Standards Appointment Availability
For All AHCCCS Members

Your AHCCCS health plan is required to ensure that you can see medical professionals in a timely manner. The following standards apply to Primary Care providers (PCP), Specialist, Dental, Maternity, and Behavioral Health providers.

If you have a medical issue due to a severe illness, injury, condition or worsening symptoms, please make an Urgent Care appointment.

Appointment Standards

<table>
<thead>
<tr>
<th>PROVIDER TYPE</th>
<th>URGENT</th>
<th>ROUTINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>No later than 2 business days of request*</td>
<td>Within 21 calendar days of request</td>
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<tr>
<td>Specialty Provider Referrals</td>
<td>No later than 2 business days of request*</td>
<td>Within 45 calendar days of referral</td>
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<tr>
<td>Dental</td>
<td>No later than 2 business days of request</td>
<td>Within 45 calendar days of request</td>
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</tbody>
</table>
| Maternity                         | High risk pregnancies - no later than 3 business days of identification of high risk by contractor* or immediately if an emergency exists | Initial prenatal care appointments - 1<sup>st</sup> trimester – within 14 calendar days of request
                                              2<sup>nd</sup> trimester – within 7 calendar days of request
                                              3<sup>rd</sup> trimester – within 3 business days of request |
| Behavioral Health                 | No later than 24 hours from identification of need*                    | Initial assessment within 7 calendar days of referral or request for service;
                                              1<sup>st</sup> service following assessment no later than 23 calendar days after initial assessment;*
                                              All following services no later than 45 calendar days from identification of need* |
| Psychotropic Medications          | Urgency will be assessed immediately                                  | No later than 30 calendar days from request. Appointments will be provided, if necessary, to ensure that:
                                              (a) the member does not run out of medications; or
                                              (b) the member does not decline in behavioral health. |

*as quickly as the health condition requires, but no later than the timeframes noted above.

If you cannot get an appointment within the approved timeframes, please contact your AHCCCS health plan.

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 602-364-4558, or 1-800-867-5308.

References: ACOM 417
### AHCCCS Health Plan Contacts

#### AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Customer Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona Complete Health</td>
<td>1-888-788-4408</td>
<td><a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a></td>
</tr>
<tr>
<td>Mercy Care</td>
<td>1-800-624-3879</td>
<td><a href="http://www.mercycareaz.org">www.mercycareaz.org</a></td>
</tr>
<tr>
<td>Magellan Complete Care</td>
<td>1-800-424-5891</td>
<td><a href="http://www.mccofaz.com">www.mccofaz.com</a></td>
</tr>
<tr>
<td>Care 1st Health Plan</td>
<td>1-866-560-4042</td>
<td><a href="http://www.care1staz.com">www.care1staz.com</a></td>
</tr>
<tr>
<td>Banner – University Family Care</td>
<td>1-800-582-8686</td>
<td><a href="http://www.bannerufc.com">www.bannerufc.com</a></td>
</tr>
<tr>
<td>Comprehensive Medical Dental Program</td>
<td>602-351-2245 or 1-800-201-1795</td>
<td><a href="http://dcs.az.gov/cmdp">dcs.az.gov/cmdp</a></td>
</tr>
<tr>
<td>United Healthcare Community Plan</td>
<td>1-800-348-4058</td>
<td><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a></td>
</tr>
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#### AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE)

Phone 602-364-4558 or 800-867-5808  
[DCS@azahcccs.gov](mailto:DCS@azahcccs.gov)

#### LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Customer Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banner – University LTC</td>
<td>1-833-318-4146</td>
<td><a href="http://www.bannerufc.com">www.bannerufc.com</a></td>
</tr>
<tr>
<td>Mercy Care Long Term Care (ALTCS)</td>
<td>1-800-624-3879</td>
<td><a href="http://www.mercycareaz.org">www.mercycareaz.org</a></td>
</tr>
<tr>
<td>United Healthcare LTC</td>
<td>1-800-293-3740</td>
<td><a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a></td>
</tr>
<tr>
<td>LTC DD DES</td>
<td>1-800-770-9500</td>
<td><a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a></td>
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