

SECTION VII: Behavioral Health Services

OVERVIEW

ONECare provides mental health and substance abuse services for members through our network of contracted providers. ONECare members are assured timely response to behavioral health needs, referral to an appropriate behavioral health provider and use of our primary care providers (PCP's) or specialists to provide psychotropic medication management services for general mental health conditions.

Covered behavioral health services include, but are not limited to the following:

Inpatient Mental Health/Substance Abuse Care:

- Emergent Inpatient Psychiatric Hospitalization
- Inpatient Substance Abuse Detoxification
- Inpatient Substance Abuse Treatment

Outpatient Mental Health/Substance Abuse Care:

- Psychotherapy/Counseling (by a licensed Psychologist or Social Worker)
- Psychotropic Medication Management (by a Physician, Physicians Assistant, Psychiatrist, Psychiatric Nurse Specialist or Psychiatric Nurse Practitioner)
- Prescriptions for Psychotropic Medication
- Diagnostic Tests, Labs and X-Rays
- Neuropsychological and Neurobehavioral Testing
- Psychological Tests and Central Nervous System Assessments
- Electroconvulsive Therapy (ECT)
- Mental Health Partial Hospitalization Program

SECTION VII: Behavioral Health Services

BEHAVIORAL HEALTH CRISIS SERVICES

If there is any indication that a member is currently a danger to themselves, to others, or is otherwise in need of immediate behavioral health services, call 911.

If the situation is not imminently dangerous, the member or their PCP may call:

<u>Maricopa County:</u>	Maricopa 24-Hour Behavioral Health Crisis Line 800.631.1314 or 800.327.9254 (TTY)
<u>Pima County:</u>	Pima 24-Hour Behavioral Health Crisis Line 866.495.6735 or 877.613.2076 (TTY)

PCPs may also contact ONECare for assistance with a member crisis during business hours:

- Medicare Behavioral Health Coordinator 602.778.1800 x4145
- Behavioral Health Manager 602.778.1800 x1834

BEHAVIORAL HEALTH REFERRALS

The ONECare Behavioral Health Team coordinates all behavioral health services for our members. Behavioral health coordination is provided to assure that a member's mental health and/or substance abuse treatment is appropriate, timely and easy to access.

ONECare behavioral health staff are responsible for educating members regarding behavioral health issues, available benefits, access to services and referral procedures. This education facilitates appropriate use of behavioral health services.

Members can initiate a self referral to a behavioral health provider by contacting the ONECare Behavioral Health Team to coordinate the referral to a mental health and/or substance abuse provider that accepts ONECare. Behavioral Health staff assists the member until the behavioral health referral process is completed.

COORDINATION OF CARE

ONECare facilitates coordination of care between the behavioral health provider and the PCP to ensure that a member's behavioral health services are provided in collaboration with their medical services.

ONECare addresses access to care and coordination of care issues with the behavioral health provider by tracking and analyzing behavioral health data pertaining to referral sources, service utilization, behavioral health department follow-up and complaint data.

SECTION VII: Behavioral Health Services

PROVIDER INFORMATION

Providers may access the most recent behavioral health information, including the ONECare Formulary and Provider Search, on our website at www.care1st.com/az.

PROVIDER SUPPORT

For questions regarding behavioral health, please contact the Behavioral Health Team at the following numbers during business hours:

- Medicare Behavioral Health Coordinator 602.778.1800 x4145
- Behavioral Health Manager 602.778.1800 x1834