

Individuals with a Serious Mental Illness (SMI) designation have access to additional support and resources.

When an AHCCCS member receives an SMI designation, the following benefits are made available:

- An assigned provider case manager - A designated individual at your provider to coordinate your care to meet your recovery goals.
- Assertive Community Treatment (ACT) - A team of providers to help you when it is determined your care needs exceed those of standard case management.
- Access to SMI Housing when available - Supportive housing services for people with an SMI determination.
- May request to receive physical health services from an AHCCCS Complete Care (ACC) health plan, if specific requirements are met per AHCCCS policy (ACOM 442).
- SMI Grievance and SMI Appeals processes - If you have an SMI designation you have access to the SMI Grievance and SMI Appeal processes under the Arizona Administrative Code (A.A.C R9-21-400).
- Technical Support from the AHCCCS Office of Human Rights (OHR) - Experts to help you advocate for your SMI rights, navigate behavioral health services, and guidance through the grievance and appeals process.
- Special Assistance (only available to individuals who meet specific criteria) - A designated representative to speak up on your behalf when you can't speak for yourself, in certain situations. Visit the AHCCCS Office of Human Rights web page for more information www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/ohr.html.



The Office of Human Rights can be reached by phone at 1-800-421-2142

To connect to these additional supports, individuals may contact their treatment team/providers and/or case manager. Individuals who do not have a treatment team may contact their health plan.

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	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

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