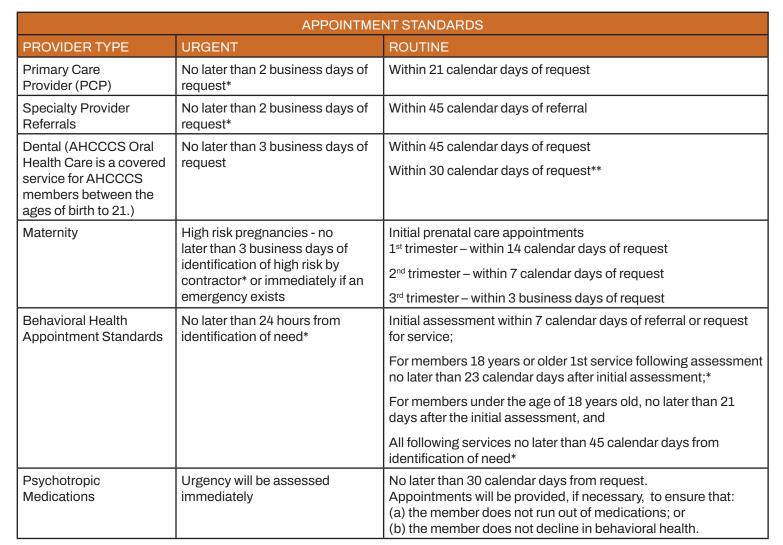


Standards Appointment Availability For All AHCCCS Members

Appointment

Your AHCCCS health plan is required to ensure that you can see medical professionals in a timely manner. The following standards apply to Primary Care Providers (PCP), Specialist, Dental, Maternity, and Behavioral Health providers.

If you have a medical issue due to a severe illness, injury, condition or worsening symptoms, please make an Urgent Care appointment.



*As quickly as the health condition requires, but no later than the timeframes noted above.

**For Comprehensive Health Program (CHP) routine care only.

If you cannot get an appointment within the approved timeframes, please contact your AHCCCS 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.