AHCCCS
Arizona Health Care Cost Containment System
OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

Be Your Own Advocate

You Have Voice and Choice In Your Health Care Decisions

Voice: You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need. You are a vital part of a service delivery team and an equal partner in the planning and delivery of services.

Choice: You have the right to request covered services and choose where to receive these services within your network.

Be Involved: You have a right to be actively involved in the service planning process. The plan focuses on you and your needs. You can ask your team about your covered service options.

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.

Visit your health plan's website to find the full list of available providers. If you need assistance finding the provider that is right for you, call your health plan.

Reference: AMPM 100

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	**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.uhccommunityplan.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.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/completecare	**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