

You Have Voice and Choice In Your Health Care Decisions



Voice: You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need. You are a vital part of a service delivery team and an equal partner in the planning and delivery of services.



Choice: You have the right to request covered services and choose where to receive these services within your network.



Be Involved: You have a right to be actively involved in the service planning process. The plan focuses on you and your needs. You can ask your team about your covered service options.

Visit your health plan's website to find the full list of available providers. If you need assistance finding the provider that is right for you, call your health plan.

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.