

**Arizona Department of Health Services  
Division of Behavioral Health Services  
PROVIDER MANUAL  
Community Partnership of Southern Arizona (CPSA Edition)**

**Section 3.6**      **Member Handbooks**

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**3.6.1 Introduction**

Member Handbooks are intended to provide information to behavioral health recipients and potential enrollees regarding the availability of services in the public behavioral health system. The Member Handbook provides information regarding how to obtain services, what services are available, what service limitations exist for Title XIX/XXI and Non-Title XIX/XXI persons and behavioral health recipient rights and responsibilities, among other topics. This information is imperative in ensuring that behavioral health services are accessible.

**3.6.2 References**

The following citations can serve as additional resources for this content area:

- [42 CFR 438.10](#)
- [AHCCCS/ADHS Contract](#)
- [ADHS/RBHA Contracts](#)
- [ADHS/T/RBHA IGAs](#)
- [ADHS/DBHS Member Handbook Template](#)
- [T/RBHA Specific Member Handbook](#)

**3.6.3 Scope**

**To whom does this apply?**

All persons receiving behavioral health services.

**3.6.4 Did you know...?**

- Member Handbooks are reviewed annually, and if needed, updated by the Arizona Department of Health Services/Division of Behavioral Health Service (ADHS/DBHS) and the Tribal and Regional Behavioral Health Authorities (T/RBHAs).
- The Member Handbook must be made available in identified prevalent non-English languages when the T/RBHAs are aware that another language is spoken by three thousand (3,000) or ten percent (10%), whichever is less, of the behavioral health recipients in a geographic region who also have Limited English Proficiency (LEP).

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- The Member Handbook must be printed in a type-style and size which can easily be read by behavioral health recipients with varying degrees of visual impairment, such as large print and other alternative formats included, but not limited to audio and/or Braille.
- Any approved revisions or updated versions of the Member Handbook must be posted to the T/RBHS website by the effective date of such revisions or upgrades.
- ADHS/DBHS templates for the T/RBHAs' use in developing T/RBHS versions of the member handbooks are available on the ADHS/DBHS website in both English and Spanish (see ADHS/DBHS and T/RBHA Member Handbooks).
- Member handbooks must include all information specified in [42 CFR 438.10](#)
- The content of the ADHS/DBHS Member Handbook Template must not be changed without prior written approval by ADHS/DBHS.

### **3.6.5 Definitions**

#### [Limited English Proficiency \(LEP\)](#)

### **3.6.6 Objectives**

To establish the responsibility of providers to distribute member handbooks to new enrollees and all persons receiving behavioral health services.

### **3.6.7 Procedures**

#### **3.6.7-A. Distribution**

Member Handbooks must be distributed to persons receiving behavioral health services within 10 days of their first service. Member Handbooks must be available and easily accessible at all provider sites and each T/RBHA website. Upon request, copies must be made available to known consumer and family advocacy organizations and other human service organizations. Persons receiving behavioral health services have the right to request and obtain a Member Handbook at least annually.

ADHS/DBHS may require the T/RBHAs to revise the Member Handbook and distribute to all current enrollees if there is a significant program change. ADHS/DBHS determines if a change qualifies as significant.

CPSA will maintain an inventory of the Member Handbook for distribution to the provider network. Requests for copies are submitted to CPSA Communications at (520) 784-5365.