PNO will also have the responsibility of ensuring that all services are delivered to meet the needs identified in the ISP.

8. What is the role of the qualified service provider (QSP)?

The QSP will provide the services identified in the individual service plan (ISP). QSPs will focus on providing the best clinical and recovery activities possible. Please go to www.MagellanofAZ.com for a complete list of QSPs in Maricopa County.

9. What will happen to the direct care clinics (DCCs) when they join a PNO?

All functions of the DCCs will continue under a provider network organization (PNO), including case management, mentoring, medical services, etc. Services such as residential, counseling and housing will continue to be provided by a qualified service provider (QSP).

10. Which clinics are joining each PNO?

| Southwest Network | CHOICES | People of Color | Partners in Recovery |
|---------------------|---------------------|---------------------|----------------------|
| Direct Care Clinics | Direct Care Clinics | Direct Care Clinics | Direct Care Clinics |
| Alma School | Arcadia Center | Centro Esperanza | Metro Center |
| Garden Lakes | Heatherbrae Adult | East Phoenix | East Mesa |
| Glendale Center | Park North | Washington House | Gateway |
| Highland | South Central | 1300 N. Central | West Valley |
| Osborn | Tempe Adult | | Wickenburg |
| West Camelback | Thomas | | |
| Cave Creek | Townley | | |
| Saguaro | West McDowell | | |

11. How will I know which PNO I am assigned to?

You will receive written notification no later than 30 days prior to your clinic joining a provider network organization (PNO). In addition, your clinical team will be available to provide information to you. If you have any questions, please let your clinical team know.

One of the most anticipated results of this transition is *choice* for recipients. It is vital that recipients have choice between PNOs and qualified service providers (QSP).

12. How will I know if the transition is successful?

The Arizona Department of Health Services/Division of Behavioral Health Services, Magellan, Southwest Network, CHOICES, People of Color Network and Partners in Recovery are committed to a model where community-based providers oversee the county’s direct care clinics. There will be a 90-day timeframe for everyone to assess the success of a clinic joining a provider network organization (PNO). Some of the overall goals are:

- Improving access to care
- Improving quality of care
- Maximizing use of service delivery expertise
- Allowing increased flexibility and choice in service delivery

If you have any concerns or questions when your clinic joins a PNO, please call the clinic site administrator. S/he will be available to answer all of your questions.

Please submit any questions you may have to AdultPNOTransition@MagellanHealth.com.