

## Magellan Behavioral Health FAQs

The following are frequently asked questions about the behavioral health benefit for Maricopa County administered by Magellan Health Services for employees and their dependents enrolled in the Cigna HMO or United Healthcare PPO Medical Plans.

### What is a Behavioral Health Program?

A behavioral health program provides mental health and substance abuse services. These services can be received in either an:

- Office-based or outpatient setting
- Hospital-based inpatient care setting

### Who is Eligible for Behavioral Health Services?

The behavioral health benefit is available to employees and their dependents covered under their Cigna HMO or United Healthcare PPO. Enrollees in the Cigna High Deductible Health Plan are covered through a different behavioral health program administered by Cigna Behavioral Health. Enrollees in the United Healthcare High Deductible Health Plan are covered through a different behavioral health program administered by United Behavioral Health.

### What Behavioral Health Services are Provided?

The behavioral health services provided support your well-being. These services help you deal with a wide-range of issues, including but not limited to:

- Depression
- Severe stress and anxiety
- Alcohol or drug dependency
- Eating disorders
- Grief and loss
- Anger management
- Compulsive gambling
- Outpatient assessment and treatment
- Alternative care such as partial hospitalization, intensive outpatient and day treatment programs
- Inpatient assessment and treatment
- Individual and group treatment
- Crisis intervention
- Treatment follow-up and aftercare

Through these services you can receive confidential counseling whenever you and/or your eligible dependents are faced with a personal challenge. Protecting your confidentiality is Magellan's top priority. All records, including personal information, referrals and evaluations are kept confidential in accordance with federal and state laws.

### How do I Access Behavioral Health Services?

To access services simply call **1-888-213-5125**, or go online to [www.magellanhealth.com/member](http://www.magellanhealth.com/member). The information can also be located through the County intranet site at <http://mymc.maricopa.gov> or on the web by going to [www.maricopa.gov/171/benefits](http://www.maricopa.gov/171/benefits).

### **What is a Provider Network?**

Providers who have contracted to provide services are in the Health Services Network. In order to receive the maximum benefit from your behavioral health services, you must use providers who are within this network.

Magellan's Mental Health Substance Abuse network includes:

- Psychiatrists
- Psychologists
- Certified substance abuse counselors
- Licensed independent social workers
- Professional clinical counselors

The network also includes hospitals, community mental health centers, and other treatment centers. Magellan's network is quite extensive, so the care you need is never far away.

Your benefits also include limited outpatient out-of-network coverage which allows you to receive services from providers who are not contracted with Magellan. These services will be covered at the lower out-of-network benefit level. Out-of-network providers may balance bill you, which means billing you for the difference between the amount they charge you for a covered service and the amount your insurance pays. Overall, you pay more out of pocket for out-of-network services.

### **How can I find out if my provider is in the Magellan Network?**

You can call **1-888-213-5125** or Register/log onto <https://www.magellanascend.com> to do a provider search.

### **Important Guidelines about Your Behavioral Health Program**

Below are some important guidelines to keep in mind when using Magellan's services:

- To ensure that you receive the highest benefit coverage available, make sure you call Magellan before seeking behavioral health services.
- It is important for you to understand that network benefits received through a participating provider are payable only if each service is determined to be medically necessary and is approved by Magellan before you start treatment. Contact Magellan at 1-888-213-5125 for prior approval.
- Higher levels of care (such as inpatient, residential, intensive outpatient, and partial hospitalization) received out-of-network require prior approval by Magellan Health Services.
- Outpatient services received out-of-network with a non-contracted provider (not in the Magellan network) does not require prior approval.
- Magellan recognizes there may be times when you feel that emergency care is needed for a life-threatening circumstance. In these situations, notify Magellan as soon as possible.

### **Who Can I Call if I have More Questions?**

Contact Magellan at **1-888-213-5125** 7 days a week, 24 hours a day if you have any questions about your behavioral health benefits.