



Individuals with a Serious Mental Illness determination do NOT have to pay any copays or cost sharing for behavioral health medications (when dispensed by an AHCCCS-registered provider) even if you do not have Medicaid coverage (AHCCCS).

SMI Determination = Qualifying diagnosis + [SMI evaluation process](#)

What is a copay?

A copay or cost sharing amount is the amount of money a member pays directly out of his/her own pocket to a pharmacy or provider for each prescription or service they receive.

If my pharmacy tries to charge a copay for my behavioral health prescription, what should I do?

- If you are at the pharmacy, do not pay the copay. Ask the pharmacy staff to contact your health plan's member services number listed on the back of this document and on your insurance card;
- If **you have already paid** the copay/cost share amount, contact your health plan's member services number listed on the back of this document and on your insurance card;
- If you are not able to resolve this issue with your health plan, contact the AHCCCS Clinical Resolution Unit listed on the back of this document.

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/completecare	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/completecare	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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