

NEWS RELEASE

Magellan Health Services of Arizona
4801 E. Washington Street
Phoenix, AZ 85034
www.MagellanofAZ.com



FOR IMMEDIATE RELEASE
Aug. 21, 2012

Magellan's Ombudsman Mary Robson Honored as Health Care Hero

PHOENIX – Magellan Health Services of Arizona is proud to announce that Ombudsman Mary Robson is the recipient of the *Phoenix Business Journal's* Health Care Heroes Award for Community Outreach. The 11th annual Health Care Heroes Awards were presented today at the Arizona Biltmore Resort in Phoenix.

The annual awards are designed to recognize the many heroes who go unrecognized through daily life, especially those in the health care industry.

As ombudsman for Magellan Health Services of Arizona, the Regional Behavioral Health Authority for central Arizona, Robson assists Magellan's members, their families, and the community at large. She answers more than 1,000 calls per year and offers information, support, coaching, and referrals to internal departments and outside agencies.

Since the late 1990s, Robson has been recognized as a leading advocate of individuals with mental illness in Arizona. The far-reaching networks she has created through her involvement with organizations across the behavioral health community provide the resources she needs to continue her work.

She is a critical link between Magellan administration and service recipients and their families. In 2011, Robson outreached almost 4,000 individuals at 201 community meetings, support groups, forums, clinic advisory councils, consumer and family-run organizations, clinical appointments/ office meetings, provider forums and celebrations, and educational programs.

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About Magellan Health Services of Arizona

Magellan Health Services of Arizona is the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. In this role, Magellan serves as a critical point of connection to the more than 80,000 individuals who have experienced life challenges as a result of mental illness and substance abuse. Magellan gives these individuals voice and choice to realize their desired outcomes and supports them with caring, unrivaled customer service that is sensitive to the diversity of our communities. For more information, visit www.MagellanofAZ.com or call Magellan of Arizona at (800) 564-5465, TTY (800) 424-9831. Information is available in English and Spanish.

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Robson/Add 1

Before joining Magellan, Robson held positions representing and advocating for individuals receiving behavioral health services. Her commitment to this community started in 1994 when her son was diagnosed with bipolar disorder. That led her to contact the National Alliance on Mental Illness (NAMI) for her family's education and support. She began volunteering for NAMI Arizona in 1997. By 1999, she became NAMI Arizona's director of education, outreaching individuals, families, and community members in Arizona and nationally through the national NAMI organization.

Robson is committed to being the voice of people in the system who live with mental illness. She has the ability to understand and express their concerns and can often immediately address them because of her extensive knowledge of the resources available through Magellan and in the community.

In advocating for service recipients, she looks at removing barriers and bridging the gap between the needs of the individual and the system. She has been instrumental in working with Magellan's service providers to ensure that the family members of those diagnosed with SMI are heard and that the information they provide is acknowledged and used to help members.

Robson also received the 2008 Mental Health America of Arizona Clifford W. Beers Award and the 2011 Magellan Employee Spotlight Award.

For more information about Magellan, visit www.magellanofaz.com.

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To arrange an interview with Mary Robson, please contact:

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