

Not Eligible for AHCCCS? You may still be eligible for services.

Adults with a Serious Mental Illness (SMI) designation, and children designated with a Serious Emotional Disturbance (SED), are eligible to receive a number of medically necessary mental health and/or substance use services, even if they are not eligible for AHCCCS. These individuals are often referred to as Non-Title XIX SMI or Non-Title XXI SED.

Funding for these services is provided through the State of Arizona and grants.

Examples of these services include, but are not limited to:

- residential treatment,
- medication,
- counseling,
- case management,
- supportive housing,
- traditional healing,
- crisis services and,
- supportive services.



Services are limited by the availability of funds, with the exception of medication management for members with a SMI designation.

If you are an adult with a SMI in need of behavioral health treatment, or the parent of a child in need of SED services and treatment, and are currently not eligible for AHCCCS, contact your health plan or a Regional Behavioral Health Authority (see the other side of this page). Individuals with a SMI designation may also be eligible to receive services through the Division of Developmental Disabilities (DDD) or the Arizona Long-Term Care System (ALTCS).

For more information about the SMI determination process contact Solari Crisis Response Network; Community Support Network at 855-832-2866 or online at community.solari-inc.org/eligibility-and-care-services.

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/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	Molina 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	Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members

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/

AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS		
Arizona Complete Health - ACC-RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care ACC-RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Care1st ACC-RBHA Customer Service 1-866-560-4042 www.care1staz.com