

AHCCCS delivers health care services by contracting with health plans. These health plans, and their providers, are who most AHCCCS members interact with. The health plans are often referred to as Managed Care Organizations (MCOs). AHCCCS health plans work with many providers including doctors, hospitals, pharmacies, specialists, etc. to provide care.

In most cases, you will be able to choose your health plan. Some members, such as those with an Serious Mental Illness (SMI) designation, are automatically assigned to a health plan where they live.

If you are an AHCCCS member who can choose your health plan, here are some tips:

- You need to choose a health plan that serves your county. Each county has at least one health plan.
- All AHCCCS health plans cover the same medical and behavioral health services. However, not all health plans contract with the same providers. With that in mind, check with your current doctor, specialist, pharmacy and/or hospital to see whether they are contracted with AHCCCS. Call the health plan or visit the health plan's website.
- American Indian/Alaskan Native (AI/AN) members have the choice of enrolling with an AHCCCS managed care plan or using fee-for-service through the American Indian Health Program (AIHP). Find more info in our empowerment tool.

What if I don't choose a health plan?

If you do not choose a health plan at enrollment, one will be assigned to you. If you were recently enrolled in an AHCCCS health plan within the past 90 days, and you do not choose a health plan when reapplying, you may be enrolled with your previous health plan.

How do I change my health plan?

If you are already enrolled in a health plan, you can request to change health plans if:

- It is your annual re-enrollment date, (once per year).
- You are within your first 90 days of AHCCCS enrollment and wish to change your auto-assignment,
- Your family members are in different health plans and you wish to all be in the same plan, or,
- You move to a location where your current plan is not available.
- You can change your health plan up to 90 days after enrollment through the HEAplus system (healtharizonaplus.gov), calling HEAplus at 1-855-432-7587 or by contacting AHCCCS at (602) 417-7100 or 1-(800)-334-5283.

I have questions and need help choosing a plan.

If you need help selecting a health plan call a Beneficiary Support Specialist at AHCCCS at 1-(800)-334-5283.

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.

