

New Maricopa County Regional Behavioral Health Authority

Mercy Maricopa Integrated Care (Mercy Maricopa), a locally owned and operated nonprofit health plan, will be the new Regional Behavioral Health Authority (RBHA) for Maricopa County starting October 1, 2013.

Background

Every five years the Arizona Department of Health Services (ADHS) awards a new contract for a RBHA in Maricopa County. Five companies submitted proposals for this contract. On March 25, ADHS awarded the new RBHA contract to Mercy Maricopa which begins October 1. Magellan of AZ continues to be the Maricopa County RBHA until September 30, 2013. As part of this new contract, Mercy Maricopa will implement "Recovery Through Whole Health".

What is *Recovery Through Whole Health*?

Recovery Through Whole Health is an approach that focuses care on the member's life goals instead of their diagnoses. In essence, everything that is working well in today's behavioral health system is staying.

The new contract will focus on:

- **Supporting Recovery and Resiliency**
- **Promoting Peer and Family Supports**
- **Maintaining the existing clinics for persons with Serious Mental Illness (SMI) and making them stronger**
- **Ensuring a strong network of providers**
- **Continue to offer crisis services**

Some of the Improvements include:

- Offering a ***new care management approach*** that will weave physical, behavioral health and bio-psycho-social support needs holistically;
- ***Enhancing case management*** to make sure that members with the greatest needs are getting the right services, at the right time, in the right place;
- ***Adding new supports*** into the current system, like health information technology solutions, that will improve member care and support efforts to integrate physical and behavioral health care;
- ***Improving care coordination*** by reducing administrative hassles like scheduling appointments or managing multiple member cards and coordinating with AHCCCS health plans who manage the physical healthcare needs of non-SMI members.
- ***Building upon the recovery model for members with SMI by adding physical healthcare management*** to the RBHA's responsibilities because persons with SMI may not focus on recovery if they are struggling with chronic illnesses like diabetes;
- ***Serving as a Medicare plan*** so that, beginning January 1, 2014, individuals with SMI who are enrolled in AHCCCS and in Medicare will be able to enroll into Mercy Maricopa for their Medicare benefits, providing members with a fully coordinated health plan.

How will the improvements above benefit members and their family members?

Currently all members in the system have a RBHA that manages their care for the treatment of mental illness and also have a health plan for treatment of physical health issues such as diabetes or heart disease. With *Recovery Through Whole Health*, the following key benefits will be observed:

Adult AHCCCS Members with Serious Mental Illness (Title XIX SMI):

- Will continue to receive behavioral health care through Magellan and physical health care through their AHCCCS health plan until September 30.
- Will receive all physical and behavioral health care through Mercy Maricopa beginning October 1.
- Will have **no benefit changes**.
- Those members with Medicare will be able to enroll in Mercy Maricopa for Medicare beginning January 1, 2014.
- Mercy Maricopa will be responsible for coordinating all benefits and services – physical health, behavioral health and Medicare.
- Members and family members will have one place to call for questions and services.
- Members will keep all their current providers and services for at least the first 90 days. Mercy Maricopa will reach out to all providers to try to continue their contracts past the first 90 days.

Adult AHCCCS Title XIX Members who do not have SMI:

- Will receive behavioral health services through Mercy Maricopa beginning October 1.
- Will continue to receive physical health care through an AHCCCS Acute health plan.
- Mercy Maricopa and AHCCCS health plans will work together to coordinate all services for members, so that physical and behavioral healthcare services are coordinated.

Adult American Indian Members who have SMI:

- American Indian (AI) SMI members who enroll for their care through the Maricopa County RBHA will receive the same benefits as any Title XIX SMI member.
- American Indian members will continue to have the choice of receiving their care through their corresponding Tribal Behavioral Health Authority, tribally operated behavioral health program and/or Indian Health Services.

Adult DDD Members who have SMI:

- Will receive behavioral health services through Mercy Maricopa beginning October 1.
- Will continue to receive physical health care services through DDD.

Adult Non-Title XIX Members who have SMI:

- Will continue to receive the same behavioral health services that are currently available to them.

Children members:

- Beginning October 1, 2013, children enrolled with CRS will obtain their physical and behavioral health services from the new integrated CRS health plan, United Health Care.
- Children enrolled with CRS will continue to receive behavioral health services through Magellan until September 30, 2013.
- Children not enrolled with CRS will continue to receive physical and behavioral health services the way they currently do.

ALL MEMBERS NOT DESCRIBED ABOVE

Will continue to receive behavioral health and physical health services the way they currently do.

What can members and families do to learn about *Recovery Through Whole Health*?

It's important for members and their family members to carefully read updates sent by ADHS, AHCCCS, Magellan of AZ (the current Maricopa County RBHA) and Mercy Maricopa (the new Maricopa County RBHA).

- 1- Visit the **Behavioral Health BLOG** at <http://bhsblog.azdhs.gov> where information is posted as soon as available and you can subscribe to the blog to **get email alerts** each time new information is posted.
- 2- **Contact community partners.** Answers to frequently asked questions will be distributed through community partners at provider sites – ask your peer support specialists, case managers, and any other provider personnel and they will be able to tell you or direct you to one of these partners; you can also provide your own questions to them and they will help you obtain answers!
- 3- Visit www.azdhs.gov/diro/integrated/faqs/index.htm to view answers to **frequently asked questions.**
- 4- **Submit your own questions or feedback to ADHS** at <https://app.azdhs.gov/bhs/bhsfeedback/>
- 5- **Contact ADHS customer service** at 1-800-867-5808 or by email at dbhsinfo@azdhs.gov for additional questions.

If you are in crisis, please call the Crisis Line at (800) 631-1314, TTY (800) 327-9254.

For emergencies, always call 9-1-1.

For member issues or questions that do not relate to *Recovery Through Whole Health* please contact Magellan of AZ through their website at www.magellanofaz.com or by phone at (800) 564-5465, TTY (800) 424-9831.

About Mercy Maricopa Integrated Care

Mercy Maricopa Integrated Care (Mercy Maricopa) is a not-for-profit, locally owned and operated health plan sponsored by Mercy Care Plan and Maricopa Integrated Health System (MIHS). This relationship uniquely positions Mercy Maricopa to work with Medicaid recipients living in Maricopa County to assure they have access to care for their behavioral and medical health needs – furthering the state’s goal of integrating services for persons with serious mental illness.

Mercy Care Plan is an Arizona nonprofit with a 28-year history of providing innovative Medicaid managed care administration. Mercy Care Plan is sponsored by Dignity Health and Carondelet Health Network, nationally known, mission-driven, faith-based health care systems. MIHS is a public health care system, serving as a health care safety net for the citizens of Maricopa County for 135 years.

Mercy Maricopa is administered by Schaller Anderson, an Aetna Company, which also provides comprehensive plan management for Mercy Care Plan.

Mercy Maricopa is dedicated to providing its members access to care for their behavioral and medical health needs. They focus on the whole-person. They use a holistic, person-centered approach to care – they want to know your goals, use your strengths and understand your needs. They know how to deliver access to high-quality, integrated care for people who have complex needs, working with the community and in collaboration with local health care providers.

Find MERCY MARICOPA online:

- Mercy Care Plan: <http://www.mercycareplan.com/>
- Maricopa Integrated Health System: <http://www.mihs.org/>

About ADHS’ Behavioral Health Services

Created in 1986, the Arizona Department of Health Services Division of Behavioral Health Services (ADHS) serves as the single state authority to provide coordination, planning, administration, regulation and monitoring of all facets of the state public behavioral health system. ADHS contracts with community based organizations, known as Regional Behavioral Health Authorities (RBHAs), to administer behavioral health services throughout the State. RBHAs function in a fashion similar to a health maintenance organization contracting with a network of service providers to deliver a full range of behavioral health care services, including prevention programs for adults and children, a full continuum of services for adults with substance abuse and general mental health disorders, adults with serious mental illness, and children with serious emotional disturbance. Website: www.azdhs.gov/bhs/

The Behavioral Health Services Vision:

All Arizona residents touched by the public behavioral health system are easily able to access high quality prevention, support, rehabilitation and treatment services that have resiliency and recovery principles at their core, which assist them in achieving their unique goals for a desired quality of life in their homes and communities.