



Non-Title 19 SMI 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.

Updated June 23, 2010

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).
- **When will the increased Medicaid eligibility (increased FPL) in the Patient Protection and Affordable Care Act take effect?**
 - President Obama signed the Patient Protection and Affordable Care Act (also referred to as federal healthcare reform) into law on March 23, 2010.
 - Federal healthcare reform will require states to increase their Medicaid eligibility to 133 percent of the federal poverty level (Arizona is currently at 100 percent), but that doesn't go into effect until 2014.
- **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.
- UPDATE: On May 18, 2010, Arizona voted on and passed Arizona Proposition 100 with 64.3 percent voting yes and 35.7 percent voting no. For complete results, please visit http://www.azsos.gov/election/2010/may_Special/2010_special_results_menu.htm.
- **Who can I contact about changes to Social Security Disability Insurance (SSDI) benefits?**
 - Social Security is a federal program, so you will need to contact your federal senator or representative in the U.S. Congress.
 - You can find your senators' contact information at www.senate.gov. In Arizona, your senators are Senator John McCain and Senator John Kyl.
 - You can find out who your Arizona State representative is and contact him or her at www.house.gov/writerep.

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.MagellanofAZ.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.MagellanofAZ.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 an 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.MagellanofAZ.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.
- **If I have private insurance, am I definitely not Title 19?**
 - It is possible to have private insurance and be Title 19, but every situation is different, so please check with your clinic or case manager as soon as possible to find out if you’re Title 19 or not, if you’re unsure. Clinic contact information can be found at www.MagellanofAZ.com/directory.
- **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.
- **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.
 - **How do you know if you are on a Medicare Part D program?**
 - Please contact your clinic for help in determining what benefits you have available to you, including what Medicare program in which you're currently enrolled.
 - Clinic contact information can be found at www.MagellanofAZ.com/directory.
 - **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.
 - **If I have private insurance, can I still come to the clinic?**
 - After June 30, both Title 19 and non-Title 19 SMI individuals will still to come to their clinic, but the services they can receive there will be different for each group.
 - **How do you get private insurance?**
 - Most people get private insurance through their own or a family member's employer.
 - A person can also apply directly to an insurance company for coverage, but applicants must meet certain eligibility requirements set by each company.
 - **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.
 - **What happens when a Non-title 19, SMI member with Medicare uses up their lifetime in-patient benefit? What benefits will be made available for them?**
 - As a result of the state's budget cuts, all non-Title 19 SMI individuals, regardless of their situation, will have access to the same limited benefits through Magellan and their clinic, including medications and medication management and crisis services.
 - **Why can't all individuals with a serious mental illness qualify for AHCCCS?**
 - AHCCCS (Medicaid) is an income-based program, meaning eligibility is determined primarily by how much money a person or family makes.
 - **How long does it take to become AHCCCS eligible? What if there are delays?**
 - Once you submit an application, AHCCCS eligibility determinations take approximately 45 days.

- Your case manager can check on the status of your AHCCCS application, so please check with him or her to find out how far along the process is right now, if you have submitted an application.
- **Does being married mean you don't qualify for AHCCCS?**
 - No, but AHCCCS is based on household income, so your eligibility may be based on you and your spouse's combined income.
- **What will happen to the members that may be in the appeal process with AHCCCS when the July 1 deadline passes?**
 - Effective July 1, all individuals who are not Title 19 will have only limited services available to them, including medications and medication management and crisis services.
 - If an individual becomes Title 19 (enrolled in AHCCCS) after July 1, they will have access to all the services that were available to everyone before July 1, not just generic medications and medication-related services.
- **Where will benefit and eligibility process assistance come from now and in the future for people who are non-Title 19? / Who will help non-Title 19 recipients with disability paperwork?**
 - For non-Title 19 individuals after July 1, your assigned clinic will have resources to help you with benefits, including peer benefits specialists who can help with benefits applications and paperwork as well as individuals assigned to assist the doctors and nurses. Please ask your clinic about what resources are available to you.

QUESTIONS ABOUT CHANGES TO BENEFITS FOR NON-TITLE 19

- **What services will non-Title 19 individuals lose after July 1?**
 - Individuals who are not Title 19 (including those on court-ordered treatment) will no longer be eligible to receive transportation, residential services, inpatient services, case management, assertive community treatment (ACT) or brand-name medication, among other services.
 - The available services for non-Title 19 individuals will only include medication management (including generic-only medication) and crisis services.
 - If you're wondering if a specific benefit will still be available, please contact your case manager for clarification or call Magellan at (800) 564-5465, TTY (800) 424-9831.
 - For all the details on available services for non-Title 19 individuals, please visit www.azdhs.gov/bhs/updates/budgetGuidelines.htm.
- **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.
 - Beginning on May 3, 2010, the RBHAs will not provide supported housing services to new non-Title 19 SMI members.
 - Title 19 and non-Title 19 SMI members receiving housing services in residential facilities may be asked to help pay for the cost of room and board.
 - **Some individuals who are non-Titled will lose their housing benefit**, which will require moving to alternative housing.
 - It is vitally important for these persons to work closely with their clinical team between now and July 1 to develop an alternative housing plan, as case management resources will no longer be available after that time.
 - Case managers will assist those impacted in exploring all available alternatives and connecting with the best option to ensure a safe and personalized transition.
 - For all the details on the new housing benefit for non-Title 19 individuals, please visit www.azdhs.gov/bhs/updates/budgetGuidelines.htm.
- **Will medications be covered for non-Title 19 recipients? / What medication will be available? / Will non-Title 19 recipients be forced to take different medications than what they're taking now?**
 - The recent budget passed by the legislature includes approximately \$40 million statewide for medication.
 - However, beginning on July 1, only generic prescription medications will be covered through your state-funded services through Magellan.
 - For those individuals who prefer brand name medications, these medications can be prescribed, but they are not a covered benefit, so costs associated with the use of brand medication are the responsibility of the recipient and can possibly be attained through private insurance or Medicare.
 - For all the details on the new medication benefit for non-Title 19 individuals, please visit www.azdhs.gov/bhs/updates/budgetGuidelines.htm.
- **Will inpatient treatment be provided for non-Title 19 individuals?**
 - No, inpatient services will no longer be a covered service for non-Title 19 individuals after July 1.
 - Brief crisis stabilization and other crisis services including mobile crisis and the county crisis hotline will be available for individuals who are non-Title 19 (see "What will be the crisis benefit?" below).
- **What will be the crisis benefit?**
 - The recent budget included approximately \$16 million statewide for crisis services.
 - Crisis services available to non-Title 19 individuals includes:
 - Crisis phone services, available 24 hours per day, seven days a week by calling the Maricopa Crisis Line at (800) 631-1314, TTY (800) 327-9254
 - Mobile crisis teams, available 24 hours per day, seven days a week
 - 23-hour crisis observation/stabilization services, including detoxification services, available at the Urgent Psychiatric Care Center, PRC West and Community Bridges.
 - For all the details on the new crisis benefit for non-Title 19 individuals, please visit www.azdhs.gov/bhs/updates/budgetGuidelines.htm.

- **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? / Who do I call if I want to change or make an appointment? / Who do I call if I need to talk to my doctor?**
 - 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.
- **Will bus passes be available for non-Title 19 individuals after July 1?**
 - No, effective July 1, transportation services, including bus passes, will no longer be available through Magellan or the clinic for individuals who are non-Title 19.
 - Bus passes can still be purchased from Valley Metro by anyone, including non-Title 19 individuals, but each person is responsible for the cost.
 - For more information, please visit www.ValleyMetro.org or contact Valley Metro at **(602) 253-5000**, TTY (602) 261-8208.
- **For non-Title 19 members who are on assertive community treatment (ACT) teams, what changes will occur on July 1?**
 - ACT teams are no longer an available service for someone who is not Title 19.
 - 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.
- **Will medication costs go up?**
 - Magellan will still provide medication for non-Title 19 SMI individuals at the current cost levels (no cost at all for most people); however, medication will be limited to generic medication only.
 - For those individuals who prefer brand name medications, these medications can be prescribed, but they are not a covered benefit, so costs associated with the use of brand medication are the responsibility of the recipient. In that case, costs would go up for individuals who prefer brand-name medication.
 - For all the details on the new medication benefit for non-Title 19 individuals, please visit www.azdhs.gov/bhs/updates/budgetGuidelines.htm.
- **Will Magellan use its profits to help pay for services for non-Title 19 individuals?**

- Since becoming the Regional Behavioral Health Authority in September 2007, Magellan has on several occasions used its profits to help offset and mitigate cuts to the behavioral health system in Maricopa County in order to minimize the impact on the people we serve.
- Magellan remains committed to reinvesting in the community and will continue to do so, but the FY11 budget contains such large cuts to the system, changes to the availability of services for non-Title 19 individuals is unfortunately necessary.
- For all the details on available services for non-Title 19 individuals, please visit www.azdhs.gov/bhs/updates/budgetGuidelines.htm.
- **What does it mean that a non-Title 19 individual would receive medication management?**
 - Medication management means that beginning July 1 a non-Title 19 SMI recipient will only have access to generic prescription medication, necessary lab tests and doctor visits as part of his or her medication benefit.
- **Who will pay for inpatient hospitalization? What if my symptoms increase and I have to be hospitalized?**
 - Inpatient treatment is no longer a covered benefit for non-Title 19 individuals, meaning the state (through Magellan) will no longer pay for hospitalization.
 - However, that does not mean you can't go to a hospital or emergency room to receive care, but you will need to arrange for an alternative means of payment, including private insurance, Medicare, out-of-pocket payment or another means as is available to you. Many hospitals will work with you to help determine the best means for you to pay for services.
- **If I'm non-Title 19 and am experiencing a mental/behavioral health crisis, what do I do? Who do I call?**
 - **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, seven days a week.
 - **For emergencies, always dial 911.**
- **Can the case management staff meet the needs of all non-Title 19 people before the July 1 deadline? What if they run out of time?**
 - There is a lot to do in a short period of time to help non-Title 19 individuals understand these changes and transition to a self-directed plan that includes community supports, but all the staff across all the clinics are committed to making it happen before July 1. Please partner with your clinical team and work together to help make the process run as smoothly as possible.
- **What help does Magellan offer to families who will have to take a more active role in the care of their loved ones? / Can family members be trained to be case managers?**
 - Magellan has developed a training program called "Role of the Helper" that is free to the public to help train family members or other interested community members to navigate the system and advocate on behalf of their friends or loved ones with behavioral health challenges.
 - Please note that in "Role of the Helper," family members are not being trained as case managers but rather trained to have the tools that case managers have in order to help their loved ones.
 - To enroll in "Role of the Helper" or any of the many other free trainings offered by Magellan of Arizona, please Achieve, Magellan's learning website, at <https://magellan.learn.com/az>. For technical assistance, please contact the Achieve helpdesk at AchieveAZ@MagellanHealth.com or (602) 797-8210.
- **Will Magellan send us a letter that tells us specifically who to contact and where to call before July 1?**

- Yes, Magellan sent a letter out to every non-Title 19 recipient to officially inform them of this change. However, between now and July 1 you should be working closely with your clinical team to help develop a self-directed plan for where you'll be able to access services after June 30.
- You should still contact your clinic, even after July 1, if you have any questions. Reception staff or others will always be available to you during regular clinic hours, and you should still plan to be going to the clinic to meet with your doctor, get prescriptions and possibly have lab work done, if needed.
- **What are the plans for interpreter services and sign language for the hearing impaired for non-Title 19 recipients after July 1? / Will interpreter services and sign language for the hearing impaired be covered for the doctor or RN visits?**
 - Interpretation services and sign language for the hearing impaired will still be available as they are now for non-Title 19 recipients who need it after July 1.
- **Who will order and schedule the interpretation services for non-Title 19 recipients after July 1?**
 - Please contact your clinic to arrange interpreter services and sign language for the hearing impaired, if needed. The front office staff can direct you to the appropriate person to speak with to arrange needed services.
 - Clinic contact information can be found at www.MagellanofAZ.com/directory.

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.
- **What are QMB (pronounced "quimby") and SLMB (pronounced "slimby")?**
 - Both QMB and SLMB are Medicare cost sharing programs funded through Medicaid (administered through AHCCCS in Arizona). Depending on your income, this program pays Medicare Part B premiums, co-payments and deductibles. Qualifying people in these programs are sometimes called "dual eligibles" because they're eligible for both Medicare and Medicaid.
 - Qualified Medicare Beneficiary (QMB): The income limit for the QMB program is 100 percent of the FPL. It pays the Medicare Part B premium and Medicare co-payments and deductibles. A QMB-eligible person is also eligible for AHCCCS acute care medical services, which pays routine medical expenses.

- Specified Low Income Medicare Beneficiary (SLMB): The income limit for the SLMB program is 120 percent of the FPL. It pays the Medicare Part B premium only.
- It is important to note that people enrolled in AHCCCS in the QMB or SLMB programs are not Title 19.
- **What is Magellan?**
 - Magellan of Arizona 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 AHCCCS.
- **I am a private person. I do not want to be in a support group. How will I get counseling?**
 - If you are non-Title 19, your case manager will work with you to help identify counseling providers in the community, as available, where you can receive services.
 - Please note that counseling is no longer a provided service for non-Title 19 individuals, and these community counseling providers may ask you to pay for some or all of your services (some offer sliding fee scales as well).
 - Title 19 individuals have access to individual counseling, if needed, through Magellan. Please speak with your case manager about counseling if you think it might benefit you.
- **Is Magellan, the provider network organizations or ADHS/DBHS going to evaluate this new service package and what effect it is having on people after July 1?**
 - Yes, Magellan, the provider network organizations and ADHS/DBHS will be monitoring the system and services available for non-Title 19 individuals to be able to judge this new system's effectiveness and develop strategies and recommendations for improvement.
- **Is this service change permanent or temporary?**
 - The Arizona Legislature felt this change was necessary due to the state's incredible fiscal crisis. In order to reinstate services back to their original level, the legislature would need to allocate more money back into the behavioral health system once the economy improves and more money is available. Whether or not they will do that is unknown at this time.
 - Magellan is advocating for additional funding for services, and our hope is once the state comes out of its fiscal crisis that behavioral health funding will return as well. However, that could be several years in the future.
 - Your voice is important to that decision, and you may contact your legislator at any time to share your thoughts on behavioral health funding. If you don't know how to contact your legislator, visit www.MagellanofAZ.com/NTTransition and scroll to the "Information and Resources" section, where you'll find a link to where you can find out who your legislator is and how to contact him or her.