

On October 1, 2022, the Arizona Health Care Cost Containment System (AHCCCS), is updating its contracts with certain contracted health care plans for health insurance coverage for individuals with a Serious Mental Illness (SMI) designation. These health care plans (called ACC-RBHAs) will also be responsible for crisis and other grant-funded behavioral health services to Arizonans.

Q1: What is changing?

Q2: What members/populations are impacted?

Q3: Will I have to contract with a different Health Plan/RBHA?

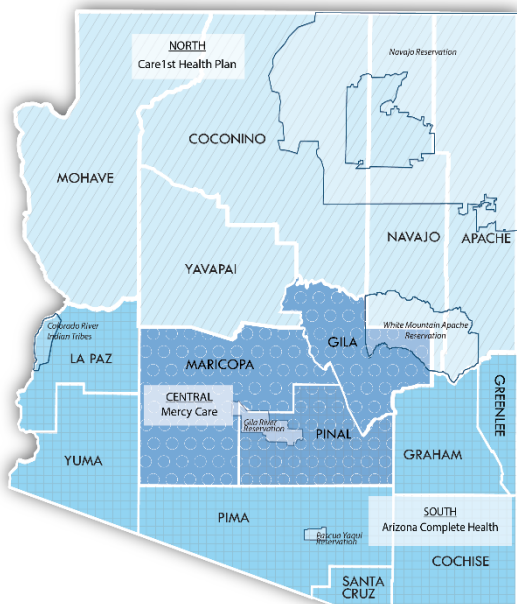
Q4: Who do I contact with questions?

Q5: What is AHCCCS doing to assist members with an SMI designation during this transition?

Q1: What is changing?

A. Regional Behavioral Health Authority (RBHA) contracts will end on September 30, 2022. Effective October 1, 2022, RBHAs will be known as AHCCCS Complete Care (ACC) Contractors with a Regional Behavioral Health Agreement (ACC-RBHAs). Contracts with three ACC health plans will be updated to either continue or assume responsibility for services currently provided by the RBHAs. There will continue to be just one ACC-RBHA responsible for services in each of the north, central, and south Geographic Service Areas (GSAs). The three ACC-RBHAs will continue to provide the same services provided by the current RBHAs including but not limited to:

- Integrated physical health and behavioral health services for members with a Serious Mental Illness (SMI) designation,
- Services utilizing Non-Title XIX/XXI funding, including but not limited to State General Fund monies, County and Local funds, Substance Abuse Block Grant (SABG), Mental Health Block Grant (MHBG), and discretionary grants,
- Court Ordered Evaluation (COE) related services if the health plan is responsible for COE services on behalf of the county, and
- Crisis services for the entire state population.



October 1, 2022, the ACC-RBHAs will collectively choose and contract with a single statewide crisis phone line vendor. This changes the current system from three different crisis phone numbers across the state to just one (although the current crisis phone numbers will still work for at least one year).

ACC-RBHA GSA Alignment

In an effort to align all geographic service areas (GSAs) for all managed care programs, effective October 1, 2022, Gila, and Pinal counties will move from the north and south GSA respectively, to the central GSA.

Contracted ACC-RBHAs

Mercy Care will remain the health plan in Maricopa County and Arizona Complete Health-Complete Care Plan will remain the health plan in southern Arizona (with the

exception of Pinal County). In Pinal County, the health plan will change from Arizona Complete Health-Complete Care Plan to Mercy Care (and be considered part of the Central GSA).

In the Northern GSA (including Mohave, Coconino, Navajo, Apache, and Yavapai County) the health plan will change from Health Choice Arizona to Care1st Health Plan on October 1, 2022. Gila County will now be considered part of the central GSA and the health plan will change from Health Choice Arizona to Mercy Care.

There is no change for members in the San Carlos Tribal area (zip codes 85542, 85192, and 85550). Arizona Complete Health Complete Care Plan will remain the health plan.

Q2: What members/populations are impacted?

- A. As noted in A1, individuals that may be impacted include members with a Serious Mental Illness designation and individuals that may receive crisis services and/or behavioral health services paid for with Non-Title XIX/XXI funding (including but not limited to State General Fund monies, County and local funds, Substance Abuse Block Grant, Mental Health Block Grant, and discretionary grants).

Q3: Will I have to contract with a different health plan/RBHA?

- A. As noted in A1, effective October 1, 2022, contracted health plans (known as ACC-RBHAs) will change in the northern GSA to Care1st Health Plan. In addition, the contracted ACC-RBHA in Gila County and Pinal County will change to Mercy Care. Providers that wish to continue to serve members covered by the current RBHAs may need to contract with, or amend contracts with, the new ACC-RBHAs.

Q4: Who do I contact with questions?

- A. Contact your Provider Services Representative or the Providers Services Unit of the current RBHAs or new ACC-RBHAs: [Health plan phone numbers](#).

Q5: What is AHCCCS doing to assist members with an SMI designation during this transition?

- A. The AHCCCS Clinical Resolution Unit is taking calls to assist members or family members at 602-364-4558 or 1-800-867-5808. In addition, members are encouraged to call the Member Services number of their current plan for assistance.

AHCCCS will continue to post information regarding this implementation on the [AHCCCS Behavioral Health](#) web page, on its social media channels [Facebook](#), [Twitter](#), and [LinkedIn](#), and in [AHCCCS e-newsletters](#).