



Covered behavioral health services include, but are not limited to:

- Counseling and Therapy
- Skills Training
- Supported Employment
- Case Management
- Personal Care Services
- Family Support
- Peer Support

See our website for a list of all covered health services at www.azahcccs.gov/Members/ProgramsAndCoveredServices/ For questions about services, please review your member handbook or contact your AHCCCS health plan.

If you have been denied any behavioral health covered service, you may file an appeal with your assigned AHCCCS health plan. See list of health plans on the reverse side.

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.

AHCCCS Health Plan Contacts

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

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

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