

Do you support someone with a mental health or substance use disorder? We can help you understand what a behavioral health diagnosis means and how the behavioral health care system works.

Adult Family Support Can Help



Family support services are available to help you:

- Connect with others through groups or one-on-one support.
- Better understand mental health or substance use disorders.
- Learn about and navigate the public health system.
- Learn to develop coping, self-care, and advocacy skills.

How Credentialed Family Support Makes a Difference

Many agencies offer family support services. Some agencies use credentialed family members to provide this service. Credentialed family support means the person who is working with you has experience as a primary support for an adult with emotional, behavioral health or substance use needs and has completed a formal training program to provide this service.

How to Access Services

- AHCCCS members should contact their AHCCCS health plan or Office of Individual and Family Affairs (OIFA).
- Family and friends of an AHCCCS member can request support services on behalf of a member as long as the member has given permission.
- OIFA partners with members and their supporters to ensure that they are connected to provider supportive services.
- You can choose which agency from which you would like to receive this service.

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	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)	
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		
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