

Do you have a family member or loved one who is currently incarcerated, or are you currently incarcerated and scheduled to be released soon?

If you or a loved one were on AHCCCS before going to jail or prison, AHCCCS health insurance will be suspended during incarceration and reinstated upon release. This means that all AHCCCS medical and behavioral health services will be available as soon as you are released.

With your AHCCCS health insurance restored upon release from jail or prison, you will have immediate access to health care services. This can help you connect with medical care, transportation, employment services, substance use treatment, peer navigators, family support, educational supports, and more upon release.

To help individuals who are leaving prisons or jails who do not have Medicaid benefits, AHCCCS partners with the Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR) and many county government partners (i.e., jails, probation departments, public defenders) to help inmates apply for AHCCCS prior to release.

Through the Justice System Reach-In Care Coordination process, all AHCCCS health plans have Justice System Liaisons who help members access health care services as soon as they transition out of jail or prison. These liaisons help to coordinate care for members who have been incarcerated 20 or more days and who have an anticipated release date. The health plans are required to identify members with chronic or complex physical or behavioral health care needs, including substance use disorder and those who are eligible to receive Medication Assisted Treatment (MAT).

These liaisons are also the single point of contact for justice system stakeholders (Probation, Parole, etc.) For additional information please contact the Justice Liaison at your AHCCCS health plan.

Managed Care Organization (lines of business)	Dedicated Justice Email Address
American Indian Health Plan (AIHP)(fee for service)	COT_AIHP@azahcccs.gov CaseManagers@azahcccs.gov
Arizona Complete Health (ACC & RBHA)	AzCHJusticeSystems@azcompletehealth.com
Banner University Family Plan (ACC & ALTCS)	BUHPJusticeSystem@bannerhealth.com
Care1st Health Plan Arizona (ACC)	SM_Justice@wellcare.com
DCS-Comprehensive Health Plan (CHP)-Mercy Care	CHPSystemofCare@azdcs.gov
DES-Division of Developmental Disabilities (DDD)	dddjusticesystemliaison@azdes.gov
Health Choice Az (ACC & RBHA)	hchhcicjustice@azblue.com
Molina Complete Care (ACC)	MCCAZ-COE-Justice@molinahealthcare.com
Mercy Care (ACC & RBHA & ALTCS)	adultcourtliaisons@mercyareaz.org JuvenileCourtLiaisons@mercyareaz.org
UnitedHealthcare Community Plan (ACC & ALTCS)	AZAdultJustice@uhc.com AZJuvenileJustice@uhc.com

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.