



**Behavioral Health Planning Council Town Hall
September 18, 2017
HOPE, Inc.
1200 N. Country Club Road
Tucson, AZ 85716**

- Welcome and Introductions –
- Attendees: Dan Haley, Leon Canty, Kathy Bashor, Vicky Johnson, Alita Montiel, Mike Carr, Jane Kallal, John Baird, Brenda Vittatoo
- Purpose of Behavioral Health Planning Council
- Open the meeting to discussion:
 - Complaints regarding insurance (AHCCCS) and working requirement
 - Comment - Members need answers to their questions although no question was presented at this time
 - Request for transportation out in the rural areas. Is there a way for members to be reimbursed for mileage so they can attend programs
 - Members feel there has been damage done since the RBHA (Cenpatico) change. Receive continued denials for medications they need as well as issues with housing. Grants have been cut so programs cannot continue due to lack of funding and members are not taken seriously when there are complaints. Issues with existing medications not being covered stating “the levels are higher than what they pay for”. Would like the RBHA to treat their members as people
 - Providers have come a long way in providing services for the LGBTQ community. The Beacon Watt program works and need to expand the program since it works. Comment about quality of life and the programs that are provided but the difficulties in getting these services/resources. Let Program Managers, Intake personnel, Case Managers do those jobs without combing it all into one job to save or make money
 - What about substance abuse folks? There doesn't seem to be anything for them. Need help in getting treatment. Dan stated he would speak the her privately after the meeting
 - Sharon C. stated that the housing people cannot help them now. All they are doing is paperwork. Too many people are not getting services that they are entitled to. Cenpatico is arguing that people cannot get those services even though they are entitled to them
 - Not enough classes or training for members who need help during a crisis
 - Issues regarding referral for physical therapy it takes 4 – 6 weeks to get approval. The RBHA doesn't seem to understand there is a problem with integrated care. When physical pain is not addressed, it affects the mental health. It seems the PCP is fighting



**Behavioral Health Planning Council Town Hall
September 18, 2017
HOPE, Inc.
1200 N. Country Club Road
Tucson, AZ 85716**

these referrals. Cenpatico representative stated that it should not take more than 14 days and he will speak with this member after the meeting

- People are not getting the services they need due to budget cuts and people are dying. The system seems to be really broken
- Problems with medications – being told members can't have it because it's not in the formulary. Cenpatico is not concerned with members, only money
- Members not able to afford their medications and what is going to be done about it? Cenpatico is ignoring housing issues for members
- Another person stated the Beacon program really works. People can recover from mental illness but they need help from Cenpatico. The programs are being strongly urged to only have a maximum of 90 days unless there it is medically necessary however it takes more than 20 minutes to determine whether something is medically necessary or not
- Medication being prescribed is being denied by Cenpatico
- Cenpatico wants the members doctor to speak with Cenpatico doctor to resolve medication issues
- Members waiting six months or more to have a case manager assigned
- Folks are being told by SEABHS they have to wait 24 – 72 hours before they can have an intake approved
- When will Cenpatico or AHCCCS start covering the costs of medical marijuana? This is a legislative issue and everyone needs to contact their Congressperson or Senator
- Camp Wellness has been beneficial to people who are not eligible for AHCCCS and there needs to be something to help those who are falling through the cracks
- Why aren't Title 19 folks having their medical and psychological needs being paid for?
- Where is the 24 hour help that people need? Folks need tubing for an oxygen tank and they have to go to emergency because of denials from Cenpatico regarding coverage. Ryan Thompson from Cenpatico asked to get the information after the meeting to see what can be done to help this person
- Member had great service until the budget cuts. He was given a new case manager who he could not ever get in touch with. He wants to get with the Beacon Group. La Frontera will not call anyone back



Behavioral Health Planning Council Town Hall

September 18, 2017

HOPE, Inc.

1200 N. Country Club Road

Tucson, AZ 85716

-
- Why is there a 2 year cap in services? Depression doesn't go away in 2 years. Cenpatico does not put a cap on services. That is between the member and their treatment team
 - There isn't enough compassion for members who are experiencing trauma with the exception of Camp Wellness
 - Members feel that their provider treats them like they are stupid and how can they get a referral?
 - Presentation from Susan Junck how the difference of and the importance of filing a complaint and grievance and appeals for members with a serious mental illness and how to do this. There was a brochure provided stating people's right distributed. This information can be found on HOPE website and Cenpatico website
 - Member stated that they tried to file a grievance and was not allowed to. Ryan Thompson at Cenpatico wanted to speak with Sharon after the meeting to get her issues resolved
 - Several people stated that had problems with filing a grievance or complaint
 - Members stating that they need to know where to get the information on what their rights are and how to file a complaint or grievance. Ryan Thompson said that this information is available in the member handbook and on their website
 - How does people who is NT19 and not on AHCCCS, file a grievance? Another person who is NT19 stated that they get the "brush off" because they do not have AHCCCS. Ryan Thompson explained that being in the SMI program they can call the Appeals or Complaints departments. Ryan said he would speak to this person directly after the meeting
 - It was suggested that the brochure that was distributed at the meeting should be placed in hospitals and any other place that deals with mental illness. This is an important brochure and needs to be in the hands of all SMI people
 - Dan stated that there are some changes going into effect and one of those is regarding referrals to some specialty providers won't be as difficult as they previously were

Please Use: 1-877-820-7831

Host Code: 1348749#

Guest Code: 679145#