

As the caregiver of a biological, foster, kinship or adopted child, you have covered services available at no cost to you from many different agencies. Some of these agencies are family-run organizations.

### What is a Family-Run Organization?

Family-run organizations employ parents who have real life experience in the behavioral, medical and/or Department of Child Safety (DCS) systems. They specialize in providing family support services, and can provide one-on-one support to you.



### Family Support Services Can Help You:

- Know that you are not alone
- Navigate the child serving systems
- Locate services/resources that are the “right fit” for the needs of the child and family
- Learn to be an advocate
- Gain new skills to care for your child
- Identify formal and informal support systems
- Develop a service plan
- Manage hospital discharge planning
- Feel supported during Child and Family team meetings
- (CFT), Foster Care Review Boards (FCRB) and court hearings
- Keep things consistent in your child’s care when case managers or therapists change
- Understand decision letters, and how to submit appeals
- Help you deal with agencies that are not supportive of the needs of your child
- Find classes, trainings, support groups and more

### How to Access Services from a Family-Run Organization

1. Choose one of the family-run providers.
2. Ask your child’s Case Manager to add “Family Support Services” provided by the family-run organization of your choice to your child’s service plan. You have the right to receive services from the provider of YOUR choice.

<p><b>Caring Connections for Special Needs</b> (Benson, Sierra Vista, Payson, Douglas, Safford, and Tucson) <a href="http://www.ccsneeds.com">www.ccsneeds.com</a> 520-686-9436</p>	<p><b>Mentally Ill Kids In Distress (MIKID)</b> (Phoenix, Tucson, Yuma, Casa Grande, Kingman, Nogales) <a href="http://www.mikid.org">www.mikid.org</a> 602-253-1240</p>
<p><b>Family Involvement Center (FIC)</b> (Phoenix, Prescott, Flagstaff, and Tucson) <a href="http://www.familyinvolvementcenter.org">www.familyinvolvementcenter.org</a> 602-288-0155</p>	<p><b>Reach Family Services/Alcanza Servicios de Familia</b> (Phoenix) <a href="http://www.reachfs.org">www.reachfs.org</a> 602-512-9000</p>

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	
<b>Arizona Complete Health - Complete Care Plan</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a>	<b>Mercy Care</b> Customer Service 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>Care 1st Health Plan</b> Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>	<b>Magellan Complete Care</b> Customer Service 1-800-424-5891 <a href="http://www.mccofaz.com">www.mccofaz.com</a>
<b>Banner – University Family Care</b> Customer Service 1-800-582-8686 <a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>	<b>United Healthcare Community Plan</b> Customer Service 1-800-348-4058 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
<b>Health Choice Arizona</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>	<b>Comprehensive Medical Dental Program</b> 602-351-2245 or 1-800-201-1795 <a href="http://dcs.az.gov/cmdp">dcs.az.gov/cmdp</a>

AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE))
602-364-4558 or 800-867-5808 <a href="mailto:DCS@azahcccs.gov">DCS@azahcccs.gov</a>

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
<b>Banner – University Family Care LTC</b> Customer Service 1-833-318-4146 <a href="http://www.bannerufc.com">www.bannerufc.com</a>	<b>Mercy Care LTC</b> Customer Services 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>United Healthcare LTC</b> Customer Service 1-800-293-3740 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>	<b>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)</b> Customer Service 1-844-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
<b>Arizona Complete Health - Complete Care Plan RBHA</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a>	<b>Mercy Care RBHA</b> Customer Service 1-800-564-5465 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	<b>Health Choice Arizona RBHA</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>