

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.



APPOINTMENT STANDARDS		
PROVIDER TYPE	URGENT	ROUTINE
Primary Care Provider (PCP)	No later than 2 business days of request*	Within 21 calendar days of request
Specialty Provider Referrals	No later than 2 business days of request*	Within 45 calendar days of referral
Dental (AHCCCS Oral Health Care is a covered service for AHCCCS members between the ages of birth to 21.)	No later than 3 business days of request	Within 45 calendar days of request Within 30 calendar days of request**
Maternity	High risk pregnancies - no later than 3 business days of identification of high risk by contractor* or immediately if an emergency exists	Initial prenatal care appointments 1 st trimester – within 14 calendar days of request 2 nd trimester – within 7 calendar days of request 3 rd trimester – within 3 business days of request
Within 30 calendar days of request**	No later than 24 hours from identification of need*	Initial assessment within 7 calendar days of referral or request for service; For members 18 years or older 1st service following assessment no later than 23 calendar days after initial assessment;* For members under the age of 18 years old, no later than 21 days after the initial assessment, and All following services no later than 45 calendar days from identification of need*
Psychotropic Medications	Urgency will be assessed immediately	No later than 30 calendar days from request. Appointments will be provided, if necessary, to ensure that: (a) the member does not run out of medications; or (b) the member does not decline in behavioral health.

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

**For Comprehensive Medical and Dental Program (CMDP) 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.

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	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.uhcommunityplan.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.uhcommunityplan.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