

AHCCCS' Role Regarding Health Plan Contracting

AHCCCS does not have authority to approve or deny health plans' decisions to terminate a provider. Since AHCCCS was founded in the 1980s, health plans have been responsible for ensuring members have reasonable and timely access to covered health care services through a sufficient and well-distributed network of contracted providers. While AHCCCS does not approve or deny a health plan's decision to terminate a provider, AHCCCS is required, in limited circumstances, to review health plans' decisions to make material changes to their provider networks ([AHCCCS Contractors Operations Manual 439](#)) AHCCCS is subject to robust federal regulation and has significant policies that govern the agency's obligations related to network adequacy. Before the agency approves material changes to the network, AHCCCS follows these policies to ensure continuity of care for affected members. This includes working directly with health plans to confirm that coordination of care for each member is occurring, and appropriate transitions to new providers take place.

AHCCCS is committed to protecting the health and wellbeing of its members and ensuring health plans maintain networks that are sufficient, accessible, and available to provide all covered medically necessary services. If members and families have trouble accessing medically necessary services, and the health plan cannot resolve the issue, members and families can report quality of care concerns to CQM@azahcccs.gov. Members and families can also reach out to the Clinical Quality Management team, which is trained to assist members in obtaining their benefits, by completing the form at [this link](#) and/or calling (602) 417-4885.

- Please click below for additional resources if you are receiving ABA services from the following health plans:
 - Mercy Care
 - [ACC-RBHA](#)
 - [ACC-RBHA with SMI](#)
 - [DCS CHP](#)
 - [ALTCS](#)
 - [DDD](#)
 - UnitedHealthcare Community Plan
 - [ABA Guide](#)
 - [Arizona AHCCCS Complete Care Links to Health Information](#)
 - [Arizona Long Term Care Links to Health Information](#)
 - [Arizona Developmental Disabilities Program Links to Health Information](#)
 - Arizona Complete Health
 - [Understanding Autism Spectrum Disorder](#)
- Additional Health Plan Contacts are available at the link below:
 - [AHCCCS Health Plan Contacts](#)