



## Enrolling in AHCCCS and Behavioral Health Services for Individuals Releasing from the Criminal Justice System

Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care for those individuals meeting eligibility requirements; including behavioral health services through our three contracted regional behavioral health authorities (RBHAs) for AHCCCS enrolled individuals and people determined to have a serious mental illness. If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact the RBHA in your area using the contact information below.

### **Mercy Maricopa Integrated Care (MMIC)**

Maricopa County (and part of Pinal County based on Zip Code)

RBHA Member Services  
1 (800) 564-5465

### **Health Choice Integrated Care (HCIC)**

Apache, Coconino, Mohave, Navajo & Yavapai Counties

RBHA Member Services  
1 (800) 640-2123

### **Cenpatico Integrated Care (C-IC)**

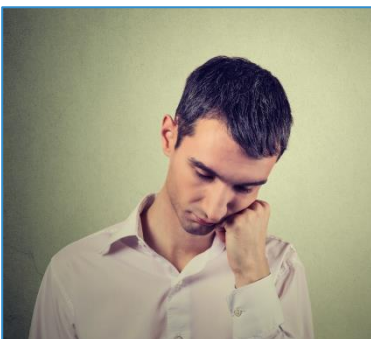
Cochise, Gila, Graham, Greenlee, La Paz, Pima, Pinal & Yuma Counties

RBHA Customer Service  
1 (866) 495-6738

**Enrolling in AHCCCS:** Although Medicaid enrollment cannot begin for persons who are incarcerated, the application can begin 30 days prior to release from a correctional facility. AHCCCS and the Department of Economic Security (DES) have relationships established with the DOC and multiple counties to accept “pre-release” applications. We can work with your correctional facility to establish a process of accepting and processing applications for applicants who are still detained.

Note: Applications for persons who are not incarcerated can be submitted anytime via [Health-e-Arizona PLUS](#).

**Requesting a Seriously Mentally Ill (SMI) Determination:** Crisis Response Network (CRN) is the statewide vendor responsible for completing SMI determinations. Any individual, regardless of AHCCCS enrollment status can request an SMI assessment and determination through the RBHA. The Department of Corrections is able to complete assessments for individuals within six months of their release and submit them for a determination. Please contact the appropriate RBHA listed above (based on where you live) to request an SMI determination. If you have any questions or concerns regarding the SMI determination process, please contact CRN directly at 1-855-832-2866.



If you are unable to satisfactorily resolve your concern through the RBHA or CRN, please contact the AHCCCS customer service line for support at **602-364-4558 or 1-800-867-5808**. This approach allows the state to address individual concerns and identify potential system barriers to accessing quality behavioral health services. Thank you for your support and commitment to improve the lives of Arizonans!