

NO WAIT LISTS!

Wait lists for AHCCCS Covered Behavioral Health Services are

PROHIBITED

You have a right to **receive** the services you need, **delivered** within AHCCCS Policy established timelines.

If an agency or specialist is unable to serve you, the agency or specialist should refer you to your AHCCCS Health Plan to locate a provider near you.

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS

Arizona Complete Health Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org	Magellan Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Care 1 st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	Steward Health Choice Arizona Customer Services 1-800-322-8670 www.stewardhealthchoiceaz.com
Department of Economic Security Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/	Department of Child Safety (CMDP) 1-602-351-2245 dcs.az.gov/cmdp	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhcommunityplan.com

Call 1-(800)-867-5808 if you are still unable to access services.

Under no circumstances should you be made to wait without being given other options.



The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you know of an AHCCCS member who is unable to access behavioral 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 1-800-867-5808.