

### What is a Release of Information (ROI)?

*Would you like others to be involved in your health care?*

AHCCCS members have a right to privacy and who they want to involve in their care. Having a Release of Information (ROI) removes barriers that can often stand in the way of your providers' ability to speak with your chosen supporters.

An ROI allows you to identify the persons/entities you'd like included in supporting your health care decisions when receiving services. You are still in control of your health care decisions no matter with whom you share your information. You can decide whether a provider should share all of your medical information or only the medical information you choose. Note that sharing information related to substance use treatment will require you to provide a description for why the information is being released.

You are able to create or modify an ROI with your provider at any time, if you decide to change who is involved with your care.

There is no standard ROI form and it may change from one provider to another. To see the ROI for AHCCCS, click [here](#). This form is intended for AHCCCS members who want AHCCCS to disclose their protected health information to another person/entity. An ROI for the different [AHCCCS health plans](#) can be found on their individual websites or by contacting the customer service number found on the back of your AHCCCS ID card.



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.