

## What behavioral health services can I get?

Behavioral health services help people think, feel, and act in healthy ways. There are services for mental health problems and there are services for substance abuse.

You can get services based on three things:

- Your need,
- Your insurance coverage, and
- Your provider's approval, if required.

All services are not available to all members. If you would like to see the guidelines that are used to determine admission, continued stay, and discharge, contact Gila River Behavioral Health Services at (602) 528-7100, (520) 562-3321 ext.7010 or 1-888-484-8526, and for hearing impaired, also use TTY services at 711 or 1-800-367-8939.

You decide with your provider or clinical team\* what services you need. Your provider or clinical team may ask Gila River Behavioral Health Services for approval of a service for you, but the approval may be denied. If a request for services is denied, you can file an appeal. For more information on filing an appeal, see the section called "What is an appeal and how do I file an appeal."

You and your provider may not agree about the services you need. If you feel you need a service, and your provider does not, contact Gila River Behavioral Health Services at (602) 528-7100, (520) 562-3321 ext.7010 or 1-888-484-8526, and for the hearing impaired, also use TTY services at 711 or 1-800-367-8939.

The table below lists the available behavioral health services and any limits they may have. Gila River Behavioral Health Services must pay only for the available behavioral health services listed.

### Service Coverage for American Indian Persons:

American Indian persons have choices of where to access behavioral health services, including receiving services through a Regional Behavioral Health Authority (RBHA) that serves the zip code you live in or Tribal Regional Behavioral Health Authority (TRBHA) that serves a specific tribe, Indian Health Services (IHS) and/or 638 tribal facilities with behavioral health programs. If you receive services through a RBHA or TRBHA, those services are paid for through the Arizona Department of Health Services/Division of Behavioral Health services (ADHS/DBHS). If you are Title XIX/XXI eligible and receive services through an IHS or 638 tribal facility, the Arizona Health Care Cost Containment System (AHCCCS) pays for those services. Regardless of who pays for the services, your RBHA or TRBHA and/or IHS or 638 tribal facility will coordinate your care to ensure you receive all necessary behavioral health services.

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\* Clinical Teams include both Child and Family Teams and Adult Clinical Teams

A 638 tribal facility means a facility owned and operated by an American Indian tribe authorized to provide services according to Public Law 93-638, as amended. A 638 tribal facility may not provide all covered behavioral health services, so ADHS/DBHS is responsible for covering certain services:

- Behavioral health services for persons referred off reservation from an IHS or 638 tribal facility; and
- Emergency services rendered at a non-IHS or non-638 tribal facility to American Indian behavioral health recipients.

If you are unsure about your choices or if you have questions about how your behavioral health services are coordinated, you can contact Gila River Behavioral Health Services at (602) 528-7100, or (520) 562-3321 ext.7010 or 1-888-484-8526, and for the hearing impaired, also use TTY services at 711 or 1-800-367-8939 for additional information.

### Medication Coverage

Gila River Behavioral Health Services has a list of medications, called a formulary, that includes medications available to you through Gila River Behavioral Health Services. You can find the Gila River Behavioral Health Services formulary and the ADHS/DBHS Medication List online at <http://www.gilariverrbha.org/Forms/GR%20Med%20FORMULARY.pdf>; the ADHS/DBHS Medication List is online at <http://www.azdhs.gov/bhs/pdf/medlist.pdf>. You may need medication that is not on the Gila River Behavioral Health Services formulary, or you may need approval for your medication. Your assigned clinician will help coordinate with your psychiatric provider and the pharmacy at Hu Hu Kam Memorial Hospital, a 638 IHS tribal facility, if a medication is needed which is not on the ADHS/DBHS formulary. A person receiving medication(s) has the right to appeal a T/RBHA Formulary change or any decision that affects his/her coverage for medication(s), by asking for Gila River Grievance and Appeals at any Gila River Behavioral Health Services office or calling (602) 528-7100, (520) 562-3321 ext.7010 or 1-888-484-8526.

If you go to your pharmacy and you are unable to get your medication(s), call your assigned clinician at (602) 528-7100, (520) 562-3321 ext.7010 or 1-888-484-8526, and for hearing impaired, also use TTY services at 711 or 1-800-367-8939 for help.

### Special Populations

Special populations include groups of individuals who are eligible to receive services funded by federal block grants. These federal block grants include the Substance Abuse Prevention and Treatment (SAPT), Project for Assistance in Transition from Homelessness (PATH), and Community Mental Health Services (CMHS) federal block grants. SAPT Block Grant funds are used for treatment and long-term recovery support services for the following persons, in order of priority:

- Pregnant women/teenagers who use drugs by injection;
- Pregnant women/teenagers who use substances
- Other persons who use drugs by injection;
- Substance using women and teenagers with dependent children and their families, including women who are attempting to regain custody of their children; and
- *As Funding is Available* - all other persons with a substance use disorder, regardless of gender or route of use.

The PATH Grant provides funds for services to persons or families who:

- Are homeless or at imminent risk of becoming homeless; and
- Are suffering from serious mental illness; or
- Have a substance abuse disorder and are suffering from a serious mental illness.

Expanded outreach efforts include the following populations:

- Victims of domestic violence;
- Elderly individuals;
- Families; and
- Abandoned and/or runaway youth.

The PATH Grant provides the following services and assistance:

- Outreach and community education;
- Field assessment and evaluations;
- Intake assistance/emergent and non-emergent triage;
- Transportation assistance;
- Hotel vouchers in emergency situations;
- Assistance in meeting basic needs (e.g., applications for AHCCCS, SSI/SSDI, food stamps, coordination of health care, etc.);
- Transition into a behavioral health case management system;
- Assistance in getting prescriptions filled;
- Assistance in locating cooling or heating and water stations during extreme heat and winter alerts;
- Moving assistance; and
- Housing referrals, both transitional and permanent placements.

The Community Mental Health Services (CMHS) block grant provides funds to establish or expand community-based services for Non-Title XIX/XXI reimbursable mental health services to children with Serious Emotional Disturbances (SED) and adults with Serious Mental Illness (SMI).

#### AHCCCS and ADHS/DBHS Benefit Changes

This handbook and the table below on pages 5 and 6 describe the services you can get. You will get a notice if there are changes to the services you can get. This year, there are changes to respite care. Respite care is offered as a temporary break for caregivers to take time for themselves. The number of respite hours available to adults and children receiving ALTCS benefits or behavioral health services is being

reduced from 720 hours to 600 hours within a 12 month period of time. The 12 months will run from October 1 through September 30 of the next year.

**ARIZONA DEPARTMENT OF HEALTH SERVICES**  
**DIVISION OF BEHAVIORAL HEALTH**  
**Gila River Behavioral Health Services**

AVAILABLE BEHAVIORAL HEALTH SERVICES\*

SERVICES		TITLE XIX/XXI CHILDREN AND ADULTS	NON-TITLE XIX/XXI PERSONS DETERMINED TO HAVE SMI
<b>TREATMENT SERVICES</b>			
<b>Behavioral Health Counseling and Therapy</b>	Individual	Available	Not Available
	Group	Available	Not Available
	Family	Available	Not Available
<b>Behavioral Health Screening, Mental Health Assessment and Specialized Testing</b>	Behavioral Health Screening	Available	Not Available
	Mental Health Assessment	Available	Available
	Specialized Testing	Available	Not Available
<b>Other Professional</b>	Traditional Healing	Not Available with TXIX/XXI funding**	Not Available**
	Auricular Acupuncture	Not Available with TXIX/XXI funding**	Not Available**
<b>REHABILITATION SERVICES</b>			
<b>Skills Training and Development</b>	Individual	Available	Available
	Group	Available	Available
	Extended	Available	Available
<b>Cognitive Rehabilitation</b>		Available	Available
<b>Behavioral Health Prevention/Promotion Education</b>		Available	Available
<b>Psycho Educational Services and Ongoing Support to maintain employment</b>	Psycho Educational Services	Available	Available
	Ongoing Support to maintain employment	Available	Available
<b>MEDICAL SERVICES</b>			
<b>Medication Services</b>		Available	Available
<b>Lab, Radiology and Medical Imaging</b>		Available	Available
<b>Medical Management</b>		Available	Available
<b>Electro-Convulsive Therapy</b>		Available	Not Available
<b>SUPPORT SERVICES</b>			
<b>Case Management</b>		Available	Available****
<b>Personal Care</b>		Available	Available
<b>Home Care Training (Family)</b>		Available	Available
<b>Self-help/Peer Services</b>		Available	Available

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SERVICES		TITLE XIX/XXI CHILDREN AND ADULTS	NON-TITLE XIX/XXI PERSONS DETERMINED TO HAVE SMI
Home Care Training to Home Care Client (HCTC)		Available	Not Available
Unskilled Respite Care***		Available	Available***
Supported Housing		Provided based on available grant funding**	Provided based on available grant funding**
Sign Language or Oral Interpretive Services		Provided at no charge	Provided at no charge
Flex Fund Services		Provided based on available grant funding**	Provided based on available grant funding**
Transportation	Emergency	Available	Limited to crisis service-related transportation
	Non-emergency	Available	Available
<b>CRISIS INTERVENTION SERVICES</b>			
Crisis Intervention – Mobile		Available	Available
Crisis Intervention – Telephone		Available	Available
Crisis Services – Stabilization		Available	Available
<b>INPATIENT SERVICES</b>			
Hospital		Available	Available but limited*****
Sub-acute Facility		Available	Available but limited*****
Residential Treatment Center		Available	Not Available
<b>RESIDENTIAL SERVICES</b>			
Behavioral Health Residential Facilities	Level II	Available	Not Available
	Level III	Available	Available but limited*****
Room and Board		Not Available with TXIX/XXI funding*	Not Available
<b>BEHAVIORAL HEALTH DAY PROGRAMS</b>			
Supervised Day		Available	Not Available
Therapeutic Day		Available	Not Available
Medical Day		Available	Not Available

Limitations:

- \* For services available through federal block grants, please see the Special Populations section on page 38.
- \*\* Services not available with TXIX/XXI funding, but may be provided if grant funding is available.
- \*\*\* Unskilled Respite Care – Respite care is offered as a temporary break for caregivers to take time for themselves. The number of respite hours available is 600 hours within a 12 month period of time. The 12 months will run from October 1 through September 30 of the next year.

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\*\*\*\* A person may be assigned a case manager, based on his/her needs.

\*\*\*\*\* Coverage is limited to 23 hour crisis observation/stabilization services, including detoxification services. Up to 72 hours of additional crisis stabilization may be covered based upon the availability of funding.

## What services can I get if I am not eligible for AHCCCS?

### Crisis Services

You are able to get crisis services, even if you are not Title XIX/XXI eligible (i.e., not eligible for AHCCCS) or determined to have a Serious Mental Illness. Crisis services available to you include:

- Crisis Intervention phone services, including a toll free number, available 24 hours per day, 7 days a week. The Gila River Community Crisis Line is 1-800-259-3449.
- Mobile crisis Intervention services, available 24 hours per day, 7 days a week;
- 23-hour crisis observation/stabilization services, including detoxification services, and as funding allows, up to 72 hours of additional crisis stabilization; and
- Substance abuse-related crisis services, including follow-up services for stabilization.

### Services for Non-Title XIX/XXI persons determined to have a Serious Mental Illness (SMI)

If you are a Non-Title XIX/XXI person determined to have SMI, you are eligible for an array of services based on available funding, as appropriated by the Arizona Legislature. You can see a list of these services on the table above on pages 5 and 6. Your services may include some or all of the following, depending upon your individual needs:

- Crisis Services, as listed above;
- Medications included on the ADHS/DBHS Medication List. Prior authorization may be required for certain brand name medications;
- Laboratory services;
- Psychiatric assessments;
- Psychiatric follow-up appointments to talk about your medication and make sure it's the right medication for you;
- Telephone calls between the doctor who prescribed your medication and any other doctor or nurse involved in your care to talk about your treatment;
- Nursing (RN, LPN) assistance;
- Case management services (some individuals may even have an assigned case manager);
- Other support services, such as personal care, family support, peer support, living skills training, health promotion, respite, and supported employment; and
- Non-emergency transportation to covered behavioral health services.

### Housing Services

Supported Housing is a service for individuals determined to have a Serious Mental Illness which helps them find and stay in independent, safe housing.



Supported Housing services may include help with rent, gas and electric payments, and help in avoiding eviction. Title XIX/XXI eligible and Non-Title XIX/XXI persons determined to have SMI receiving housing services in residential facilities may be asked to help pay for the cost of room and board.

#### Special Populations

Some people are eligible to receive behavioral health services that are funded through federal block grants. For more information about these services and who is eligible for these services, please go to page 38.