

Magellan Health Services of Arizona Frequently Asked Questions About Splitting the East Mesa Clinic

Magellan Health Services of Arizona, Inc. is the Regional Behavioral Health Authority (RBHA) for Maricopa County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services and Arizona Health Care Cost Containment System (AHCCCS).

1. Why is Magellan splitting the East Mesa clinic?

Magellan will be splitting the East Mesa clinic to provide for the increasing behavioral health needs of the surrounding community as the population in this area continues to grow. After the split, both the Gateway and East Mesa clinics will have enough physical space to allow continued growth to respond to the needs of the community.

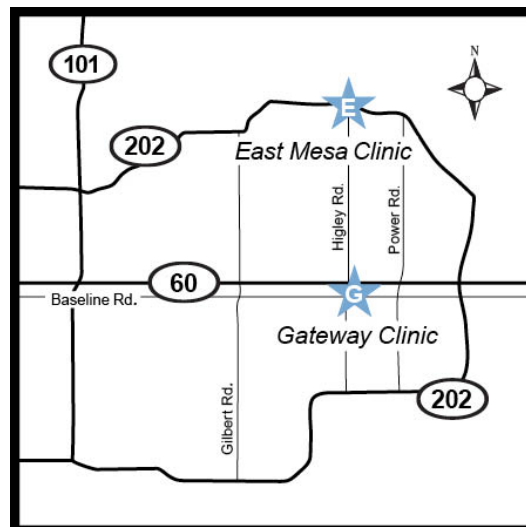
2. What is the name of the new clinic?

The new site will be called Gateway clinic. The name was chosen from entries suggested by the people served at the East Mesa clinic.

3. Where is the Gateway clinic?

The Gateway clinic is at 5222 E. Baseline Rd., Gilbert, AZ 85234 and will be open from 7:30 a.m. to 5:30 p.m., Monday thru Friday. The Gateway clinic is seven miles from the East Mesa clinic.

Please reference the map below. The map shows the locations of the East Mesa and Gateway clinics.



4. When is the new clinic set to open for employees and for recipients?

The Gateway clinic is scheduled to open on Monday, March 2, 2009.

5. How do I know if my clinical team was selected to move to the new clinic?

You will receive a letter in the mail notifying you that your clinical team was selected to move to the new site at least 60 days (by January 1, 2009) before you would need to go to the new location for services. To confirm if your team is moving to Gateway, please talk to your case manager.

6. Am I required to move to the new clinic?

No, in order to assure that those we serve have a strong voice and choice in their treatment, Magellan asked everyone whose clinical team was selected to join the Gateway clinic to choose whether he/she would prefer to follow their team to the new location or stay at his/her current site with a new team.

7. Who do I contact with my clinic choice?

If you receive a letter (see question five), please contact your case manager at (480) 981-7735 with your clinic choice and any questions you may have about this change by Friday, February 13, 2009. **If you do not contact your case manager by February 13, you will be automatically assigned to the Gateway clinic and must travel there to receive services.**

8. What if I want to move to Gateway but my team was not chosen?

You can still move to Gateway even if your clinical team is not moving. Please keep in mind that if you move to a new site, you will need to work with a new clinical team. Once the Gateway clinic is open, you can use the regular Magellan transfer process to be moved to the new site. For more information, please talk to your case manager.

9. Will Magellan be hiring new staff?

The Gateway clinic will be staffed using almost entirely existing staff from the East Mesa site. Clinical teams will be moving together, and the new staff will include a site administrator, clinical director and office manager.

10. Will the clinic split disrupt services for our recipients?

Splitting the East Mesa site will not affect the services anyone is currently receiving. While some people will be serviced out of a new location, the services themselves will remain the same.

11. Is there a bus line nearby?

Gateway clinic is most closely served by Valley Metro Route 108. Please note that the nearest stop may require over a mile walk.

12. Will opening the clinics affect the provider network organization (PNO) transition?

No, opening the Gateway clinic will not impact Magellan's timeline of having all direct care clinics join a provider network organization (PNO) by October 2009, and Gateway will join a PNO before that time. Currently, the decision has not been made as to which PNO Gateway will join, but you will be notified with a written letter at least 30 days prior to the clinic joining a PNO. For more information on PNOs, please visit www.MagellanofAZ.com or call Magellan Member Services at (800) 564-5465.