ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

What's Changing for Members

The AHCCCS Solutions Center has replaced many of the email addresses you use today to contact us and is the fastest way to reach us. Please see the matrix below for specific details on what is changing for you.

It is important to note that inquiries sent to these email addresses listed below will bounce back with a message referring you to the AHCCCS Solutions Center.

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Appeals & Hearings	Submitted directly through the AHCCCS Solutions Center	Appeals & Hearings	Member Service Appeal
Reporting concerns about the Quality of Care Received	Online form located at: https://azahcccs.gov/ACMS/Received.aspx	Access to Care/Eligibility	Access to Care/Eligibility
Fee-For-Service Care Management Inquiries	Email: caremanagers@azahcccs.gov	Access to Care/Eligibility	Fee-For-Service Care Management Member Request Form
Changing from AHCCCS Complete Care Health Plan to American Indian Health Program	Email: mcdumemberescalation@azahcccs.gov	Access to Care/Eligibility	Access to Care/Eligibility
Choosing a Health Plan or Changing a Health Plan	Email: BeneficiarySupportSpecialist@azahcccs.gov	Access to Care/Eligibility	Access to Care/Eligibility

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Renewing Coverage & Reporting Changes Requesting a copy of a 1095B for tax record	Email: mcdumemberescalations@azahcccs.gov	Access to Care/Eligibility	Access to Care/Eligibility
Eligibility Information Difficulty of Care Income Exclusions	Email: dmpsocaservicedesk@azahcccs.gov	Access to Care/Eligibility	Access to Care/Eligibility
Reporting suspected fraud.	Fill out form located at: https://www.azahcccs.gov/Fraud/ReportFraud/onlineform.aspx	Fraud Prevention	Fraud Prevention
IT issues	Website: https://servicedesk.azahcccs.gov/portal	IT Services	Report an IT Issue
Submitting questions about KidsCare or Freedom to Work premiums.	Email: ahcccsdbfreceivable@azahcccs.gov	Payment & Billing	Member Finance Form – KidsCare and Freedom to Work