

Individuals with an SMI designation have the same rights as all other citizens of Arizona. In addition, they are guaranteed specific legal rights by federal and state laws. In Arizona, you can find these rights in the Arizona Revised Statutes (A.R.S. section 36-504 through 36-514).

Some of these rights include:

- To participate in your mental health treatment and service plan,
- To consent to or refuse treatment (except by court order),
- To have a case manager assist you in obtaining behavioral health treatment and services such as counseling, supported employment, or peer support,
- To be free from unnecessary seclusion or restraint,
- To be treated in the least restrictive environment,
- To have a discharge plan upon discharge from a hospital,
- To file a grievance if your rights have been violated,
- To have anyone of your choosing participate in your treatment planning, and
- The right to be assessed for Special Assistance criteria.



Special Assistance is a support for members who would otherwise be unable to advocate on their own behalf. For members who meet criteria for Special Assistance, they have a right to choose a designated representative (advocate) to assist them with treatment planning, discharge planning, and the SMI appeal, grievance, and investigation processes.

You can review your rights in the Arizona Administrative Code Title 9, Chapter 21, "Behavioral Health Services for Persons with Serious Mental Illness, R9-21: If your rights as an individual with an SMI designation have been violated, you have the option to:

- Tell your provider about the issue,
- File a grievance with your health plan, and/or
- File a written grievance or appeal a decision, including your recommended solution (you can contact the AHCCCS Office of Human Rights (OHR) at 1-800-421-2124 for more information).

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