

There are several layers of oversight for the Medicaid program to fulfill its purpose. Each of these layers does its part and ultimately supports the end goal: Providing comprehensive, quality health care to those in need. This series starts with a federal law called the Social Security Act. The Act has various “Titles”, each addressing a different component. Title 19 establishes the system of health benefits and services that AHCCCS members receive.

Under the managed care system, Arizona Health Care Cost Containment System (AHCCCS) contracts with health plans to serve Arizonans who qualify for Medicaid coverage. AHCCCS oversees these contracted health plans to ensure they are meeting their requirements and are complying with federal and state law, rules, and regulations.

The health plans report weekly, monthly, quarterly, and yearly data, called “deliverables,” to AHCCCS regarding service delivery and financial status. AHCCCS reviews this data to ensure members have access to cost-effective, quality health care services that improve members’ whole health.

If health plans are not meeting requirements, then AHCCCS can take actions to ensure their compliance. Actions can be anything from letters of concern or technical assistance to financial penalties.

Member and Family member voice also assists AHCCCS in its oversight through the complaints, grievances and Quality of Care Concern processes. These alert AHCCCS to systemic issues that need to be addressed.

Through oversight and collaboration with the community, AHCCCS ensures comprehensive, quality health care for those in need.

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.

