

To: Behavioral Health Providers and Staff

Re: AHCCCS General Mental Health and Substance Abuse for Dual Eligible Members

Change:

Effective October 1, 2015, AHCCCS Acute contractors such as Care1st take over responsibility for coordinating care and acting as the secondary insurance for *general mental health and substance abuse services* for Medicaid members that also qualify for Medicare, i.e. dual eligibles.

Prior to October 1, *general mental health and substance abuse services* for dual eligibles are the responsibility of the Regional Behavioral Health Authority (RBHA), i.e. Mercy Maricopa in Maricopa County, Community Partnership of Southern Arizona (CPSA) in Pima County, or one of the Tribal Authorities.

Remains the Same:

- The dual eligible member's Medicare plan will continue to pay for the majority of general mental health and substance abuse services.
- The Acute AHCCCS contractors, e.g. Care1st, as the secondary insurance, will pay for co-payments, Medicare deductibles and some services not covered by Medicare.

Member ID Card Change:

Dual eligible members will receive a new ID card from Care1st by 10/7/15. The new card will list Care1st's phone number for the member to call if they have behavioral health questions.

Behavioral Health Prior Authorization:

- Inpatient Services: Require prior authorization. Please contact the Care1st Behavioral Health Manager at 602.778.1800 or 866.560.4042 (Choose Option 5 followed by 1; and dial extension 1834 when asked).
- Outpatient Services:
 - *Facility-Based*: Require prior authorization. Please contact the Care1st Behavioral Health Manager at 602.778.1800 or 866.560.4042 (Choose Option 5 followed by 1; and dial extension 1834 when asked).
 - *Non-Facility Based*: No prior authorization required for contracted providers. For dates of service for the month of October, Care1st will provide a grace period for non-contracted and/or non-credentialed providers and will not require prior authorization.

Billing Behavioral Health Services:

- Dates of Service. Behavioral health providers will bill Care1st as the secondary insurance for dates of service 10/1/15 and after.
- Claim Form Type. Depending on the type of provider, the CMS 1500 or UB-04 claim form will be used to bill Care1st for general mental health and/or substance abuse services.
- Electronic Claims Submission is highly recommended. We work with Emdeon for acceptance of electronic CMS 1500 and UB-04 claims. Our Emdeon Payer ID is 57116. Register by calling Emdeon at 888.363.3361.
- Electronic Funds Transfer allows payments to be electronically deposited directly into a designated bank account without the need to wait for the mail and then make a trip to the bank to deposit your check. Our EFT Registration Form is available on our website www.care1st.com/az under the Forms section of the Provider menu. If you do not have internet access, contact Provider Network Operations and we will provide you with the form.
- Paper claims are mailed to:
Care1st
Attention Claims Department
2355 E Camelback Rd #300
Phoenix, AZ 85016
- Claims/Billing Questions can be answered by your Care1st Claim Liaison who can be reached at 602.778.1800 or 866.530.4042 (Choose Option 5, followed by 1; and dial extension 1877 when asked.)

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Provider Network Operations Contact Information:

- You have an assigned Provider Network Operations Representative who will assist you through this transition and is a resource for you. You may reach them at the numbers listed below.

Behavioral Health Coordinator Contact Information:

- The Care1st Medicare Behavioral Health Coordinator is here to help if you have questions about your dual eligible members receiving general mental health and/or substance abuse services.
- The phone number for the Medicare Behavioral Health Coordinator is 602.778.1800 or 866.560.4042 (Choose Option 5 followed by 1; and dial extension 1834 when asked).
- You may also provide this phone number to your dual eligible Care1st members if they have questions about general mental health and/or substance abuse services. (Members should choose option 4 followed by 1; and then dial extension 1834 when asked.)