

## General Provider Communication

Maricopa County Regional Behavioral Health Authority  
Magellan Health Services of Arizona, Inc.

Dear Provider,

Please note that while many providers have already received their 2010 member handbooks, deliveries are still ongoing. If you have not received your 2010 handbooks yet, you should within the next week. If the books don't arrive by the end of next week, please contact your provider relations liaison and let him or her know.

The deliveries are being made directly from S&L, the printing company. **Please do not ask the delivery people to take your 2009 handbooks. Instead, please recycle them at your location.**

Remember that **every service recipient must receive a member handbook within 10 days of enrollment.** It is not only imperative, but also a requirement to ensure the people we serve are given a member handbook in a timely manner. The purpose of the handbook is to help service recipients better understand what services are available to them and their family members. The handbook also serves as a resource on how to get help and answer any questions they may have. To order more handbooks, please contact your provider relations liaison.

Thank you.

