

Dear Member,

You received a letter from AHCCCS about changes in your behavioral health benefit as of 10/1/15. Behavioral health services include mental health and substance abuse treatment. We also wanted to send you a letter to explain what will stay the same and what will change.

### **Stays The Same**

- Primary insurance pays for the major part of your behavioral health bill.
- You still have Medicare as your primary insurance. Your primary Medicare insurance is with: 1) Traditional Medicare; 2) Commercial Medicare or; 3) Medicare Advantage Special Needs Plan (D-SNP).
- Secondary insurance pays for your co-payment, which is the smallest part of your bill.
- Secondary insurance also pays for Medicare deductibles and some services not covered by Medicare.

### **What Will Change:**

- Right now, your secondary insurance for behavioral health services is Mercy Maricopa Integrated Care (MMIC), Community Partnership of Southern Arizona (CPSA), or one of the Tribal Authorities.
- As of 10/1/15, Care1st will pay as your secondary insurance for behavioral health services instead of MMIC, CPSA, etc.
- You will get a new ID card from Care1st by 10/7/15. Your new card will list *a new phone number* to call if you have behavioral health questions.
- The good thing is, you do not have to do anything because this change will be automatic.

### **Behavioral Health Services:**

- If you are getting mental health or substance abuse services, Care1st will work with your provider to contract with Care1st.
- Your behavioral health provider will bill Care1st as your secondary insurance starting 10/1/15.
- That way, you will be able to keep your current provider if you want to.

### **Behavioral Health Coordinator:**

- Your Care1st Behavioral Health Coordinator is here to help if you:
  - Have any questions about this change.
  - Have questions about behavioral health services.
  - Want to change your current behavioral health provider.
  - Are not sure who your primary Medicare insurance is with.
  - Want help to set up mental health or substance abuse services through your primary insurance.
- The phone number for your Behavioral Health Coordinator is (602) 778-1800 or 866-560-4042 (Choose Option 4 followed by 1; and dial extension 1834 when asked).
- You can also give this phone number to your behavioral health provider, in case they have questions.

Thanks for your time,  
Care1st Behavioral Health Department

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