

AHCCCS is committed to ensuring the availability of timely, quality health care for children in out of home placement and adopted children. AHCCCS has behavioral health appointment standards in contract to ensure access to services are delivered in a timely fashion.

If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact the behavioral health plan and AHCCCS customer service.

BEHAVIORAL HEALTH APPOINTMENT STANDARDS

From time of request, services must be provided within: (days referenced below are calendar days)

➔ **Rapid Response within 72 Hours**
(2 hours for an urgent need)

An initial in-home assessment for children entering into the Department of Child Safety (DCS) custody, which may be requested by DCS or a caregiver. Clinicians will assess immediate needs and triage any crisis or trauma-related issues. Includes behavioral health assessment, screening for developmental delays, support to child/family placement and connection to ongoing services.

➔ **Initial Assessment within 7 Days**
(24 hours for an urgent need)

An initial assessment by an assigned service provider, following a referral or caregiver's request for services.

➔ **Behavioral Health Service Appointment within 21 Days**

Following assessment of a behavioral health need, first appointment must begin within 21 calendar days of assessment. Ongoing behavioral health services should be provided, at a minimum of once a month, for at least the first six months after a child enters DCS custody.

If recommended services are not initiated within 21 calendar days, the caregiver must notify both the behavioral health plan's Children's Liaison and AHCCCS Clinical Resolution Unit. After notification, any AHCCCS registered provider may be seen for the recommended services (even when outside of the health plan's network).

See a list of all of AHCCCS registered providers at: www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings
Additional resources are available at: www.azahcccs.gov/Members/AlreadyCovered/MemberResources/Foster

PHYSICAL AND BEHAVIORAL HEALTH PLAN

Mercy Care Department of Child Safety Comprehensive Health Plan

(Mercy Care DCS CHP)

Foster Care Hotline: 602-633-0763

Children's Liaison: 602-453-8095

Member Services: 1-800-564-5465

Email: DCS@mercycaresaz.org

AHCCCS

Clinical Resolution Unit

www.azahcccs.gov

Phone: 1-800-867-5808

Email: DCS@azahcccs.gov