

Behavioral health case management services are available to all AHCCCS members as medically necessary.

Case management is a supportive behavioral health service that uses communication and resource coordination to improve treatment outcomes and achieve long term recovery goals. For example, case management might include:

- Help finding resources other than behavioral health services (e.g., housing/shelter, food, utilities, etc.),
- Coordinating a member's care with health care providers, family, community resources, and other educational, social, judicial, community, and state services,
- Monitoring treatment goals and updating the service plan,
- Referring members to behavioral health specialists (e.g., employment services, Peer Support services, Family Support services, unskilled respite care, etc.), and
- Help accessing community resources with meeting basic needs.



AHCCCS members* who receive behavioral health services can also receive case management services in most outpatient behavioral health provider locations where other supportive services such as Home Care Training Family (Family Support) and Self-Help/Peer Services (Peer and Recovery Support) are available. Whether or not you have a case manager, you can still request to receive case management services to meet your needs.

If an AHCCCS member needs additional supportive services, they should speak to a staff member of the clinical team or a case manager (if one has not been assigned) at the outpatient behavioral health provider where the member receives service. If approved, case management services (and specific case management supportive services such as finding food, transportation, housing/shelter and education) will be added to the member's Individual Service Plan (ISP).

To learn more about case management services and how to connect to these services please contact your Health Plan found on the back of your insurance card or on the back of this page.

*Individuals who are not AHCCCS eligible (Non-Title XIX/XXI) may qualify to receive case management services.

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

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