

## Frequently Asked Questions by Individuals or Family Members Affected by Autism Spectrum Disorder (ASD)

- **What services specific to Autism Spectrum Disorders (ASD) are available to my family member or myself?**
  - Services offered through the Magellan Health Services of Arizona, the Regional Behavioral Health Authority (RBHA) for central Arizona, focus on addressing co-occurring behavioral health issues for individuals on the Autism Spectrum Disorders (ASD's). We encourage you to ask your provider about their experience, knowledge and understanding. This will help you chose a provider that works best for you or your family member.
- **How do I access services or determine if I am eligible for services?**
  - You or your family member can contact Magellan Customer Service at (800) 564-5465 (TTY 800-424-9831) or visit our website [www.MagellanofAZ.com](http://www.MagellanofAZ.com) (Homepage > Program and Services>How to Get Care) for more information. You may also contact a Magellan provider. A directory of contracted providers is available online at [www.MagellanofAZ.com/Directory](http://www.MagellanofAZ.com/Directory).
- **Who do I contact in an emergency?**
  - If the situation is life threatening, always contact 9-1-1 immediately. For non-life threatening behavioral health emergencies, please contact your provider (if you have one) or the Crisis Line at (800) 631-1314 (TTY 800-327-9254).
- **If my family member or I is unable to wait in a general waiting room based on noise sensitivity or crowds, how can I get access to a quieter, less crowded waiting room?**
  - Contact your provider before arriving to your appointment and explain your situation. This will give the office staff time to find another area for you or your family member. You also may want to ask if there is a time that is less busy in the office for setting future appointments.
- **Are in-home services available if my family member or I have limited ability to function in environments outside my/their comfort zone? (Note: This may change as the level of comfort changes.)**
  - Some therapy based services and case management visits are conducted in the home. However, it is a good idea to talk with your provider during your first visit and explain in detail why an alternative meeting place is necessary. For example, some individuals diagnosed on the ASD will completely shut down in an unfamiliar environment, making it impossible to have success in a therapy session or dialog in a regular visit.
- **Can accommodations be made to limit appointments to one hour or less for individuals on the ASD who may not be able handle a long appointment?**
  - Please talk with your provider about your needs or those of your family member. When setting appointments ask for a timeframe for your visit, this will help you determine if you need to make special accommodations. If you do, you should address this with the person leading your appointment. This will allow enough time for your accommodations to be made. It is also recommended that you remind anyone attending your meeting of the time limits at the beginning of the meeting.

- **Can I request that instructions, suggestions or recommendations be put in writing to help us remember later, considering auditory processing of language can be challenging for some individuals on the ASD?**
  - Yes, you can. Do not hesitate to ask for any information provided to you or your family member to be given to you in writing regarding instructions, suggestions or recommendations. This would be considered an accommodation, so be sure to let your provider know before your appointment. You and your family member's complete understanding of instructions are crucial to you or your family members' quality of care and improving quality of life.
  
- **Can I have a family member or friend attend appointments with me as a support?**
  - In most instances yes, just explain or have your friend or family member explain this step is necessary to help you in your recovery. The exception may be group therapy sessions. In this instance, you may want to ask your provider to assist you in finding the best method of treatment that will allow you to feel comfortable.
  
- **How can my family member or I learn about available resources that can help increase our understanding and knowledge on ASD?**
  - Attend as many trainings as possible related to you or your family member's diagnosis. This will help you in understanding how to navigate the different systems of care. Free trainings are available through Magellan. An online course catalog is available at <https://magellan.learn.com/az>.
  - **Other resources include:**
    - Arizona Autism Coalition: (480)268-1453 or [www.azautism.org](http://www.azautism.org)
    - Autism Speaks (national resource with a local chapter): [www.autismspeaks.org](http://www.autismspeaks.org)
    - Southwest Autism Research and Resource Center (SARRC): (602) 340-8717, [www.autismcenter.org](http://www.autismcenter.org)
    - Autism Society of Greater Phoenix: [www.phxautism.org](http://www.phxautism.org)

*Knowledge is power and the more information you have to assist yourself or family member, the better!*

- **Below are some additional suggested points that may be helpful during your journey:**
  - Seek out opportunities to connect with others whose lives are impacted by Autism Spectrum Disorders. Whether it is formal or informal, these connections can often lead to additional support and discovering of new resources. (The people who live it 24/7 are often the best sources of information and support.)
  - ASDs are increasingly being diagnosed and professionals are in some instances on a learning curve themselves considering they do not have years of experience to rely upon when it comes to treatment. Individuals on the ASDs and their family members play a crucial role in helping professionals understand their or their family member's diagnosis individually. Therefore being as open and transparent as possible is crucial to you or your family member's care.

Magellan Health Services of Arizona is the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Arizona Health Care Cost Containment System (AHCCCS).