

**CITY OF ANAHEIM
CHANGE IN MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES
JANUARY 1, 2009
FOR AETNA MEMBERS**

Magellan will no longer provide mental health and substance abuse (MH/SA) benefits for employees covered under the Aetna medical program. Effective January 1, 2009, employees enrolled in the Aetna medical plan will receive behavioral health benefits (formerly referred to as mental health and substance abuse) from Aetna instead of Magellan. The City of Anaheim will continue to partner with REACH for the Employee Assistance Program.

Questions and Answers

1. I am currently seeing an outpatient provider. How do I find out if the provider participates with Aetna?

If you are an Aetna member, you can call Aetna's Behavioral Health at 1-800-424-4047 or go to www.aetna.com select link to "DocFind"; "Find a Doctor", "DocFind Home", search by "Behavioral Health Provider", provider type "Behavioral Health" and plan. Please note, for medical claims and coverage questions, Aetna's member services numbers remain:

HMO – 1-866-509-2322

OAMC -1-866-509-2321

MA HMO/PFFS – 1-800-282-5366

2. What happens if my current outpatient provider is not participating and I need care on January 1, 2009 and beyond?

To continue existing outpatient behavioral health care after January 1, 2009, you will need to complete Aetna's "Transition of Coverage Request" form and fax it to Aetna. Aetna will review and certify treatment.

If the outpatient care is certified by Aetna, you can continue with the provider and receive the in-network benefit level for up to 90 days. Then, if your provider has not completed credentialing or has elected not to participate with Aetna, you can transition to an in network provider.

If you are on the OAMC or Retiree Private Fee for Service Plan plan you may continue to receive medically necessary care from your current provider but at the out of network benefit level. If you are on the HMO or Retiree Golden Medicare HMO, you must use a network provider.

In addition, you will need to submit the claim(s) to:

Aetna
P. O. Box 14079
Lexington, KY 40512- 4079

Medicare Claims Address:
P.O Box 981107
El Paso, TX 79998-1107

3. What happens if I am hospitalized prior to January 1, 2009 and continue inpatient on January 1, 2009?

This is considered an “active course of treatment”. Magellan will continue to manage the care for individuals in an acute inpatient hospital until you or your dependents are released from an inpatient acute setting or stepped down to a lower level of care. Magellan will work closely with Aetna to transition the care and Aetna will manage the case and reimburse for claims at this point.

4. Will my claims for services received in 2008 continue to be reimbursed by Magellan?

Yes, Magellan will continue to reimburse for services received in 2008 as well as review any appeals or questions concerning 2008 claims.

5. Does Aetna require inpatient behavioral health care to be precertified?

If you see a participating Aetna provider, precertification is the responsibility of the treating facility. If you see a non-participating provider, it is your responsibility to precertify.

6. Does Aetna require outpatient care to be precertified?

Aetna does not require that you precertify or register for outpatient care. Some intensive outpatient services do require precertification if you are going to a provider out of network. If you have any questions, be sure to call Aetna’s Behavioral Health at 800-424-4047.

7. What are the types of services does Aetna require precertification, if I do go to a provider that is out of network?

Aetna requires the following Behavioral Health Services to be precertified: inpatient admissions, residential treatment center (RTC) admissions, partial hospitalization programs, intensive outpatient programs (IOPs), psychological testing, neuropsychological testing, outpatient electroconvulsive therapy (ECT), biofeedback, amtyal interview, hypnosis, psychiatric home care services, outpatient detoxification.

If you have any questions, be sure to call Aetna’s Behavioral Health toll free number, 800-424-4047 and a customer service representative will be happy to assist you.