

NO WAIT LISTS!

Wait lists for AHCCCS Covered Behavioral Health Services are

PROHIBITED

You have a right to receive the services you need, delivered within AHCCCS Policy established timelines.

If an agency or specialist is unable to serve you, the agency or specialist should refer you to your AHCCCS Health Plan to locate a provider near you.

Call Clinical Resolution at 1-(800)-867-5808 if you are still unable to access services.

Under no circumstances should you be made to wait without being given other options.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

