

CHAPTER 10 REFERRALS TO SPECIALISTS

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EFFECTIVE DATE: March 29, 2013

PURPOSE

Members served by the Division of Developmental Disabilities (Division), who are AHCCCS eligible (Medicaid and DD/Arizona Long Term Care System [ALTCS]), may be referred to a specialist for their medical needs. The Primary Care Provider is responsible for initiating, supervising, and coordinating referrals for specialty care and inpatient services, maintaining continuity of member care, and maintaining the member's medical record.

POLICY

A. REFERRALS TO SPECIALISTS: PHYSICAL HEALTH

1. Primary Care Providers (PCPs) must deem a specialist referral to be medically necessary for physical health services as needed, to ensure quality of care that is efficient and cost effective. Members served by a Division subcontracted health plan must adhere to AHCCCS and Division criteria and requirements for referral to a specialist for a medical need. This information is in the member handbook for each of the Division's subcontracted

health plans.

2. The Division subcontracted health plans each have their own procedures for referrals to specialists and for authorization. However, referrals to medical specialists must still align with AHCCCS and Division requirements for specialists' referrals as defined in the AHCCCS Medical Policy manual (AMPM).
3. Any Division DDD Tribal Health Program (THP) member utilizing a non-IHS/638 provider or facility rendering AHCCCS covered services must obtain prior authorization for specialist services. Prior Authorization is not required for Fee-for-service (FFS) members receiving services from Indian Health Service/638 (IHS/638) providers and facilities.
4. For Prior Authorization, providers must be prepared to submit the following information:
 - a. Provider name and provider ID
 - b. Member/patient name and AHCCCS ID number
 - c. Type of specialist/service
 - d. Service date
 - e. ICD-10 diagnosis code(s)
 - f. CPT or CDT procedure code(s) or HCPCS code(s)

- g. Anticipated charges (if applicable), and
- h. Medical justification.

B. COORDINATING CARE FOR BEHAVIORAL HEALTH MEDICATION MANAGEMENT

1. Coordination of care for behavioral health medication management shall be as specified in Division Medical Policy Manual 510, *Primary Care Providers*.
2. Members served by the Division's subcontracted health plan shall be provided coverage for medically necessary, cost-effective, and federally and state reimbursable behavioral health services provided by a PCP within their scope of practice, or behavioral health medical provider. The member does not require a referral from the PCP to see a behavioral health medical provider.
3. Members who are AHCCCS eligible and are also American Indian may access behavioral health services through the Tribal Regional Behavioral Health Authority (TRBHA) or Indian Health Service Facilities.

C. STATEWIDE CRISIS LINES

1. Maricopa County

- a. 1-800-631-1314,
 - b. 602-222-9444,
 - c. TTY 1-800-327-9254
2. Northern Arizona (Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties)
 - a. 1-877-756-4090
 3. Southern Arizona Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties Crisis Line-
 - a. 1-866-495-6735
 4. Gila River and Ak-Chin Indian Communities Crisis Line
 - a. 1-800-259-3449

D. HEALTH PLANS

1. Mercy Care Plan Member Services
 - a. 602-586-1841
 - b. 1-800-564-5465
 - c. Hearing Impaired TTY/TDD 711
 - d. Nurse Line
 - i. 602-263-3000
 - ii. 1-800-624-3879
2. UnitedHealthcare Member Services

- a. 1-800-348-4058
- b. TTY: 711
- c. Nurse Line:
- d. 1-877-440-0255

**E. TRIBAL REGIONAL BEHAVIORAL HEALTH AUTHORITIES
(TRBHA)**

1. Gila River Regional Behavioral Health Authority Member Services:
 - a. 1-888-484-8526, ext. 7010
 - b. 520-562-3321, ext. 7010
 - c. 602-528-7100
 - d. Crisis Line:
 - i. 1-800-259-3449
2. White Mountain Apache Regional Behavioral Health Authority Member Services and Crisis Line:
 - a. 928-338-4811 or
 - b. 1-877-336-4811
3. Pascua Yaqui Tribe Member Services:
 - a. Tucson: 520-879-6060
 - b. Guadalupe: 480-768-2000

- c. Crisis Line during Business Hours:
 - i. Tucson: 520-879-6060
 - ii. Guadalupe: 480-768-2000
- d. Crisis Line after hours, weekends, and holidays:
 - i. Tucson: 520-591-7206
 - ii. Guadalupe: 480-736-4943

F. COORDINATION OF CARE

- 1. Coordination of care shall be followed as stated in Division Medical Policy Manual 510, *Primary Care Providers*.