



The Arizona Healthcare Cost Containment System (AHCCCS) is Arizona's Medicaid program.

Medicaid is a federally-funded program administered by each individual state. The Centers for Medicare and Medicaid Services (CMS), a division of the Department of Health and Human Services (HHS), allocates most of the federal dollars, with additional grant funding awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA).

In addition to federal funding, AHCCCS receives funds from the State of Arizona, allocated through the Arizona Joint Legislative Budget Committee (JLBC). For example, Arizona funds behavioral health services for its citizens who have a Serious Mental Illness (SMI) designation, regardless of their Medicaid eligibility.

Most AHCCCS members are enrolled in managed care. AHCCCS contracts with managed care organizations (known as "health plans") who manage their own provider networks. AHCCCS members who are American Indian/Alaska Native (AI/AN) have the choice to enroll with the AHCCCS American Indian Health Program (AIHP) or with a managed care health plan. Regardless of which health plan an AI/AN member chooses, they may receive services from an Indian Health Service or tribally-owned or tribally-operated facility at any time.

STATE AGENCIES

AHCCCS - azahcccs.gov

AHCCCS, Division of Fee for Service Management (DFSM) - azahcccs.gov/PlansProviders/FeeForServiceHealthPlans

AHCCCS American Indian Health Program, azahcccs.gov/AmericanIndians/AIHP

Arizona State Legislature, Joint Legislative Budget Committee - azleg.gov/jlbc.htm

FEDERAL AGENCIES

Centers for Medicare and Medicaid Services (CMS) CMS, cms.gov

Indian Health Service (IHS), ihs.gov/aca

Substance Abuse and Mental Health Services Administration (SAMHSA), samhsa.gov

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
<p>Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare</p>	<p>Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org</p>
<p>Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com</p>	<p>Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com</p>
<p>Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc</p>	<p>United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com</p>
<p>Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com</p>	<p>Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members</p>

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
<p>Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com</p>	<p>Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org</p>
<p>United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com</p>	<p>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/</p>

AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS		
<p>Arizona Complete Health - ACC-RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare</p>	<p>Mercy Care ACC-RBHA Customer Service 1-800-564-5465 www.mercycareaz.org</p>	<p>Care1st ACC-RBHA Customer Service 1-866-560-4042 www.care1staz.com</p>