

The Office of Human Rights (OHR) provides help free of charge to individuals determined to have a Serious Mental Illness (SMI) in the public behavioral health system in Arizona.

Office of Human Rights Mission Statement

Providing advocacy to individuals determined to have a Serious Mental Illness (SMI) to help them understand, protect and exercise their rights, facilitate self-advocacy through education and obtain access to behavioral health services in the public behavioral health system in Arizona.

Assistance Provided

For Adults with a Serious Mental Illness (SMI) and Designated as Special Assistance:

- On-going involvement by an assigned advocate to support the client in making informed choices and to assist with protecting & exercising client rights and developing self-advocacy skills
- Preparation for and assistance with Individual Service Plan (ISP) and if inpatient, the Inpatient Treatment & Discharge Plan (ITDP)
- Follow-up on implementation of services and access to the “least restrictive environment” in the community with appropriate supportive services through informal interventions and use of formal appeal/grievance processes
- Technical or short-term assistance to guardians or family members providing Special Assistance

For Adults with a SMI:

- Information & referral resources
- Guidance to file a complaint, grievance (involving a rights violation) or appeal (involving access to covered services or SMI eligibility) or on self-advocacy
- Education, primarily through educational documents, to assist individuals with self-advocacy and understanding, exercising & protecting their rights.

Other OHR Responsibilities

- Conduct outreach at psychiatric inpatient settings, peer-run/clubhouse agencies and other behavioral health settings.
- Identify, track and address issues which are systemic in nature.
- Administration of Special Assistance—processing notifications, data upkeep, regular reporting and technical assistance to T/RBHAs, contractors & providers.
- Collaborate & provide input from an advocacy perspective within AHCCCS/DCAIR Office of Human Rights.
- Coordinate with other behavioral health advocacy and community agencies.

AHCCCS CONTACTS AND RESOURCES

RESOURCE LINKS

AHCCCS Medical Policy Manual (AMPM) https://www.azahcccs.gov/shared/MedicalPolicyManual/
AHCCCS Contractors Operating Manual (ACOM) https://www.azahcccs.gov/shared/ACOM/
Arizona Administrative Code (R9-21) https://apps.azsos.gov/public_services/Title_09/9-21.pdf

AHCCCS/DCAIR OFFICE OF HUMAN RIGHTS

OHR Main Office Phone:
602-364-4585 or 800-421-2124 (toll free)
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The intent of this document is to provide general information to individuals determined to have a Serious Mental Illness receiving services in the Arizona's public behavioral health care system regarding their rights. It is not intended as a substitute for individual guidance or advice. Additionally, the AHCCCS/DCAIR Office of Human Rights is not a law firm.

AHCCCS CLINICAL RESOLUTION UNIT

602-364-4558 or 800-867-5808

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 1-800-770-9500 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
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