



## Magellan Health Services of Arizona RBHA Frequently Asked Questions

### **Who is Magellan Health Services of Arizona, Inc.?**

Magellan Health Services of Arizona begins providing services as the Regional Behavioral Health Authority (RBHA) for Maricopa County, AZ on September 1, 2007. The entire Magellan team is committed to providing excellent service to the consumers and family members of Maricopa County. Our programs and services are based upon our values — ones we have heard are important to the Maricopa community as well. Those values are:

- Recovery and resiliency –providing the opportunity for everyone to have a life in the community, regardless of skills or diagnosis
- Working together and sharing ideas
- Open communication
- Honesty and trust
- Responsibility
- Honoring and accepting diversity

Magellan Health Services of Arizona is a subsidiary of Magellan Health Services, Inc., the country's leading diversified specialty health care management organization. Magellan has been a consistent and committed health care services provider in Arizona for more than twenty years. Through our affiliate companies, Arizona Biodyne, Inc. and National Imaging Associates, Inc., Magellan manages the specialty health care needs of hundreds of thousands of citizens throughout the state.

### **When will Magellan start as the RBHA?**

Magellan will start providing services as the new RBHA on September 1, 2007.

### **Where will the Magellan RBHA office be located?**

The address for the RBHA is:  
Magellan Health Services of Arizona, Inc. (Magellan)  
4129 E. Van Buren Street, Suite 250  
Phoenix, AZ 85008

### **What is the term of Magellan's RBHA contract?**

Magellan's contract as RBHA begins September 1, 2007 and has an initial term through June 30, 2010. The Arizona Department of Health Services has the option to extend Magellan's contract for two additional one-year periods.

### **What will change when Magellan takes over on September 1?**

We are committed to making the transition to Magellan as easy and as smooth as possible. You can expect to get all of the services you have been getting from the same provider, in the same location.

In addition, we will be adding more services and programs to better serve behavioral health recipients and their family members.

### **Will my phone numbers stay the same?**

Yes. **The Member Services phone number will stay the same.** Beginning September 1, you can talk to a member of the Magellan RBHA Member Services team by calling the same number: **1-800-564-5465**. Services will be available in Spanish and other languages. If you are deaf or hard-of-hearing, please call our TTY number at **800-424-9831**. Beginning September 1, the Magellan RBHA is available 24 hours a day, 7 days a week.

**The Crisis Line phone number will stay the same, too.** If you are feeling *very* sad or angry or in need of immediate assistance, and need to talk with someone right away, you can call the Crisis Line at 800-631-1314 (toll-free). If you are hearing impaired or hard-of-hearing, call 800-327-9254.

**Don't forget: for all life-threatening emergencies, call 911.**

The phone number for your provider and/or clinic will also stay the same.

### **Can I still see the same provider?**

Yes. Magellan is working hard to make sure that all of your therapists, doctors and treatment programs are in our network. Your provider will let us know about your services so that there will be no breaks in your care.

### **Can I change my provider if I want to?**

Yes. Through the Provider Network Organization (PNO) structure, you will be able to choose the provider you would like to see. You also have a choice of PNOs.

### **Will I continue to work with my clinical liaison?**

Yes. Your clinical liaison will remain the same on September 1, 2007.

### **Will Magellan continue to use peer and family mentors?**

Yes. All direct care clinic employees, including peer and family mentors, will become Magellan employees on September 1, 2007.

### **Will service recipients be re-evaluated on September 1?**

All existing service authorizations will be honored on September 1. After September 1, Magellan's care management team will work with each recipient's treatment team (including the recipient, clinical liaison, case manager and other providers as appropriate) to review the recipient's treatment plan. The recipient's treatment plan may be modified as a result of this collaborative process.

### **Will Magellan honor prior authorizations from the current RBHA as of September 1?**

Yes. Magellan will honor all prior authorizations from the current RBHA on September 1. After September 1, Magellan's care management team will use our Medical Necessity Criteria to review all services that require prior authorization or ongoing authorization. We will work with PNOs and providers to ensure this process is as smooth as possible.

### **Will my pharmacy services stay the same?**

Here are some important details about your pharmacy services beginning September 1, 2007.

- Magellan has contracted with RxAmerica to provide pharmacy management services on behalf of the RBHA
- The RBHA formulary will stay the same
- The Clozaril<sup>®</sup> program will continue without disruption
- Participating network pharmacies will include: Basha's, CVS, Fry's (Kroger), Osco, Safeway, United Drugs, and several others
- Beginning September 1, you will be able to get more information about your pharmacy benefits at the new RBHA Web site

### **Will I still be able to get a ride to my appointment?**

Yes. People who are receiving case management services at clinics providing case management and psychiatric services for persons with Serious Mental Illness are able to get transportation. You can contact your Case Manager at your clinic to assist you with transportation arrangements and rides for your appointments.

If you are having difficulty arranging transportation, contact Magellan Member Services at 800-564-5465 and a member of the team will assist you. If you are hearing impaired or hard of hearing, please call our TTY line at 800-424-9831.

Transportation during an emergency does not need prior approval. Contact the Behavioral Health Crisis line toll-free at 800-631-1314 or our crisis line number for the hearing impaired at 800-327-9254 for transportation in an emergency or crisis. **Remember to always call 911 for all life-threatening emergencies.**

### **What is a Provider Network Organization?**

A Provider Network Organization (PNO) is a provider group that the RBHA works with in order to provide comprehensive, individualized and well-coordinated covered behavioral health services for adults and children throughout Maricopa County. Magellan has contracted with PNOs around the values of enrollee choice, cultural diversity, recovery for adults, and resiliency for children and their families.

### **How many PNOs are there?**

There will be three children's Provider Network Organizations in place and providing services by September 1, 2007. The process to transition the adult clinics will begin September 1, 2007. Three adult clinics will transition within 210 days, and the remaining clinics will transition within two years (24 months) of September 1, 2007.

The children's PNOs will be:

- Southwest Network, Inc. (SWN)
- Quality Care Network, Inc. (QCN)
- The People of Color Network (PCN)

The adult PNOs are:

- Southwest Network, Inc. (SWN)
- Choices of Arizona Network, Inc. (CHOICES)

### **What do the PNOs do?**

The Provider Network Organizations offer the full array of covered behavioral health services throughout Maricopa County. Case management services for persons with a serious mental illness

and children with complex needs will be provided by the Provider Network Organizations. The Provider Network Organizations are the first to respond to enrolled persons who are experiencing a behavioral health crisis.

### **Can I change my PNO if I want to?**

Yes. You have a choice of PNOs.

### **Who will be managing the clinic that I go to?**

Magellan will manage all of the clinics providing case management and psychiatric services for persons with Serious Mental Illness on September 1, 2007. On that date, all clinic employees will become Magellan employees. Our plan is to transition the clinics to Provider Network Organizations (PNOs) as carefully and thoughtfully as possible. We are following the timetable presented by the State in its Request for Proposal (RFP).

- The process to transition the direct care clinics will begin September 1, 2007
- Three clinics will transition within 210 days
- The remaining clinics will transition within two years (24 months) of September 1, 2007

Magellan fully supports a phased transition away from the Direct Care Clinic model. In fact, our organizational structure is designed to keep the direct provision of services at arm's length as an important measure to avoid potential conflicts of interest.

One of the first actions of the RBHA's shared Governance Board will be to create an ad-hoc Service Delivery Transition Committee to oversee all direct operations that the RBHA will be responsible for on day one (including the clinics) as well as during the three phases of the transition. Membership will include representation by Magellan and recipients, stakeholders, providers and the PNOs.

### **If the clinics are managed by the PNOs, who will be held accountable?**

Although the PNOs will manage the clinics on a day-to-day basis, the key leaders of Magellan of Arizona, including the Chief Executive Officer, Chief Operations Officer, Chief Clinical Officer, Chief Medical Officer, and Chief Quality Officer, along with the RBHA Governance Board, will maintain close oversight of clinic operations.

### **How can I share my thoughts and concerns with Magellan?**

Magellan is very interested in your feedback, and we've set up a number of ways for you to share your thoughts with us.

**Contact Magellan**—You can share your ideas by sending an e-mail to [MagellanofAZ@MagellanHealth.com](mailto:MagellanofAZ@MagellanHealth.com) or calling 800-327-3566. You can also contact our Ombudsperson, Mary Robson, via e-mail at [MCRobson@MagellanHealth.com](mailto:MCRobson@MagellanHealth.com) or by calling 800-327-3566.

**Quarterly Town Hall Meetings**—Every quarter, Magellan will hold a “How Are We Doing?” community feedback meeting in order to educate the public and provide stakeholders with an opportunity to give their feedback on the behavioral health system. Magellan leaders and at least two community members of the Governance Board will attend. The intent of these meetings is to listen to concerns and gather feedback that will be addressed at upcoming Governance Board meetings.

The town hall meeting schedule is listed below and will be posted on our Web site:

Wednesday, Nov. 14 2007 4-7 p.m.	ASU West 4701 W. Thunderbird Road Glendale, AZ. 85306 La Sala A&B
Tuesday, Feb. 12 2008 4-7 p.m.	Phoenix Public Library – Burton Barr 1221 N. Central Ave. Phoenix, AZ. 85004 Pulliam Auditorium
Thursday, May 15 2008 4-7 p.m.	Mesa Convention Center 263 N. Center Street Mesa, AZ. 85201 Building A – Superstition Ballroom
Monday, Aug. 11 2008 4-7 p.m.	Estrella Vista Reception Center 1471 N. Eliseo C. Felix Jr. Way Avondale, AZ 85323

### How can I stay up to date about the RBHA transition to Magellan?

**Talk to a Transition Ambassador.** Magellan Transition Ambassadors can help answer your questions about the RBHA transition. The Transition Ambassadors are:

#### *Adults*

**CHEEERS:** Kevin Ferris, 602-246-7607

**North Phoenix Visions of Hope:** Donna Feno, 602-404-1555

**REN:** James Russo or Ann Rider, 602-248-0368

**SELFF:** Trish Ann Bleth, 480-649-3642

**SOON:** Sandi Fitzpatrick, 602-231-0071

#### *Children & Families*

**FIC:** Jane Kallal or Dawn Schoenstadt, 602-288-0155

**MIKID:** Vicki Johnson, 602-253-1240

You can also send your questions to Magellan via e-mail at [MagellanofAZ@MagellanHealth.com](mailto:MagellanofAZ@MagellanHealth.com) or by calling 800-327-3566.

### Who are the Magellan Transition Ambassadors?

Seven Transition Ambassadors have been identified and trained to be the liaisons between their peers in the community and Magellan Health Services of Arizona.

The ambassador's job is to bring both news and new information about the RBHA to people in the community. Ambassadors keep their contacts up to date about the progress of the transition. An important part of their job is to gather questions, deliver answers and help ensure a smooth transition to the new RBHA.

Recipients, family members and other interested parties are encouraged to contact a Transition Ambassador to provide support and answer any questions you may have.

### **What is the new Maricopa Governance Board?**

Magellan Health Services of Arizona, Inc. is firmly committed to building a RBHA for Maricopa County that is community-driven—a model that is focused on recovery and resiliency and is accountable for superior program outcomes.

To deliver on that promise, Magellan has established a Maricopa Governance Board to give community stakeholders a true voice and shared decision-making authority in shaping the vision, strategy and oversight of the Maricopa County RBHA program.

The Governance Board will have responsibility for shaping the vision, strategy, planning, decision making, and oversight of the Maricopa County RBHA program, and specifically for making decisions and overseeing the following areas:

- Overall program vision and direction
- Clinical policy
- Overall recovery/wellness policy
- Provider reimbursement guidelines
- Network composition
- Community reinvestment funds policy and approach
- Review of quality improvement (QI), complaint and grievance reports, and best practices
- Review of best practices and action plans
- Training policy
- Operating policy
- PNO policy
- Clinical budget priorities
- Strategic planning
- Reinvestment policy
- Establishment and monitoring ad hoc advisory committees and workgroups
- Oversight of action plans

### **Who serves on the Governance Board?**

Magellan has established a 12-member Maricopa Governance Board, consisting of six Maricopa County community representatives and six Magellan representatives to give community stakeholders a true voice and shared decision-making authority in shaping the vision, strategy and oversight of the Magellan RBHA program.

#### **Community representatives for 2007-2008 are:**

- *Trish Ann Bleth* – a consumer, parent of a consumer and executive director for SELFF, Inc. Recovery Center, an organization focused on consumers of mental health services helping each other in their recovery
- *Sue Davis* – an educator, parent and advocate for individuals and their family members dealing with serious mental illness, whose experience includes serving as executive director for the National Alliance on Mental Illness (NAMI) in Arizona and several committee appointments by the Arizona Department of Health Services

- *Nick Margiotta* – an 11-year veteran of the Phoenix Police Department, the department’s liaison to the regional behavioral health care system and coordinator of the region’s Crisis Intervention Team (CIT) Training Program
- *Luz Sarmina* – President and CEO of Valle del Sol, one of Arizona’s largest non-profit, community-based organizations offering counseling, substance abuse treatment, support services and leadership development programs with an emphasis on building the next generation of Latino leaders
- *Valerie VanAnker* – a working mother of two special needs children who also contributes her time to the Family Involvement Center
- *Ted Williams* – CEO of Arizona Behavioral Health Corp., which provides housing assistance for homeless individuals, seriously mentally ill individuals and their families, those with HIV/AIDS and victims of domestic violence

**Magellan representatives are:**

- Chief Executive Officer
- Chief Recovery & Resiliency Officer
- Chief Medical Officer
- Chief Community Relations Officer
- Chief Systems Transformation Officer
- Chief Quality Officer

Community representatives will serve for one year, with staggered terms to ensure continuity on the Board. Magellan representatives will not have limited terms.

**How were community representatives selected to serve on the Governance Board?**

A diverse and unbiased third-party Nominating Committee was formed and had responsibility for recommending community membership of the Governance Board. Each of the following organizations was invited to designate a representative(s) on the Nominating Committee:

- Recovery Empowerment Network, SOON, North Phoenix Visions of Hope, CHEEERS, SELFF (2)
- NAMI (1)
- Mental Health Association (1)
- Family Involvement Center and MIKID (2)
- Maricopa Coalition of Consumers, Advocates, and Providers (4)
- In addition, Magellan identified one individual from the community to represent the community-at-large

To avoid conflicts of interest, members of the Nominating Committee were not eligible to be considered for membership on the Governance Board.

**Other than the Governance Board, will Magellan form other committees?**

Yes. Magellan is actively recruiting community stakeholders to participate on a number of advisory committees. We welcome interested service recipients, family members, advocates and representatives from PNO, Crisis Response Network (CRN) and Qualified Service Providers (QSP) to participate on these committees.

If you are interested in applying, go to [www.MagellanforMaricopa.com](http://www.MagellanforMaricopa.com) to get an application and learn more about the committees. You can also get an application from a Transition Ambassador. You must submit your application by Friday, September 28, 2007.

Please note that service recipients and their family members will be eligible for a stipend of \$35 for each advisory council meeting to help support their active participation and involvement.

<b>Advisory Committees</b>		
Adults with GMH/SA Advisory	Cultural Competency	Prevention Advisory
Adults with SMI Advisory	Evidence-Based Best Practices	Quality Improvement
Child/Adolescent Advisory	Inter-agency	Quality of Care
Community Training	Peer Provider Review	Utilization Management
Customer Service	Pharmacy & Therapeutics	

### **Why do Magellan programs focus so strongly on recovery and resiliency?**

Magellan Health Services of Arizona believes that every individual and family has the capacity to learn and grow. We support a philosophy of wellness that focuses on personal strengths, building hope, offering choices and helping consumers find meaning and purpose in their lives. With these tools, individuals are able to strengthen their commitment to recovery, and are better equipped to self-manage mental health or substance use conditions, while families have access to enhanced supports that facilitate the resiliency of their children.

### **How does Magellan support cultural competency?**

We support our staff, PNOs and network providers in delivering culturally competent care in an effective, understandable and respectful manner, compatible with members' preferred language and cultural beliefs. To achieve this we:

- Actively recruit diverse staff members, leadership and network providers;
- Provide bilingual staff and interpreter services at no cost to any consumer, during all hours of operation;
- Make recipient-related materials available in the languages most commonly spoken in the community.

### **Our cultural competency programs:**

- Are sensitive to differences in acceptable behaviors, beliefs and values in determining an individual's mental health and incorporates those distinctions into treatment;
- Recognize that consumers and families are the most important participants in the treatment process;
- Incorporate supports such as family involvement and traditional healing practices, when appropriate;
- Encourage consumers and families to manage their own health;
- Offer opportunities for consumer feedback regarding policies and procedures;
- Strive to make sure that providers and services are geographically, clinically and culturally accessible;
- Establish clear policies, operational plans and management accountability to provide culturally and linguistically appropriate services;
- Set the standard for high-quality, culturally competent service for all consumers.

Being culturally competent is important to us. By delivering culturally competent care, we build stronger relationships with the communities we serve and ultimately provide better care.

### **What is Magellan doing to ensure accountability?**

As a publicly traded company, Magellan's business practices and financial results are a matter of public record. As stewards of public funds, we believe that accountability is essential. We take responsibility for the outcomes generated through our programs, and we foster a culture of dialogue and mutual respect that helps us meet our common goals.

The Magellan RBHA incorporates numerous checks and balances that will allow us to demonstrate consistent fidelity to the fiscal model established for the program. In particular, our Governance Board serves as a key mechanism for making sure our operations are transparent and accountable.

### **How will Magellan work with the Arizona criminal justice and correctional systems?**

Magellan will continue and build upon the programs and initiatives currently in place to coordinate services for RBHA recipients involved in the correctional system. Some specific steps include:

- Both pre- and post-booking diversion opportunities for individuals with mental illness:
  - Crisis Intervention Team (CIT) training
  - Prosecution misdemeanor diversion
  - Release with condition programs
- Co-location of behavioral health staff at Maricopa County jail
- Children's PNO staff co-located at juvenile detention centers
- Magellan is in discussions to expand existing jail/behavioral health data link system
- Team of dedicated staff who will serve as Court liaisons, and will assist the Court to identify appropriate treatment options
- Magellan will add two Psychiatric Recovery Centers over the course of the contract. This will allow us to increase police and responder efficiencies for jail diversion
- Magellan has identified a dedicated RBHA liaison/training position that will provide training to criminal justice personnel (police, courts, probation, jail, etc.)