

Safe, stable, secure housing is a basic need that impacts every aspect of physical and mental health. Although the federal Medicaid program does not pay for housing, the State of Arizona allocates **limited funding** to AHCCCS to provide housing subsidies to members with a Serious Mental Illness (SMI) designation, and a limited number of members with General Mental Health/Substance Use (GMH/SU) behavioral health needs.

Does AHCCCS Pay For Housing?

The federal Medicaid program cannot pay for housing. However, some state funds are given to AHCCCS health plans to make a limited number of housing units available to members. These are called housing subsidies.



What are Permanent Supportive Housing Services?

Supportive housing services are available to AHCCCS members with a Serious Mental Illness designation or other General Mental Health/Substance Use needs, when clinically appropriate. Some examples of supportive housing services are:

Finding Housing		Staying In Housing	
<ul style="list-style-type: none"> Collecting ID and documents Completing applications Understanding lease/notices Housing search 	<ul style="list-style-type: none"> Move-in coordination Attending housing briefings Budgeting and planning Accommodation requests 	<ul style="list-style-type: none"> Crisis/conflict management Employment support Benefit applications Life skills (budgeting, cooking, hygiene) 	<ul style="list-style-type: none"> Family and natural supports Landlord communication Substance use supports Lease renewal

Are Housing Services the Same As Housing Subsidies?

No, these are two different things.

What is the Permanent Supportive Housing Model?

In a Permanent Supportive Housing (PSH) model, people with mental health conditions are able to live independently in the community and have support to help them stay in their housing. There are no limits on how long someone can stay in housing, as long as they follow lease and landlord/tenant rules like any other renter.

How Can Members Be Referred for Housing and/or Supportive Housing Services?

Contact your provider or health plan to determine if you may be eligible for a referral to the AHCCCS Housing Program. These referrals can be made as part of an individual service plan, based on medical necessity. See your health plan's member handbooks for more information. If you do not have a copy of your member handbook, contact your health plan using the information on the back of this page.

Is Other Help Available?

AHCCCS Housing Program resources are limited and have a waitlist for housing subsidies. We encourage members in need of housing to apply for other housing subsidy programs like those offered by cities and counties, as well as other homelessness support programs.

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
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