



## **Member Transition Frequently Asked Questions Feb. 27, 2014**

### **Who is 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 and, Mercy Maricopa is an integrated health plan that will provide both behavioral and physical health care to AHCCCS-eligible, SMI-enrolled members in Maricopa County.

### **We are here to answer your questions**

We have a toll-free line and staff dedicated to answer your questions. That number is 866-796-5598. The number for hearing impaired (TTY/TDD) is 711. You can also go to our website, [www.mercymaricopa.org](http://www.mercymaricopa.org), to learn more about Mercy Maricopa.

### **What is happening to Magellan of AZ?**

Magellan of AZ will continue to serve as the Maricopa County RBHA until March 31, 2014. Mercy Maricopa becomes the RBHA on April 1, 2014.

## **PROVIDERS, CLINICS, CASE MANAGERS and PHARMACY**

### **Will I be able to go to the same behavioral health clinic or provider(s)?**

Yes. Mercy Maricopa is working to contract with all providers currently serving RBHA-enrolled members and family members in Maricopa County. There is a good chance your provider is already part of the Mercy Maricopa network. If not, you can keep your current medical providers and your primary behavioral health treatment team (Case Manager, Psychiatrist and Counselor) for six months beginning April 1, 2014. Mercy Maricopa will reach out to the current providers to continue their contracts beyond the first six months. However, should your provider decide not to contract with Mercy Maricopa, we will help you transition to a new provider that will meet your specific behavioral and physical health needs. We will send you a letter if you need to change providers.

### **Will I have a choice of primary care and behavioral health providers?**

Yes. You will have a choice of providers and may change providers at any time. If you wish to change providers, you can contact Mercy Maricopa Member Services who will assist you in choosing a new provider. We will offer you choices in the types of services you receive, where you receive them and from whom.

**How can I find out which providers are part of Mercy Maricopa’s network?**

All SMI members will receive a copy of the provider directory in their welcome packet in the mail. After April 1, a searchable provider directory will be available online at [www.mercymaricopa.org](http://www.mercymaricopa.org). Click on the “Find a Provider” tab located at the top of every page. You also will be able to download a copy of the provider directory from our website, or get a copy sent to you by calling Mercy Maricopa Member Services.

**Will there be any interruptions in services or medications?**

No. There should be no interruptions in services or medications. Mercy Maricopa will offer members choices in the types of services they receive, where they receive them, and from whom.

**Can I use the same pharmacy?**

Yes. Mercy Maricopa has the same pharmacies as Magellan in our network, plus more you can choose from. If your store is not part of our network of pharmacies, we can help you change to an approved store. Some specialty medications and mail order medications may require that you change who you get these drugs from. Mercy Maricopa Member Services will help you make any changes if needed.

**What will happen to my medical record?**

Your medical record will follow you and automatically be transferred from Magellan to Mercy Maricopa and your service provider.

**Will my case manager change?**

No. You can keep your current case manager as part of your treatment plan. Your case manager from your primary behavioral health treatment team will not change. Your behavioral health team will work with you alongside a new care management team to treat your physical and behavioral health together, and support your social and community needs, as well as address any issues or barriers that might arise.

**Will I get a new ID card?**

Mercy Maricopa will send adult members with a serious mental illness (Title XIX SMI) a new member ID card after April 1<sup>st</sup>. Members who remain with their AHCCCS Plan will keep the same ID card they received from their AHCCCS plan but will receive all behavioral health and substance abuse care from Mercy Maricopa. Mercy Maricopa will keep the same phone number to call for behavioral health services that is currently on your AHCCCS ID card.

**Will there be changes in my co-payments?**

There will be no changes to your co-payments as a result of the transition to Mercy Maricopa and, there are no co-payments for members determined to be seriously mentally ill (SMI). AHCCCS eligible members may continue to have a small co-pay based on your eligibility category.

**How do I get services if I am experiencing a behavioral health crisis?**

For life threatening situations, always call 911. If you are experiencing a crisis, call **Crisis:** 602-222-9444 or toll free 1-800- 631-1314. You can also go directly to a psychiatric recovery center or to your regular treatment provider for assessment and triage to an appropriate level of care.

You may also contact providers when experiencing a behavioral health crisis. Providers may interact with the Crisis Response Network to obtain necessary mobile crisis response.

**RECOVERY-ORIENTED SERVICES and BENEFITS**

**Will there be dental and vision benefits?**

There will be no change to children’s dental and vision benefits. These will still be covered by your AHCCCS plan for members under 21 years old.

**Will the commitment to recovery continue?**

Yes. Mercy Maricopa has a commitment to recovery-oriented services. “Recovery through Whole Health” is an approach that focuses care on your life goals, not just your diagnosis. Everything that is working well in today’s behavioral health system is staying. Through “Recovery through Whole Health,” you’ll see the following key benefits:

**Adult AHCCCS members determined to have a Serious Mental Illness (Title XIX SMI):**

- Will receive behavioral health care through Magellan and physical health care through their AHCCCS health plan until March 31, 2014.
- Will receive all physical and behavioral health care through Mercy Maricopa beginning April 1, 2014.
- No benefit changes.
- Members with Medicare will be able to enroll in Mercy Maricopa Advantage 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 their current primary care providers and primary behavioral health treatment team (Case Manager, Psychiatrist and Counselor) for the first six months. Mercy Maricopa will reach out to all providers to try to continue their contracts beyond the first six months.

**Adult AHCCCS Title XIX members without an SMI determination:**

- Will receive behavioral health services through Mercy Maricopa beginning April 1, 2014.
- Will continue to receive physical health care through an AHCCCS Acute health plan.
- Mercy Maricopa and AHCCCS health plans will work together so that physical and behavioral healthcare services are coordinated.

**Adult American Indian members who have an SMI determination:**

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

**Adult Non-Title XIX members who have an SMI determination:**

- Will continue to receive the same behavioral health services that are currently available to them.
- Starting April 1, 2014, Non-Title XIX member who have an SMI determination will receive behavioral health services from Mercy Maricopa.

**Child members:**

- Will receive behavioral health services through Mercy Maricopa beginning April 1, 2014.
- Title XIX eligible children will continue to receive physical health care through the AHCCCS health plan they are enrolled in.

**Non-Title XIX members receiving General Mental Health or Substance Abuse services**

- Will continue to receive the services currently available from Mercy Maricopa beginning April 1, 2014.

**GRIEVANCES, COMPLAINTS, SMI DETERMINATION**

**Will the grievance and appeal process remain the same?**

Yes, the grievance and appeals processes will remain the same.

**Who do I contact if I have a problem or complaint (for example, if I do not receive a return call from my clinic or have problems getting my medication)?**

If you are not happy with the care you are getting, try to solve any issues at by talking directly with your provider.

If the issue cannot be resolved – and it’s before April 1, 2014 -- contact Magellan Customer Service at 1-800-564-5465, TTY 1-800-424-9831 or the ADHS/DBHS Customer Service at 602-364-4558. Beginning April 1, 2014, contact the Mercy Maricopa Member Service Line at 1-800-564-5465 (TTY/TDD: 711) or the ADHS/DBHS Customer Service Line at 602-356-4558.

### **Who do I call if I have a problem or issue or need service before April 1, 2014?**

- Magellan is responsible for your behavioral health care needs through March 31, 2014. I can transfer you to them now or you can reach Magellan by calling: **1-800-564-5465.**
- Your current AHCCCS Health Plan is responsible for your physical health care needs through March 31, 2014. If you know which AHCCCS plan you are enrolled in, please call them directly. If you aren't sure which plan you have, we can help you through the Member Service Line at 1-800-564-5465 (hearing impaired TTY/TDD: 711) or you can call the ADHS/DBHS Customer Service Line at 602-356-4558 or the AHCCCS customer service line at 602-417-4254 or 1-888-827-4420.

### **What if I am an AHCCCS member and unhappy with my SMI designation and being in the integrated plan or have other questions about this change in RBHAs?**

We are excited to offer enhanced coordination and outcomes by providing integrated care. If you are a Title XIX member receiving SMI services you will be part of the integrated plan.

You should know that if you lose your SMI designation, you may be ineligible for certain services and benefits.

Because of your SMI designation, you may receive: help paying for housing; supported employment and job training; a wide variety of peer-supported programs and activities; intensive case management, recovery, rehabilitation and service planning through Assertive Community Treatment; and coverage for residential treatment. You also have expanded advocacy rights and no co-payments.

People without a designation of serious mental illness are ineligible for those benefits through the RBHA system. Those people also will not receive the same level of "whole person" care that you and others with an SMI determination will get. That includes using technology to help you and your providers coordinate care and make the best decisions.

There are no immediate changes to your benefits or the provider networks. All of your current providers will remain with Mercy Maricopa. As we work toward integrating physical and behavioral health care, you will be involved in your treatment plan at every step. You can change providers at any time, just by contacting member services.

If you do not want to participate in the integrated plan or if you simply disagree with your SMI designation, your SMI eligibility can be reviewed through the SMI eligibility determination process noted above. This is an individual decision and it should be tied to the kind of services you need.

### **If I choose not to participate in the RBHA, will my SMI designation follow me to other health-care providers?**

No, not unless you choose to tell your new providers. Your health information is private and

secure. You must authorize release of that information to anyone, including another health-care provider. However, research shows that integrated care – treating physical and behavioral health together – is the best path to recovery and wellness. Mercy Maricopa is dedicated to integrated care, where patients and providers share information and work together.

## HOUSING

### **I currently receive housing assistance. Will my housing benefit change as a result of Mercy Maricopa becoming the new RBHA?**

Your housing benefit will not change because the RBHA is now Mercy Maricopa. Your physical, behavioral and social needs, including stable and supportive housing, affect your overall health. If you currently receive rental assistance, you will continue to receive that assistance if it is part of your case management plan. If you are on a wait list for housing you will be on the Mercy Maricopa wait list effective April 1, 2014.

### **Will I continue to receive “flex funds?”**

You may continue to receive flex funds to pay for certain non-medically necessary goods or services as long as your clinical team determines that those things are related to your service plan and cannot be purchased through any other funding source. However, the funds have always been limited based on available grant funding, and that will continue to be the case.

### **How do I apply for housing assistance?**

If you need housing, have been diagnosed with as SMI and are a member of Mercy Maricopa, you should contact your case manager to discuss your housing needs and options. Your case manager will help you connect with housing resources.

### **Are there any public forums about this change in RBHAs?**

Yes, Mercy Maricopa has posted a schedule of five community forums on our website: [www.mercymaricopa.org](http://www.mercymaricopa.org). The free forums will be held Feb. 26 through April 23, and more community meetings are planned.

### **Will there still be benefits specialists if I need help with benefits?**

Yes, your provider will continue to have benefit specialists who will work with you to assist with eligibility applications.

## MEDICARE – MERCY MARICOPA ADVANTAGE

### **What if I have Medicare?**

If you have Medicare, you will be able to keep your Medicare providers. They do not have to be contracted by Mercy Maricopa Integrated Care Plan for you to see these providers as long as they are able to bill your Medicare plan.

Mercy Maricopa has a Medicare plan -- Mercy Maricopa Advantage. This plan is designed for members getting both Medicaid and Medicare benefits. Through Mercy Maricopa Advantage, your behavioral health, physical health and prescription drugs are all coordinated. You can also get extra benefits that Medicare and AHCCCS do not provide. These include dental, vision, hearing and over-the-counter items.

For more information, contact Mercy Maricopa Advantage at 602-586-1843, Toll-free 1-866-277-1025; and hearing impaired 711.

### **Can I keep my same Medicare Plan?**

Yes, you can keep the Medicare Plan you are currently enrolled in. If you are currently enrolled with Mercy Care Advantage and are diagnosed with an SMI, your plan will change from Mercy Care Advantage to Mercy Maricopa Advantage (HMO SNP). **You will be getting the same benefits you are getting now under the Mercy Care Advantage plan.** You should have received a letter about this.

## **HOW TO GET INVOLVED**

### **How can I be involved in community action and recovery initiatives?**

Find detail on our website, at [www.mercymaricopa.org/get-involved/](http://www.mercymaricopa.org/get-involved/)

- **Join one of our many Mercy Maricopa committees** or connect with [local organizations and advocacy groups](#).
- **Tell us what you think:** [Contact us](#) by e-mail or phone, or join us at one of our many community [events](#) and member meetings.
- **Go to a meeting:** Mercy Maricopa's [governance](#) and [committee](#) meetings are open to the public.
- **Meet other families:** Go to a meeting, a community event or a support group in your area. Come to our community events to get to know others who have similar challenges and who can offer hope, support and encouragement.
- **Share your story:** Sharing stories of hope and recovery can have a big impact on others. Let us know if you would be willing to share your story.

### **Why does Mercy Maricopa cover physical health care for members diagnosed with an SMI?**

Clinical research has shown our physical and mental health is connected. They affect each other. If you are a person diagnosed with a serious mental illness, it's very important you get both medical and behavioral health care. The same goes if you have chronic illness such as diabetes. You want to be sure your behavioral health care needs are taken care of, too. That's why your behavioral and physical needs are important to us.

### **How can I get a job with Mercy Maricopa?**

Visit Aetna's Website at [www.aetna.com](http://www.aetna.com)

Select the careers tab at the bottom of the page.

<http://www.aetna.com/about-aetna-insurance/aetna-careers/index.html>

Select "Openings" from the right menu

Enter the Keyword: "RBHA" for all open positions