



Non-Title 19 Adult Service Transition Frequently Asked Questions (FAQs)

The FAQs below contain the most current information available from Magellan of Arizona, the Regional Behavioral Health Authority for Maricopa County. As new information is available, Magellan will update the FAQs below as needed. Please consider Magellan as the source for any information provided.

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QUESTIONS ABOUT LEGISLATIVE & JUDICIAL CHANGES

- **Where can I get information on the Arnold v Sarn lawsuit stay?**
 - Information is posted on the Arizona Department of Health Services, Division of Behavioral Health Services Web site: <http://www.azdhs.gov/bhs/pdf/3-12-10%20stakeholder%20letter.pdf>.
- **What has happened to the Court Monitor's Office?**
 - Part of the agreement between the plaintiffs and defendants in the Arnold v. Sarn lawsuit stay was to close the Office of the Court Monitor, effective June 15, 2010.
- **Will federal healthcare reform help individuals with a serious mental illness (SMI) in Arizona?**
 - President Obama signed the Patient Protection and Affordable Care Act (also referred to as federal healthcare reform) into law on March 23, 2010.
 - The reform package includes a requirement that states continue to provide Medicaid services (Arizona Health Care Cost Containment System or AHCCCS) at the funding levels that existed when the Act was signed, a requirement known as "maintenance of effort."
 - The Arizona fiscal year 2011 budget, signed by Governor Brewer on March 18, is in conflict with the "maintenance of effort" requirement by eliminating state funding for KidsCare and changing AHCCCS-eligibility requirements in order to reduce state funding for the program.
 - This conflict would cause Arizona to lose nearly \$7 billion in federal funding for AHCCCS. As a result, our state legislature is working now to reverse the decisions made with regard to KidsCare and AHCCCS eligibility to keep the federal monies coming to Arizona.
 - Federal healthcare reform will be helpful to Arizona, in that it will allow more than 350,000 adults and children in Arizona to keep their healthcare coverage, which includes behavioral health services for individuals determined to have a serious mental illness (SMI).
- **Why aren't other RBHAs in Arizona making benefit changes for non-Title 19 individuals?**
 - They are, all the Regional Behavioral Health Authorities (RBHAs) in Arizona are required to change the benefit package for non-Title 19 individuals because of the funding cuts.
 - The funding cuts are statewide, not just Maricopa County.
- **What is Proposition 100?**
 - Prop 100 proposes a one percent increase in the Arizona state sales tax.
 - Two-thirds of the revenues generated would fund K-12 education, and the other one-third would fund health and human services, including behavioral health.
 - The sales tax increase would automatically end on May 31, 2013.
 - If Prop 100 passes, the state budget will remain the same. If Prop 100 does not pass, the Arizona Department of Health Services would automatically receive additional budget cuts that may reach as much as \$40 million.
 - Arizona will vote on Prop 100 on Tuesday, May 18, 2010.

QUESTIONS ABOUT ELIGIBILITY

- **What is Title 19/AHCCCS/Medicaid?**
 - Title 19, AHCCCS and Medicaid refer to the same program in Arizona. Medicaid is the federal funding source. Title 19 refers to the federal law establishing this benefit funding. AHCCCS (Arizona Health Care Cost Containment System) is Arizona's Medicaid program.
 - If someone is Title 19, he or she is enrolled in AHCCCS/Medicaid.
- **What are the AHCCCS eligibility requirements?**
 - Eligibility for AHCCCS (Title 19) is determined largely by a person's income level, which must be below 100 percent of the federal poverty level (FPL). More information on eligibility can be found at www.azahcccs.gov/applicants/default.aspx.
 - It is very important for every individual with a serious mental illness (SMI) who is receiving services through one of the provider network organizations (PNOs) to speak with their case manager as soon as possible before July 1, 2010 to assess whether they qualify.
 - Case managers, during the month of April, will be reaching out to every non-Title 19 recipient to screen or rescreen him or her for AHCCCS eligibility to make sure everyone eligible for AHCCCS can get enrolled before July 1.
- **What is the federal poverty level?**
 - The federal poverty level (FPL) is set by the federal government and used as a basis for deciding eligibility for programs across the country, including AHCCCS.
 - Someone is considered below the federal poverty level if they annually make less than \$10,830 as an individual or \$22,050 as a family of four.
 - For more information on AHCCCS eligibility or to apply for AHCCCS, please talk to your case manager or your clinic's benefit specialist as soon as possible before July 1, 2010. Your clinic's contact information can be found at www.MagellanoofAZ.com/directory.
 - More information on eligibility can be found at www.azahcccs.gov/applicants/default.aspx.
- **How do I find out whether I am Title 19 or not?**
 - Please talk with your case manager, who can tell you if you are Title 19 (enrolled in AHCCCS) or not.
 - As part of Magellan's plan to work with anyone who is not Title 19, your case manager will be reaching out to you, if he or she has not done so already, to make sure you're screened to find out if you are AHCCCS eligible. Your clinic's contact information can be found at www.MagellanoofAZ.com/directory.
 - More information on eligibility can be found at www.azahcccs.gov/applicants/default.aspx.
- **Where can I find out information about working and remaining on AHCCCS/Title 19?**
 - AHCCCS Freedom to Work is a new AHCCCS coverage group specifically for individuals diagnosed with a disability who are employed.
 - The purpose of the program is to remove not having healthcare as a barrier to employment for individuals diagnosed with disabilities.
 - For more information, please talk to your case manager or your clinic's benefits specialist. Your clinic's contact information can be found at www.MagellanoofAZ.com/directory.
 - More information on eligibility can be found at www.azahcccs.gov/applicants/default.aspx.

- **Can you be eligible for AHCCCS & Title 19 if you have Medicare?**
 - Yes, but there are limitations. Discuss these with your case manager.
 - More information on eligibility can be found at www.azahcccs.gov/applicants/default.aspx.
- **Is there a “spend down” program available in AHCCCS?**
 - Yes, AHCCCS allows you to “spend down” in order to become eligible for AHCCCS, if you make too much money to qualify.
 - This means if you have medical expenses, you can subtract them from the amount of money you make to bring your income down to a level that will qualify you for AHCCCS.
 - Applicants must “spend down” to 40 percent of the federal poverty level to qualify.
 - For more information on AHCCCS’s “spend down” program and for help figuring out if you qualify, please contact your case manager or your clinic’s benefits specialist.
 - More information can be found at www.azahcccs.gov/applicants/categories/expenses.aspx .
- **If I already have AHCCCS/Title 19 benefits, is there anything I need to do?**
 - Yes, remember that you must renew your AHCCCS enrollment every year. If the appropriate paperwork is not completed, you will no longer be eligible and will no longer receive your Title 19 benefits.
 - It is important to work closely with your case manager who will help you to reapply and make sure you stay enrolled.
- **Can I decline Social Security benefits so that I am eligible for Title 19?**
 - No, AHCCCS requires individuals to apply for all potential benefits.
- **What is going to happen to the new referrals that are non-Title 19?**
 - Everyone who is non-Title 19 (not enrolled in AHCCCS) will have the same limited services available to them regardless of when they enter the system.
 - The Division of Behavioral Health Services (DBHS) has discussed putting a freeze on non-Titled enrollment, allowing the very limited funding now available to be focused on those already in the system.
 - However, no final decisions have been made at this time.
- **What happens if you are eligible for Title 19 status after July 1?**
 - If you become eligible for AHCCCS (Title 19) after July 1, make sure that you immediately apply for AHCCCS.
 - To apply for AHCCCS or for more information, please contact AHCCCS Member Services at (602) 417-4000 or (800) 654-8713. If you want to find out if your child is eligible, call (602) 417-5437 or (877) 764-5437. You can also obtain more information about AHCCCS eligibility or apply for AHCCCS benefits by visiting www.azahcccs.gov/applicants/default.aspx.
 - Once you become enrolled, you will have access to a wide array of both behavioral health and physical health services.
- **What does Medicare cover?**
 - Medicare (which is different from Medicaid, AHCCCS and Title 19) has many different options for health coverage, and it’s best to talk with your case manager or a Medicare advisor to learn the details and how it affects you.
 - A good resource for information is the following WebMD article: www.webmd.com/medicare/medicare-eligibility-and-enrollment.

- Medicare also has a comprehensive Web site at www.medicare.gov and a “Medicare Basics” Web page at: <http://www.medicare.gov/navigation/medicare-basics/medicare-benefits/medicare-benefits-overview.aspx>.
- You can also call 1-800-MEDICARE to talk to a Medicare advisor.
- **What if I have private insurance, like Aetna or Cigna?**
 - Prior to July 1, 2010, work with your case manager on identifying what resources and services may be available to you through your private insurance coverage. Your clinic’s contact information can be found at www.MagellanofAZ.com/directory.
- **What is SAPT funding? And am I eligible?**
 - The Substance Abuse and Prevention Treatment (SAPT) Block Grant is federal funding available to states to treat people with substance abuse challenges.
 - If someone who is non-Title 19 is eligible to receive funding from SAPT (if they have a substance abuse diagnosis), some of their services may be kept after July 1.
 - Case managers will be reviewing SAPT as an option with all eligible non-Title 19 individuals. More information is available at www.azdhs.gov/bhs/pdf/SAPTFAQs.pdf.

QUESTIONS ABOUT CHANGES TO BENEFITS FOR NON-TITLE 19

- **What services will non-Title 19 individuals lose after July 1?**
 - The Division of Behavioral Health Services (DBHS) is still working to determine what services will be available to non-Titled individuals after July 1 (nothing will change for individuals with Title 19).
 - Magellan believes the service package will include services limited to medication, include meeting with a physician and/or nurse practitioner and necessary blood work, and crisis services.
 - Please check the Magellan Web site for updates on all benefits and services and information about the housing funding at www.MagellanofAZ.com/NTTransition.
- **Is there a Web site where I can read about all the changes?**
 - Yes, Magellan is posting information on budget cuts, community resources and more at www.MagellanofAZ.com/NTTransition.
 - Also, the Division of Behavioral Health Services is posting information as well at www.azdhs.gov/bhs/updates.
- **What affordable community transportation is available?**
 - Some community health centers and peer and family run agencies offer limited transportation resources.
 - Magellan has prepared and is continually updating a community resource guide for you and your case manager that helps to identify what resources are available, including some transportation. For a copy of that resource guide now, please contact your clinic (www.MagellanofAZ.com/directory) or visit www.MagellanofAZ.com/NTTransition.
 - During the transition process, case managers will review community options with all non-Title 19 individuals.
- **What happens to non-Title 19 individuals now on Court-Ordered Treatment (COT)?**
 - All individuals who are non-Title 19 are subject to the same change in benefits, and case managers will be working closely with each person to ensure a safe transition to appropriate community resources that may be available.

- **What happens to the housing benefit?**
 - State funding for supportive housing and residential benefits was greatly reduced as part of the fiscal 2011 state budget that begins on July 1, 2010.
 - Information regarding the impact of the funding reductions on housing is still being determined by the Division of Behavioral Health Services.
 - Provider network organizations (PNOs) and case managers are working closely with those who may be impacted to begin planning for a safe transition to other funding and community resources.
 - Please check the Magellan Web site for updates and information about the housing funding at www.MagellanofAZ.com/NTTransition.
- **Will medications be paid for?**
 - Yes, the recent budget passed by the legislature includes approximately \$40 million statewide for medication.
 - The Division of Behavioral Health Services is currently working to determine exactly how that \$40 million will be used.
- **Will inpatient treatment be provided for non-Title 19 individuals?**
 - The Division of Behavioral Health Services (DBHS) is still working to determine specifically what services will or will not be available for non-Title 19 individuals.
- **What will be the crisis benefit?**
 - The recent budget included approximately \$16 million statewide for crisis services.
 - The Division of Behavioral Health Services (DBHS) is still working to determine exactly what services will be covered.
- **What services will be available at the emergency rooms?**
 - The services available in emergency departments depends on which hospital a person goes to seeking care. Some hospitals do not offer behavioral health services.
 - Magellan has compiled and is always updating a resource guide for community behavioral health resources, which is available at www.MagellanofAZ.com/NTTransition.
 - **If you're in a behavioral health crisis and need help, please call the Maricopa Crisis Line at (800) 631-1314, TTY (800) 327-9254.** The crisis line is available for both Title 19 and non-Title 19 recipients and staff are ready to take your call 24 hours per day, every day.
 - **For emergencies, always dial 911.**
- **What happens if I need a medication change prior to my next scheduled appointment?**
 - Please call your clinic for any issues related to your medication.
 - Clinics have emergency appointments available, and they will work with you to make sure your medication needs are met.
- **Who is going to coordinate my psychiatric appointments and will I get a reminder call?**
 - The way your appointments will work will depend on the Provider Network Organization and clinic you choose, and how they plan to handle appointment calls going forward for non-Title 19 service recipients.
 - This information will be available very soon and will be shared with you when you meet with your case manager before July 1.
- **How is coordination of care going to happen if I don't have a case manager?**
 - The Division of Behavioral Health Services (DBHS) and Magellan are still discussing exactly how coordination of care for non-Title 19 individuals will work after July 1.

OTHER QUESTIONS

- **Are case managers being cut at the clinics?**
 - At this time, Magellan doesn't know the exact effect of the funding cuts on staffing levels at the clinics.
 - However, it's reasonable to assume that since the budget passed by the legislature greatly reduces funding for services for thousands of individuals, there will be some effect on staff.
- **Is this going to be long-term?**
 - The legislature cut this funding due to the state's economic environment.
 - Over the next few years, as Arizona comes out of this crisis and more money is available, the legislature could vote to add more funding to behavioral health.
 - However, it's hard to say how long it will be until that money is available and whether or not the legislature will decide to add more funding.
- **What can we do to voice our concerns over the funding cuts?**
 - The change in services for non-Title 19 individuals happened as a result of the current budget that was passed by the Arizona Legislature and signed into law by Governor Brewer.
 - This budget is a response to our state's economic crisis.
 - If you'd like to voice your concerns about the budget, please contact your legislator.
 - If you don't know who your legislators are or how to contact them, you can find that information at www.MagellanofAZ.com/NTTransition in the "Information and Resources" section.

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