

Did you know AHCCCS covers eyeglasses and replacements for AHCCCS members who are under the age of 21?

Vision services for all AHCCCS members under the age of 21 include regular eye exams and vision screenings, prescription eyeglasses, and repairs or replacements of broken or lost eyeglasses.

### **What if I break or lose my glasses?**

There are no restrictions for replacement eyeglasses when medically necessary for vision correction. This coverage includes, but is not limited to, loss, breakage or change in prescription.



### **How do I get glasses or replacement glasses?**

You do not need to wait until the next regularly scheduled vision screening to replace or repair eyeglasses.

If you are under age 21 and your prescribed eyeglasses are lost or broken, call your health plan's customer service number to find the next available vision screening with an EPSDT provider.

As a reminder, for members under the age of 21, federal law requires AHCCCS to cover all services when \*medically necessary and cost effective. This means that health plans shall cover these health services if the treatment or service is necessary to "correct or ameliorate" defects or physical and behavioral illnesses or conditions.

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.

## AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
<b>Arizona Complete Health - Complete Care Plan</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a>	<b>Mercy Care</b> Customer Service 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>Care 1st Health Plan</b> Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>	<b>Molina Complete Care</b> Customer Service 1-800-424-5891 <a href="http://www.mccofaz.com">www.mccofaz.com</a>
<b>Banner – University Family Care</b> Customer Service 1-800-582-8686 <a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>	<b>United Healthcare Community Plan</b> Customer Service 1-800-348-4058 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
<b>Health Choice Arizona</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>	<b>Mercy Care Department of Child Safety Comprehensive Health Plan</b> Customer Service 1-833-711-0776 <a href="http://mercycareaz.org/members/chp-members">mercycareaz.org/members/chp-members</a>

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
<b>Banner – University Family Care LTC</b> Customer Service 1-833-318-4146 <a href="http://www.bannerufc.com">www.bannerufc.com</a>	<b>Mercy Care LTC</b> Customer Services 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>United Healthcare LTC</b> Customer Service 1-800-293-3740 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>	<b>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)</b> Customer Service 1-844-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>

AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS		
<b>Arizona Complete Health - ACC-RBHA</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecure">www.azcompletehealth.com/completecure</a>	<b>Mercy Care ACC-RBHA</b> Customer Service 1-800-564-5465 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	<b>Care1st ACC-RBHA</b> Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>