

When you file a complaint, you are saying that you are not satisfied with the services being provided or the way an AHCCCS member is being treated. Filing a complaint brings attention to the problem so that it can be resolved. Examples of complaints include, but are not limited to:

- A case manager does not return phone calls,
- Scheduled transportation does not pick you up,
- Your request to change a doctor or team is not being honored,
- A provider or employee is rude to you, or
- You face problems getting an appointment within AHCCCS timelines\*.



Anyone may file a complaint. Complaints may be made in person, over the phone or in writing. If your complaint is long or complicated, we recommend that you submit it in writing. Complaints filed in writing must be acknowledged within five working days from receipt of the complaint.

A complaint made by phone is acknowledged at the time it is received. Most complaints are resolved within 10 business days, but should not take longer than 90 days.

Filing a complaint will not affect your health care services. Any retaliation would be considered a violation of your rights. Your feedback helps identify barriers to services.

You can make complaints directly to your provider. If they are unable to resolve your issue, contact your Regional Behavioral Health Authority (RBHA) Customer Service Department. If the RBHA investigates a complaint and you are not satisfied with the RBHA's decision, contact AHCCCS Clinical Resolution Unit to review their decision.

To file a complaint with the RBHA Customer Service Department:

Health Choice Integrated Care  
Attn: Customer Service  
1300 South Yale Street, Flagstaff, AZ 86001  
For complaint via phone call: 1-800-640-2123

Mercy Maricopa Integrated Care  
Attn: Grievance Department  
4350 E. Cotton Center Blvd., Bldg. D, Phoenix, AZ 85040  
For complaint via phone call: 602-586-1719 or 866-386-5794

Cenpatico Integrated Care  
Attn: Customer Service  
333 East Wetmore Road, Suite 500, Tucson, AZ 85705  
For complaint via phone call: 1-866-495-6738

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you continue to have questions or difficulties accessing services, please call AHCCCS Clinical Resolution Unit at 602-364-4558 or 1-800-867-5808 or submit concerns about quality of care by email at [CQM@azahcccs.gov](mailto:CQM@azahcccs.gov).