

Do you (or someone you care about) need support with a mental health or substance use disorder diagnosis? We can help you understand what a behavioral health diagnosis means and how the behavioral health care system works.

Adult Family Support Can Help

Family support services are available to help you:

- Connect with others through groups or one-on-one support.
- Better understand mental health or substance use disorders.
- Learn about and navigate the public health system.
- Learn to develop coping, self-care, and advocacy skills.



How Credentialed Family Support Makes a Difference

Many agencies offer family support services. Some agencies use credentialed family members to provide this service. Credentialed family support means the person who is working with you has experience as a primary support for an adult with emotional, behavioral health or substance use needs and has been trained to provide this service.

How to Access Services

- AHCCCS members should contact their AHCCCS health plan or Office of Individual and Family Affairs (OIFA).
- Family and friends of an AHCCCS member can request support services on behalf of a member as long as the member has given written consent.
 - OIFA partners with members and their supporters to ensure that they are connected to provider supportive services.
- If you have a preference of which agency to receive services from, please indicate your choice.

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 602-0364-4558, or 1-800-867-5808.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS		
Arizona Complete Health Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	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/	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 dcs.az.gov/cmdp	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
AHCCCS CLINICAL RESOLUTION UNIT (JACOB'S LAW – FOSTER/KINSHIP/ADOPTIVE)		
Phone 602-364-4558 or 800-867-5808 DCS@azahcccs.gov		
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/	