



September 1, 2015

Effective 10/1/15 Pima County RBHA Transition from Community Partnership of Southern Arizona (CPSA) to Cenpatico for SMI and Non-SMI Services!

RBHA Transition

- Effective October 1, 2015, **Cenpatico** will become the Pima County Regional Behavioral Health Authority (RBHA).
- For routine behavioral health services, members and providers may contact **Cenpatico Customer Service** at 866-495-6738. For crisis services, contact the **Crisis Line** at 866-495-6735.

Health Plan Transition

- *Care1st AHCCCS Adult Members: **SERIOUS MENTAL ILLNESS (SMI)***
 - Will receive behavioral health care through CPSA until 9/30/15
 - Will receive medical care through Care1st until 9/30/15
 - As of 10/1/15 will receive all medical **and** behavioral health care through **Cenpatico Integrated Care**
 - Will be able to keep physical health medical provider(s) for 12 months and behavioral health treatment team (case manager, psychiatrist and counselor) for six months starting 10/1/15.
 - **Cenpatico Integrated Care** will reach out to these providers and try to continue their contracts past the first six months. If the provider(s) decide not to contract, **Cenpatico Integrated Care** will assist the member in transitioning to a new provider.
- *Care1st AHCCCS Adult Non-Dual / Adolescent / Child Members: **NON-SMI***
 - Will receive behavioral health services through **Cenpatico** starting 10/1/15
 - Will continue to receive medical care through Care1st
- *Care1st AHCCCS Adult Dual Members: **NON-SMI***
 - Will continue to receive behavioral health services and medical services through their Medicare primary insurance, i.e. ONECare, traditional Medicare, or another Medicare plan
 - Care1st is the secondary insurance for these members for medical services and the RBHA is the secondary insurance for general mental health and substance abuse services until 9/30/15.
 - Beginning on 10/1/15 Care1st becomes the secondary for both medical services **and** general mental health and substance abuse services
- *Medical Service or Prescription Concerns*
 - Providers with concerns about medical services or pharmacy transition issues should contact the Care1st Behavioral Health Team at 866-560-4042 x1834 or 866-560-4042 x1343
 - Providers may also give members the above contact information for any questions or concerns

Thank you!

Provider Network Operations
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