

AHCCCS Medical and Behavioral Health Eligibility Lookup Guide for Providers for Care Coordination

Step 1: Log into Arizona Health Care Cost Containment System (AHCCCS) Online

- Go to: <https://ao.azahcccs.gov/>
- Use your secure login credentials.

Step 2: Verify AHCCCS Eligibility

- Navigate to the “Member Eligibility Verification Enrollment” section.
- Under the Menu option select, “Member Verification”
- Enter the member’s AHCCCS ID or other identifying information.
- Select medical enrollment
 - This identifies the member’s physical health or medical enrollment plan/program

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
999998 AHCCCS AMERICAN INDIAN HP	05/01/2018		3718 - ADULT <40% EXP M&F 45-64 NO MDC	E ACU/FFS	MC MEDICAID
Service Type Codes					

Step 3: Access the Member’s Behavioral Health (BH) Enrollment

- Confirm the BHS site enrollment for the specific date of service.
- This identifies the member’s behavioral health enrollment plan or program.

Review Behavioral Health Enrollment

- At the top of the page, locate the **Behavioral Health Services** column.
- This section will show which **behavioral health site** (BHS Site) the member is enrolled in.

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	08/01/2018		98 AMERICAN INDIAN HLTH PLAN AIHP	CH MENTAL HEALTH FACILITY - OUTPATIENT
G GENERAL MENTAL HEALTH SERVICES	05/01/2018	07/31/2018	38 HEALTH CHOICE	CH MENTAL HEALTH FACILITY - OUTPATIENT

TRBHA Enrollment Example:

- If the BHS Site field displays only “AIHP” or code “98,” the member is **not** enrolled with a TRBHA (Refer to the AIHP Care Coordination in step 7). If a TRBHA is listed, coordination is required with the TRBHA assignment listed.

Member Eligibility Verification: Eligibility And Enrollment Print | Help

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Requested Data:

AHCCCS ID:	Last Name:
DOB:	First Name:
Begin Date of Service: 01/01/2025	SSN:
End Date of Service: 04/04/2025	Medicare Claim Number OR Medicare Beneficiary ID:

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	10/20/2024		14 NAVAJO NATION	CH MENTAL HEALTH FACILITY - OUTPATIENT

BHS Category	Indicates the category of Behavioral Health Enrollment
Begin Date	The effective start date of the recipient's coverage under Behavioral Health Services.
End Date	The date the recipient's coverage under Behavioral Health Services expired.
BHS Site	Name of the TRBHA or RBHA behavioral health agency the recipient is enrolled.
BHS Service Type	Description of the types of services covered under the specified Behavioral Health Services Enrollment.

Behavioral Health TRBHA Site Codes:

- **Gila River** → Health Program ID #990010 | BH Site Code: 11
- **Navajo Nation** → Health Program ID #990030 | BH Site Code: 14
- **Pascua Yaqui** → Health Program ID #990040 | BH Site Code: 25
- **White Mountain Apache Tribe** → Health Program ID #990020 | BH Site Code: 28

Behavioral Health Services (BHS) Category Codes:

- **S** = Serious Mental Illness (SMI)
- **G** = General Mental Health (GMH)
- **C** = Child
- **Z** = Serious Emotional Disturbance (SED)

These codes help determine the member's behavioral health needs and guide care coordination, treatment planning, and service referrals.

Step 4: Contacting the Tribal Regional Behavioral Health Authority (TRBHA)

If the member is enrolled with TRBHA, care coordination is required for:

- Case management and coordination
- Participation in assessment, treatment planning, and discharge planning
- Receiving and maintaining behavioral health documentation

DFSM TRBHA Website:

<https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/ProgramsAndPopulations/TRBHA.html>

TRBHA Contact List: <https://www.azahcccs.gov/AmericanIndians/Downloads/TRBHAContacts.pdf>

How to Access Behavioral Health Service for American Indian/Alaska Native (AI/AN)

Individuals: https://www.azahcccs.gov/AmericanIndians/Downloads/AccessingBHSystem_Tribal.pdf

Step 5: Coordinate Care Accordingly

- Include the identified TRBHA in all care coordination activities.
 - Share behavioral health assessments and treatment plans with the TRBHA or Tribal Arizona Long Term Care System (ALTCS) case manager.
 - No Release of Information (ROI) is required when coordinating with the TRBHA or Tribal ALTCS unless records are subject to 42 CFR Part 2 (see AMPM 940 for more details).
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Step 6: Tribal ALTCS Coordination

If the member is enrolled in ALTCS through a tribal program, refer to the AHCCCS Tribal Arizona Long Term Care System (Tribal ALTCS) page for program details and case management contact information:

- <https://www.azahcccs.gov/AmericanIndians/LongTermCareCaseManagement/>
 - Coordinate care by sharing relevant care plans, assessments, and discharge summaries with the assigned Tribal ALTCS case manager. Ensure coordination efforts respect tribal protocols, communication preferences, and timelines.
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Step 7: AIHP Coordination

If the member was noted to have eligibility with site code “98” American Indian Health Program (AIHP), and not TRBHA or Tribal ALTCS, then care coordination may be conducted with whomever the member designates as part of their care team including but not limited to; American Indian Medical Home (AIMH), IHS or Tribal 638 facility, PCP, outpatient treatment team, or other treating providers. DFSM Care Management is available for provider-level assistance with care coordination issues. Please submit a ticket within the AHCCCS Solutions Center Customer Service System to request DFSM Care Management support.

Step 8: Refer to the AHCCCS Medical Policy Manual (AMPM) for more information on care coordination requirements including but not limited to:

- [AMPM 320-O](#)- Behavioral Health Assessments and Treatment Service Planning
- [AMPM 510](#)- Primary Care Providers
- [AMPM 570](#)- Provider Case Management
- [AMPM 940](#)- Medical Records and Communication of Clinical Information
- [AMPM 1020](#)- Utilization Management
- [AMPM Chapter 1600](#)- Arizona Long Term Care Services Case Management (Tribal ALTCS)
- [FFS Provider Billing Manual](#)
- [American Indian Health Facilities](#) (Refer to “ITU Locations in Arizona”)