

You Have Voice and Choice In Your Health Care Decisions



Voice: You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need. You are a vital part of a service delivery team and an equal partner in the planning and delivery of services



Choice: You have the right to request covered services and choose where to receive these services within your network.



Be Involved: You have a right to be actively involved in the service planning process. The plan focuses on you and your needs. You can ask your team about your covered service options.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you know of an AHCCCS member who is unable to access behavioral 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 1-800-867-5808.

Visit your health plan's website to find the full list of available providers. If you need assistance finding the provider that is right for you, call your health plan.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS		
Arizona Complete Health Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org	Magellan Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Care 1 st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	Steward Health Choice Arizona Customer Services 1-800-322-8670 www.stewardhealthchoiceaz.com
Department of Economic Security Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/	Department of Child Safety (CMDP) 1-602-351-2245 dcs.az.gov/cmdp	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)		
Banner – University LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care Long Term Care (ALTCS) Customer Services 1-800-624-3879 www.mercycareaz.org	
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	LTC DD DES Customer Service 1-800-770-9500 www.azdes.gov/ddd/	

