



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 (DFSMS) - 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	
Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	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.uhcommunityplan.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

AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE))
602-364-4558 or 800-867-5808 DCS@azahcccs.gov

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
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.uhcommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com