

## Filing a Formal Complaint (a.k.a. Member Grievance) in the Children’s System

A **formal complaint** has the capacity to address the quality of care or services provided, or the way your child was treated. If you have a complaint or concern with a provider about the quality of care or services your child received, you may file a formal complaint. Reasons for complaints could include:

- Concern that the care or treatment provided lacked appropriate quality and/or could have been harmful
- Accessibility or availability of services as determined clinically necessary (including timely access)
- Wait times on the phone, for transportation, at a network pharmacy, in the provider waiting room
- Concerns about the way a provider treats the child and/or caregiver (in any aspect of care)
- Failure to provide information to which the guardian is entitled
- Inability to reach providers in a timely manner
- A child being mistreated and/or feeling abused
- When a child’s rights are violated
- Practice protocols not being following - [12 Principles](https://tinyurl.com/TwelvePrinciples) (<https://tinyurl.com/TwelvePrinciples>)

Complaints can be made either orally or in writing to the Regional Behavioral Health Authority (RBHA) Customer Service Department (see below). In order to ensure your complaint is adequately documented, we recommend you file your complaint in writing. Written complaints will be acknowledged within 5 business days. If you make your complaint by phone, it will be acknowledged at that time. Most complaints can be resolved within 10 business days, but should take no longer than 90 calendar days.

Filing a formal complaint will not affect your health care services. Any retaliation would be considered a rights violation. Your feedback helps identify barriers to services and adherence to requirements. You can make your written or verbal complaint the RBHA Customer Service Department as follows:

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS		
<b>Steward Health Choice Arizona</b> Attn: Grievance and Appeals 1300 South Yale Street, Flagstaff, AZ 86001 For Complaint via phone call: 1-800-640-2123	<b>Arizona Complete Health</b> Attn: Grievance and Appeals 1870 W. Rio Salado Parkway, STE 2A Tempe, AZ 85281 For Complaint via phone call: 1-866-495-6738	<b>United Healthcare Community Plan</b> Attn: Customer Service 1 East Washington Street Phoenix, AZ 85004 For Complaint via phone call: 1-800-348-4058
<b>Care1st Health Plan</b> Attn: Member Services Dept 2355 E. Camelback Rd., Suite 300 Phoenix, AZ 85016 For Complaint via phone call: 602-778-1800 or 866-560-4042	<b>Magellan Complete Care</b> 4801 E Washington St., Suite 225 Phoenix, AZ 85034 For Complaint via phone call: 1-800-424-5891	<b>Banner – University Family Care</b> Attn: Grievance & Appeals Dept 2701 E. Elvira Road, Tucson, AZ 85756 For Complaint via phone call: 1-833-318-4146 Ask for Grievance & Appeals
<b>Mercy Care</b> Attn: Grievance Department 4755 S. 44th Place, Phoenix, AZ 85040 For Complaint via phone call: 602-586-1719 or 866-386-5794	<b>Comprehensive Medical Dental Program</b> <a href="http://DCS.az.gov">DCS.az.gov</a> Email: <a href="mailto:CMDPMemberServices@azdes.gov">CMDPMemberServices@azdes.gov</a> Member Services: 602-351-2245 or 800-201-1795	<b>AHCCCS Clinical Resolution Unit</b> <a href="http://www.azahcccs.gov">www.azahcccs.gov</a> Email: <a href="mailto:DCS@azahcccs.gov">DCS@azahcccs.gov</a> Phone: 602-364-4558 In-State Toll Free: 800-867-5808

**Complaints about the denial, reduction, suspension, or termination of a covered service** should be handled as an appeal if you get written notice from your AHCCCS health plan.

If an agency or specialist is unable to serve you, there are other providers who can meet your needs. Under no circumstances should you or your child be made to wait beyond AHCCCS Policy established timelines without being given other options.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you know of an AHCCCS member who is unable to access behavioral 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.