

# **NO WAIT LISTS!**

**Wait lists for AHCCCS Covered Behavioral Health Services are**

# **PROHIBITED**

**You have a right to receive the services you need, delivered within AHCCCS Policy established timelines.**

**If an agency or specialist is unable to serve you, the agency or specialist should refer you to your AHCCCS Health Plan to locate a provider near you.**

**Call Clinical Resolution at 1-(800)-867-5808 if you are still unable to access services.**

**Under no circumstances should you be made to wait without being given other options.**

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/completecare">www.azcompletehealth.com/completecare</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/completecare">www.azcompletehealth.com/completecare</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>