



Individuals with a Serious Mental Illness determination do NOT have to pay any copays or cost sharing for behavioral health medications (when dispensed by an AHCCCS-registered provider) even if you do not have Medicaid coverage (AHCCCS).

**SMI Determination = Qualifying diagnosis + [SMI evaluation process](#)**

### What is a copay?

A copay or cost sharing amount is the amount of money a member pays directly out of his/her own pocket to a pharmacy or provider for each prescription or service they receive.

### If my pharmacy tries to charge a copay for my behavioral health prescription, what should I do?

- If you are at the pharmacy, do not pay the copay. Ask the pharmacy staff to contact your health plan's member services number listed on the back of this document and on your insurance card;
- If **you have already paid** the copay/cost share amount, contact your health plan's member services number listed on the back of this document and on your insurance card;
- If you are not able to resolve this issue with your health plan, contact the AHCCCS Clinical Resolution Unit listed on the back of this document.

## AHCCCS Health Plan Contacts

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

| AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE) |
|--|
| 602-364-4558 or 800-867-5808<br><a href="mailto:DCS@azahcccs.gov">DCS@azahcccs.gov</a>                               |

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

| REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS  |   |   |
|---|---|---|
| <b>Arizona Complete Health - Complete Care Plan RBHA</b><br>Customer Service 1-888-788-4408<br><a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a> | <b>Mercy Care RBHA</b><br>Customer Service 1-800-564-5465<br><a href="http://www.mercycareaz.org">www.mercycareaz.org</a> | <b>Health Choice Arizona RBHA</b><br>Customer Services 1-800-322-8670<br><a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a> |