

Filing a Complaint Regarding Services for Adults with a Serious Mental Illness (SMI)

When you file a complaint, you are saying that you are not satisfied with the services being provided or the way an AHCCCS member is being treated. Filing a complaint brings attention to the problem so that it can be resolved. Examples of complaints include, but are not limited to:

- A case manager does not return phone calls,
- Scheduled transportation does not pick you up,
- Your request to change a doctor or team is not being honored,
- A provider or employee is rude to you, or
- You face problems getting an appointment within AHCCCS timelines*.



Anyone may file a complaint and a Release of Information (ROI) is not needed to file a complaint on behalf of a member receiving services. Complaints may be made in person, over the phone or in writing. If your complaint is long or complicated, we recommend that you submit it in writing. Complaints filed in writing must be acknowledged within five working days from receipt of the complaint.

A complaint made by phone is acknowledged at the time it is received. Most complaints are resolved within 10 business days, but should not take longer than 90 days.

Filing a complaint will not affect your health care services. Any retaliation would be considered a violation of your rights. Your feedback helps identify barriers to services.

You can make complaints directly to your provider. If they are unable to resolve your issue, contact your Regional Behavioral Health Authority (RBHA) Customer Service Department. If the RBHA investigates a complaint and you are not satisfied with the RBHA's decision, contact AHCCCS Clinical Resolution Unit to review their decision.

To file a complaint with the RBHA Customer Service Department:

BEHAVIORAL HEALTH PLANS		
Arizona Complete Health Attn: Grievance and Appeals 1870 W. Rio Salado Parkway, STE 2A Tempe, AZ 85281 For Complaint via phone call: 1-866-495-6738	Mercy Care RBHA Attn: Grievance Department 4755 S. 44th Place Phoenix, AZ 85040 For Complaint via phone call: 602-586-1719 or 866-386-5794	Health Choice Arizona RBHA Attn: Grievance and Appeals 410 N 44th Street, Suite 900 Phoenix, AZ 85008 For Complaint via phone call: 1-800-640-2123

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.