

Non Emergency Medical Transportation (NEMT) is a covered service for Medicaid members who do not have their own transportation or means to arrange for their own transportation.

If you cannot secure your own transportation to a covered health service appointment, consider these other options:

- Ask a family member or friend
- Take the bus
- Walk or bike
- Take the light rail
- Use a rideshare (like Uber or Lyft)
- Carpool



When you have no other transportation options, call your health plan Member Services number on your insurance card to arrange for Non-Emergency Medical Transportation.

When you call, be prepared to provide the following details:

What is the providers address and phone number?

Do you need specific healthcare accommodations such as an oxygen tank, IV, or other accessibility needs?

What is the date and time of your appointment?

Does the driver need to pick you up from a specific place?

Do you use a wheelchair, stretcher, walker or other mobility device?

Do you need help getting to the car?

Do you need a notification call when the driver arrives?

Does your child require a car seat or booster seat?

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	Magellan 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	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 dcs.az.gov/cmdp

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