

All AHCCCS members are eligible to receive medically necessary behavioral health services. These services include, but are not limited to:

- Behavioral health screenings and assessments,
- Case management,
- Psychotropic medications,
- Crisis services*,
- Counseling and therapy,
- Substance use treatment,
- Peer support services, and
- Family support services.



Do I Need a Referral?

No. Referrals are not required to start behavioral health services. Tell your primary care provider, or assigned behavioral health clinic (if applicable), of all providers that you receive services from so that they may coordinate your care..

Where Do I Begin?

If you need help learning about services that are available or identifying a health care provider, contact your health plan's member services department. The phone number is on your AHCCCS ID card. , or assigned behavioral health clinic (if applicable).

Can I Self-Refer for Behavioral Health Services?

Of course. You can contact a provider directly to request services. You will need to ensure the provider is contracted with your health plan and that the services are added to your treatment plan.

How Long Should it Take to See a Behavioral Health Provider?

When you call your provider to set up an appointment or get a referral for an appointment, AHCCCS policy requires that you see the provider within specific timeframes. See the Standards Appointment Availability For All AHCCCS Members document.

If you are having difficulty finding a provider, getting services scheduled, or getting an appointment within the time frames listed, please contact your health plan's member services department.

*Crisis Services are available to all adults and children in Arizona regardless of insurance or behavioral health prior experience.

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	
<p>Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare</p>	<p>Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org</p>
<p>Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com</p>	<p>Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com</p>
<p>Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc</p>	<p>United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com</p>
<p>Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com</p>	<p>Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members</p>

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

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
<p>Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare</p>	<p>Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org</p>	<p>Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com</p>