



May 21, 2010

Dear Behavioral Health Service Recipient,

Arizona is facing its worst economic crisis ever. Because of this, funding for many state services has been reduced and, in some cases, is no longer available.

In March, the Arizona Legislature passed a budget that significantly cut funding for behavioral health services. These cuts caused changes for Magellan recipients who receive services and who are not eligible for the Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid program, also known as Title 19.

Our records show that ***you are not currently eligible for the AHCCCS behavioral health benefit*** (that you are non-Title 19). Therefore, ***due to state budget cuts, your state-funded services will change starting on July 1, 2010.*** Because you are a non-Title 19 eligible person determined to have a serious mental illness (SMI), these services will include ***only:***

- Generic (no name brand) medication,
- Crisis services,
- Related services such as psychiatric, nursing visits and lab tests, and
- Interpretation and sign language services for the hearing impaired, as needed.

You will continue to get crisis services, even though funding for your other services will change beginning July 1, 2010. Services are available 24 hours per day, seven days per week; please call the Maricopa Crisis Line at 1-800-631-1314 or TTY 1-800-327-9254, if you need help.

Services that will **no longer** be provided for people who are non-Title 19 (not enrolled in AHCCCS), include:

- Support services such as case management; individual, group or family counseling; Assertive Community Treatment (ACT); transportation; flexible funds; and
- Residential and/or inpatient treatment services.

Our records also show that ***you are currently receiving a housing benefit.*** Our goal is to meet with you as soon as possible before July 1, 2010 to explore the change to this benefit which may involve a move to another facility or residence. It is also possible that your benefit may not change depending on the funding source. ***It is vitally important to work closely with your clinical team between now and July 1, 2010 to discuss housing options as case management will no longer be available after that date.*** Your clinical team will assist you in exploring all available alternatives and help you connect with the best option for you to ensure a safe and personalized transition.

A list of community resources, such as support groups and counseling, has been attached to this letter. Your clinical team will help you get information and assist in connecting you to these resources, including providing specific contact information and helping to arrange a first meeting.

Also attached to this letter is a flyer for five community resource fairs that Magellan is hosting across the Valley. The community resource fairs are an opportunity for you to meet directly with organizations that offer meaningful support services.

If you believe that our records about your eligibility for services are not correct, please contact your provider or clinic immediately for help in completing the financial screening and application process for AHCCCS eligibility. You can also use this link to apply for AHCCCS eligibility: <https://www.healthearizona.org/app/Default.aspx>. Individuals who are eligible and become enrolled in AHCCCS will not have any changes to their services.

At Magellan, we understand how difficult these changes are for you and your family. We and our providers are committed to working with you to help identify resources, as available, to help you deal with these changes and continue in your recovery.

If you have any questions about these changes or how they will affect you, please contact your provider or call us at **Magellan Member Services at 1-800-564-5465**, or **Member Services TTY line at 1-800-424-9831**. To help answer some commonly asked questions, you will find a frequently asked questions document enclosed with this letter that may be helpful, but don't hesitate to call if you have any additional questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Clarke".

Richard Clarke, Ph.D.
Chief Executive Officer
Magellan Health Services of Arizona