Did you know AHCCCS covers eyeglasses and replacements for AHCCCS members who are under the age of 21?

Vision services for all AHCCCS members under the age of 21 include regular eye exams and vision screenings, prescription eyeglasses, and repairs or replacements of broken or lost eyeglasses.

**What if I break or lose my glasses?**
There are no restrictions for replacement eyeglasses when medically necessary for vision correction. This coverage includes, but is not limited to, loss, breakage or change in prescription.

**How do I get glasses or replacement glasses?**
You do not need to wait until the next regularly scheduled vision screening to replace or repair eyeglasses.

If you are under age 21 and your prescribed eyeglasses are lost or broken, call your health plan’s customer service number to find the next available vision screening with an EPSDT provider.

As a reminder, for members under the age of 21, federal law requires AHCCCS to cover all services when *medically necessary and cost effective. This means that health plans shall cover these health services if the treatment or service is necessary to “correct or ameliorate” defects or physical and behavioral illnesses or conditions.

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

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Contact Information</th>
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</table>
| 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.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)

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Contact Information</th>
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| Banner – University Family Care LTC | Customer Service 1-833-318-4146  
www.bannerufc.com |
| Mercy Care LTC                     | Customer Service 1-800-624-3879  
www.mercycareaz.org |
| United Healthcare LTC              | Customer Service 1-800-293-3740  
www.uhccommunityplan.com |
www.azdes.gov/ddd/ |

## REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS

<table>
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<tr>
<th>Plan Name</th>
<th>Contact Information</th>
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| 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 |