

There are several layers of oversight for the Medicaid program to fulfill its purpose. Each of these layers does its part and ultimately supports the end goal: Providing comprehensive, quality health care to those in need. This series starts with a federal law called the Social Security Act. The Act has various “Titles”, each addressing a different component. Title 19 establishes the system of health benefits and services that AHCCCS members receive.

Under the managed care system, Arizona Health Care Cost Containment System (AHCCCS) contracts with health plans to serve 1.5 million of the 1.9 million Arizonans who qualify for Medicaid coverage. AHCCCS oversees these contracted health plans to ensure they are meeting their requirements and are complying with federal and state law, rules, and regulations.

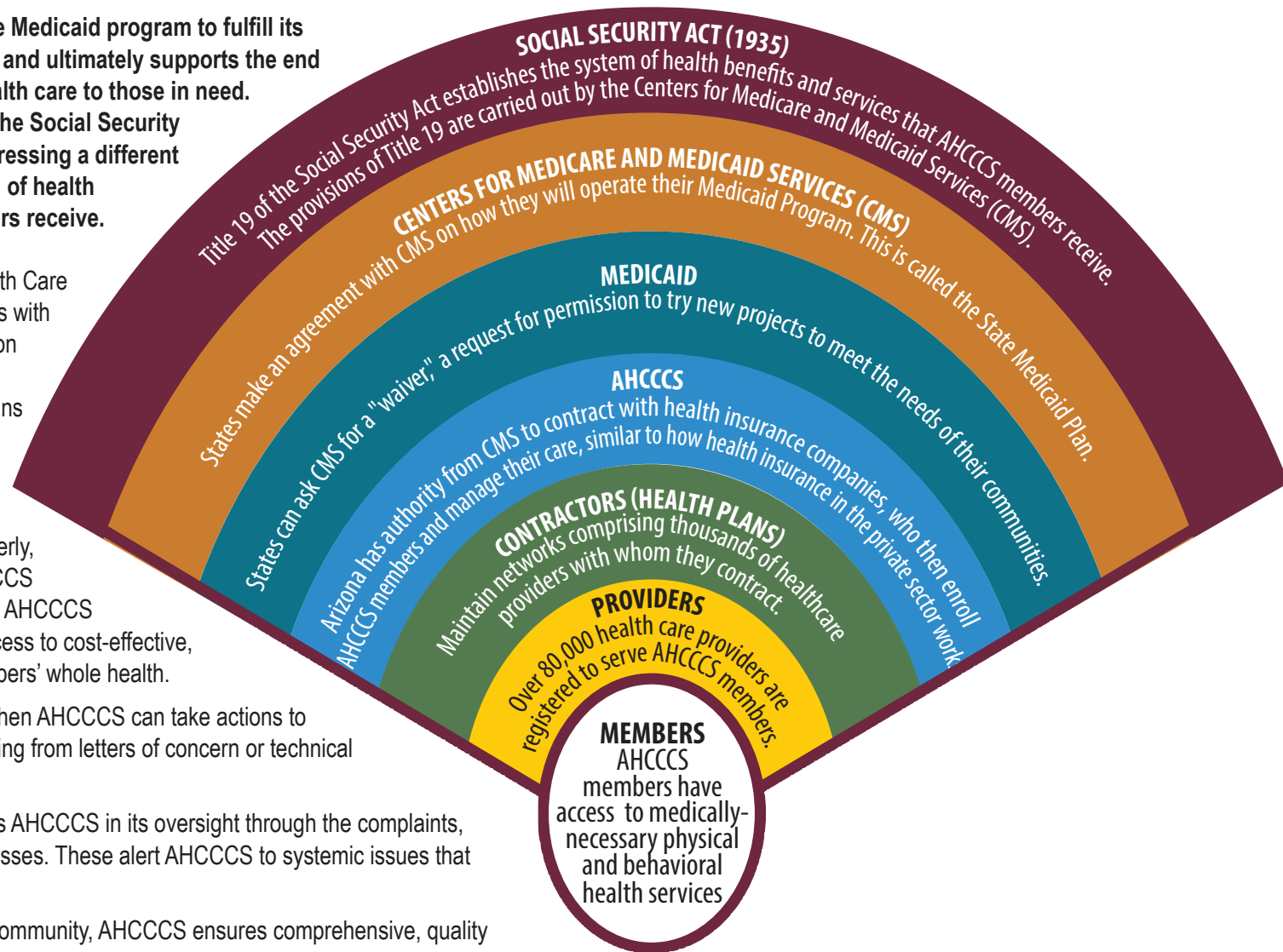
The health plans report weekly, monthly, quarterly, and yearly data, called “deliverables,” to AHCCCS regarding service delivery and financial status. AHCCCS reviews this data to ensure members have access to cost-effective, quality health care services that improve members’ whole health.

If health plans are not meeting requirements, then AHCCCS can take actions to ensure their compliance. Actions can be anything from letters of concern or technical assistance to financial penalties.

Member and Family member voice also assists AHCCCS in its oversight through the complaints, grievances and Quality of Care Concern processes. These alert AHCCCS to systemic issues that need to be addressed.

Through oversight and collaboration with the community, AHCCCS ensures comprehensive, quality health care for those in need.

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	
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	Magellan 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	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 dcs.az.gov/cmdp

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.uhccommunityplan.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/completecure	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