

WELCOME TO BIODYNE SERVICES (For City of Phoenix HMO Members)

Just a phone call away - 1-800-224-2125 - 24-hours/day, 7-days/week

Biodyne is here to help you create more effective strategies for meeting life's challenges. Some examples of challenges are the death of a loved one, the loss of a job, a failing grade on your child's report card. Challenges in life present us with opportunities to improve our well being. Sometimes we react to life's challenges in ways that we don't like – in ways that negatively affect us, our families, and/or our work. **If you find yourself wanting to change the way you deal with one of life's challenges, Biodyne is here to help.**

Biodyne helps you to be a better problem solver through brief, problem focused counseling so that you can move ahead with your life and be better prepared for future challenges.

Depression and Anxiety are common challenges that can be effectively treated with brief therapy and medication as required.

Marital and Family Problems are common challenges faced by families who are pressured to get more done in less time. We work with you, your spouse and/or your family to find ways to improve relationship communication and time management.

Attention Deficit Disorder (ADD) can be a challenge for children and adults. We help you understand ADD and how it affects you and/or your child. We assist with assessment, diagnosis and treatment.

Addictions, including drug and alcohol, are major challenges that we treat in our outpatient programs. Family involvement is welcomed and your active participation is essential for achieving success with the challenge of an addiction.

Lifestyle Assistance Services use a group format to help you improve your skills for coping with life's challenges. Stress management and smoking cessation groups are popular with our clients. Weight management sessions focus on psychological factors contributing to issues with food and body image.

Chronic Medical Problems can challenge your coping strategies in an unrelenting way. Biodyne can work with you, your healthcare provider, and your family to collaborate and coordinate medical and behavioral health care services to improve the way you manage your chronic illness.

SOME COMMON QUESTIONS AND ANSWERS ABOUT BIODYNE

How much do behavioral health services cost?

The amount of your co-payment for behavioral health and substance abuse services depends on your benefit plan. Minimal copayments apply for office visits. If you have questions about co-payments, deductibles or services that are covered, please check your benefit plan booklet or contact a Blue Cross Blue Shield of Arizona (BCBSAZ) customer service representative at the phone number listed on the back of your insurance ID card.

Do I need a referral from my physician?

No, you do not need a referral. BCBSAZ members may self-refer for Biodyne services. Whether or not you are referred, with your permission, we will work to coordinate your care. All clients are encouraged to keep their health care providers informed about their behavioral health services, especially when medications are ordered. A simple way to do this is to sign the release of information form that allows your behavioral health provider to share treatment plan information with your health care provider.

How do I make an appointment?

To schedule a non-urgent appointment, call 1-800-224-2125 between the hours of 8:00 AM - 4:30 PM, Monday through Friday. You will speak with a trained customer service specialist who will assist with setting up an appointment with one of our licensed/certified professionals in an area near you. Spanish translators are available to assist with calls.

How long will I have to wait for an appointment?

Our goal is to make a routine appointment available within 10 business days of your initial request. Longer wait times may occur to accommodate your personal schedule requirements. Please be flexible when scheduling your first appointment so that we can start working with you as soon as possible.

What do I do if I feel I need help right away?

If you are in a life-threatening situation, please call 911. If you feel you have a problem that needs immediate attention but it is not life threatening, call Biodyne at 1-800-224-2125. Clinical staff members are available 24-hours, 7-days a week, to speak with you by phone or in person. Please be sure to tell us that it is an emergency so that we promptly assess your needs and provide the necessary services.

What about confidentiality?

All records at Biodyne are confidential and protected within the limits of Arizona law.

If my problem is medical, should I consider Biodyne?

Yes, but be sure you check with your healthcare provider first. We can work with your medical provider to coordinate our services in the management of chronic pain, migraines, fatigue, stress-related health problems and problems related to chronic medical illnesses.

What if I need inpatient psychiatric care?

Call 1-800-224-2125 to request this level of care or if you are already at a hospital ask that Biodyne be called for a crisis assessment for pre-authorization of care. Very often patients feel much better after the crisis assessment and may choose some type of outpatient care to resolve their problems.

BIODYNE SERVICES

- Psychotherapy: individual; group
- Alcohol and substance abuse treatment (Adult and Adolescent)
- Marital and family counseling
- Smoking cessation programs
- Lifestyle assistance programs such as stress or weight management
- Biofeedback treatment for chronic pain management
- Parenting skills groups
- 24-hour, 7-day emergency care
- Care management

BIODYNE PROVIDERS

All services are provided or supervised by our extensive state-wide network of fully licensed/certified professionals: psychologists, psychiatrists, nurse practitioners, masters level social workers and counselors - experts in our programs and services, who can help you lead a more productive life. **Call 1-800-224-2125 for an appointment.**