

On October 1, 2022, the Arizona Health Care Cost Containment System (AHCCCS), is updating its contracts with certain contracted health care plans for health insurance coverage for individuals with a Serious Mental Illness (SMI) designation. These health care plans (called ACC-RBHAs) will also be responsible for crisis and other grant-funded behavioral health services to Arizonans.

**Q1: What is changing beginning October 1, 2022?**

**Q2: Will I have to change my health plan/RBHA?**

**Q3: Will I have to change my providers? How long do I get to keep my current providers? Will my SMI Case Manager change?**

**Q4: Who do I contact with questions?**

**Q5: Will my covered services change?**

**Q6: What is AHCCCS doing to assist members with an SMI designation during this transition?**

**Q1: What is changing beginning October 1, 2022?**

- A. The name Regional Behavioral Health Authority (RBHA) will be changed to AHCCCS Complete Care Contractor with a Regional Behavioral Health Agreement, or ACC-RBHA for short. The three ACC-RBHAs will continue to provide the same services provided by the current RBHAs.

Some members in some counties will change health plan/RBHA. See details by county in Answer 2 below.

Arizona will have a single crisis phone number for the entire state. This changes the current system from three different crisis phone numbers across the state to just one, but the current crisis phone numbers will still work at least through October 1, 2023. The ACC-RBHAs will collectively choose and contract with the single crisis phone line vendor. See [Crisis System Frequently Asked Questions](#) for more information.

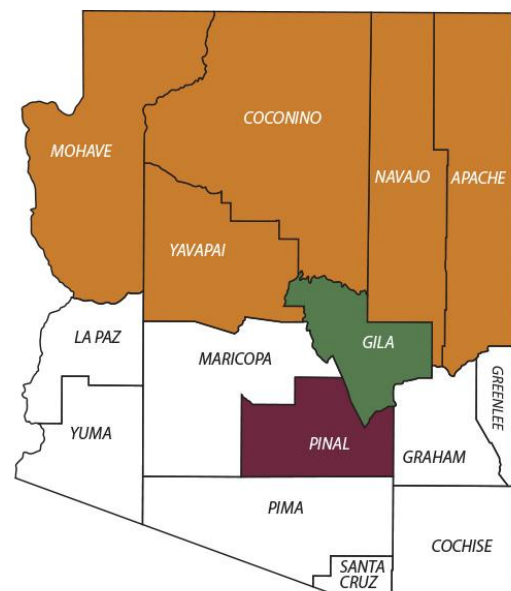
**Q2: Will I have to change my health plan/RBHA? RBHA?**

- A. Members with an SMI designation that live in **Maricopa County** will have no changes to their current Mercy Care health plan. Members who live in the southern part of the state (counties shown in white and excluding Pinal County) will have no changes to their current Arizona Complete Health-Complete Care Plan.

Members with an SMI designation that live in **Pinal County**, (county shown in maroon), will change from Arizona Complete Health-Complete Care Plan to Mercy Care on October 1, 2022.

Members with an SMI designation that live in **Mohave, Coconino, Navajo, Apache, or Yavapai County**, (counties shown in orange), will change from Health Choice Arizona to Care1<sup>st</sup> Health Plan on October 1, 2022.

Members with an SMI designation that live in **Gila County**, (county shown in green), will change from Health Choice Arizona to Mercy Care on October 1, 2022.



*Members who live in the **San Carlos Tribal area (zip codes 85542, 85192, and 85550)** will have **no change** to their current Arizona Complete Health-Complete Care Plan.*

**Q3: Will I have to change my providers? How long do I get to keep my current providers? Will my SMI Case Manager change?**

- A. For members changing health plans, the newly assigned ACC-RBHAs are required to give members six months to transition to a different Primary Care Provider (PCP) if your current PCP is not contracted with your new ACC-RBHA (and your PCP agrees to continue to treat you and bill the new ACC-RBHA). Your new ACC-RBHA and your care manager will help you find a new PCP in your health plan's network.

Members who are currently receiving treatment from a specialist or case manager will be able to continue that treatment with your established provider through its duration, or for six months, whichever occurs first (if the specialist or case manager agree to provide services and bill the new ACC-RBHA). This includes members who are pregnant and in active treatment and members who are receiving behavioral health treatment. The ACC-RBHA and their contracted care managers will help members transition to new specialists and case managers.

**Q4: Who do I contact with questions?**

- A. Contact the AHCCCS Clinical Resolution Unit at 602-364-4558 or 1-800-867-5808; or contact the member services phone number for your current health plan or the ACC-RBHA that you will transition to:
- Arizona Complete Health-Complete Care Plan: 1-888-788-4408
  - Care1st Health Plan: 1-866-560-4042
  - Health Choice Arizona: 1-800-322-8670
  - Mercy Care: 1-800-624-3879

**Q5: Will my covered services change?**

- A. Your covered services will not change. All services that are covered today will continue to be covered by the ACC-RBHAs. See the AHCCCS [Covered Services](#) web page for a list of covered services.

**Q6: What is AHCCCS doing to assist members with an SMI designation during this transition?**

- A. Members can contact the AHCCCS Clinical Resolution Unit at 602-364-4558 or 1-800-867-5808 for assistance. AHCCCS is also sharing information about these changes in ongoing AHCCCS Community Forums and AHCCCS Hot Topics Meetings. To sign up to attend, see the [AHCCCS Calendar \(azahcccs.gov\)](#).

As early as April 2022, AHCCCS will offer training to members about your rights as an individual living with an SMI. For more information regarding this and other training opportunities, contact the AHCCCS Office of Human Rights (OHR) at 1-800-421-2124 or visit the Office of Human Rights web page.

There are many places to find more information about this transition:

- The [AHCCCS Behavioral Health](#) web page has current information.
- Follow AHCCCS on [Facebook](#), [Twitter](#), and [LinkedIn](#), and subscribe to [AHCCCS e-newsletters](#).
- The [Office of Individual and Family Affairs](#) sends a weekly email on Fridays, and
- The [Office of the Director](#) sends a monthly newsletter on the first business day of the month.