

# Behavioral Health Services

Capstone is contracted with DES/DDD to provide limited acute behavioral health services as indicated below. DES/DDD is contracted with the Department of Health Services, who in turn contracts with Regional Behavioral Health Authority (RBHA) to provide other behavioral health services.

Capstone will facilitate the referral of members of any age to receive behavioral health services, including drug and alcohol abuse treatment, to the RBHA in the member's area. The RBHA for Coconino, Yavapai, Mohave, Apache, and Navajo Counties is *Northern AZ Regional Behavioral Health Authority (NARBHA)*.

## Role of Primary Care Physician

### Referral Request

1. The PCP initiates referrals to the Regional Behavioral Health Agency (RBHA) in the community and documents the referral in the member's medical record.
2. In a crisis or emergency, the PCP or designee will call the RBHA and make the appointment for the patient.
  - In non-emergency situations, the PCP will instruct the member, parent or guardian to call and schedule their own appointment.
3. The Regional Behavioral Health Authority (RBHA) will send all Individual Service Plans (ISP) to the PCP, to be included in the member's medical record.
4. The PCP is to share information relevant to the member's treatment. Treatment data to be shared with the PCP will be required in the following circumstances:
  - Medication adjustment and monitoring
  - Laboratory and radiology services
  - Emergency/crisis admissions or events
  - Events requiring medical consultation with the PCP
  - Upon discharge from an inpatient setting or from the Behavioral Health Organization
  - The PCP, the RBHA and Capstone will share information following AHCCCS' confidentiality guidelines. It is not necessary to obtain a signed release of information in these instances.
  - AHCCCS Registration R9-22-51-C states, "Medical record information may be disclosed without the consent of an applicant, member or eligible person for the purpose related to administration of the plan."

5. Members who are referred for substance abuse treatment only, will need a signed release of information under the guideline of 42 CFR Part 2 governing Confidentiality of Alcohol and Drug Patient Records.
6. As of October 1, 1999, PCPs are able to treat and medicate members for the following Behavioral Health Disorders:
  - Depression
  - Anxiety
  - Attention Deficit Disorder (ADD)
7. PCPs are responsible for ensuring members receive medication either from the contracted pharmacies or RBHA.
8. Problems or suspected problems detected upon EPSDT screening must be further evaluated and treated or referred for treatment using a RBHA *Behavioral Health Services Referral*.

### **Emergency Crisis Services**

- Medical stabilization related to a behavioral health episode is covered until stable, in a medical facility.
- Coverage is limited up to the first 72 hours per episode of behavioral health emergency/crisis stabilization, not to exceed 12 days per contract year for members not enrolled in RBHA for behavioral health services.
- Capstone will cover psychotropic medication until the member is enrolled in the RBHA system.

### **PCP Questions Regarding Psychiatric Issues**

RBHA has made arrangements to have a psychiatrist available by telephone to answer questions of a general nature. For telephonic and/or one time "Face-to-Face" psychiatric consultations, call the RBHA Service Area Agency closest to the member's place of residence, then ask to speak to the physician on call.

### **RBHA Service Area Agency Information**

**(928) 774-2070**

**(800) 640-2123**

<http://www.hs.state.az.us/bhs/>

<http://www.narbha.org/>