

AHCCCS is committed to ensuring the availability of timely, quality health care for children in out of home placement and adopted children. AHCCCS has behavioral health appointment standards in contract to ensure access to services are delivered in a timely fashion.

If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact the assigned behavioral health plan and AHCCCS customer service.

BEHAVIORAL HEALTH APPOINTMENT STANDARDS

From time of request, services must be provided within: (days referenced below are calendar days)

➔ **Rapid Response within 72 Hours**
(2 hours for an urgent need)

An initial in-home assessment for children entering into the Department of Child Safety (DCS) custody, which may be requested by DCS or a caregiver. Clinicians will assess immediate needs and triage any crisis or trauma-related issues. Includes behavioral health assessment, screening for developmental delays, support to child/family placement and connection to ongoing services.

➔ **Initial Assessment within 7 Days**
(24 hours for an urgent need)

An initial assessment by an assigned service provider, following a referral or caregiver's request for services.

➔ **Behavioral Health Service Appointment within 21 Days**

Following assessment of a behavioral health need, first appointment must begin within 21 calendar days of assessment. Ongoing behavioral health services should be provided, at a minimum of once a month, for at least the first six months after a child enters DCS custody

If recommended services are not initiated within 21 calendar days, the caregiver must notify both the behavioral health plan's Children's Liaison and AHCCCS Clinical Resolution Unit. After notification, any AHCCCS registered provider may be seen for the recommended services (even when outside of the health plan's network).

See a list of all of AHCCCS registered providers at: www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/.
Additional resources are available at: www.azahcccs.gov/Members/AlreadyCovered/MemberResources/Foster/

BEHAVIORAL HEALTH PLANS

<p><u>Mercy Care Arizona</u> www.mercycareaz.org Foster Care Hotline: 602-633-0763 Children's Liaison: 602-453-8095 Member Services: 1-800-564-5465 Email: DCS@mercycareaz.org</p>	<p><u>Arizona Complete Health</u> www.azcompletehealth.com Foster Care Hotline: 1-844-365-3144 Children's Liaison: 520-809-6432 Member Services: 1-866-495-6738 Email: AzCHDCS@azcompletehealth.com</p>	<p><u>Steward Health Choice Arizona</u> www.stewardhealthchoiceaz.com Foster Care Hotline: 928-293-7038 Children's Liaison: 928-214-2370 Member Services: 1-800-640-2123 Email: HCIC_dcs@steward.org</p>
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PHYSICAL HEALTH PLAN

AHCCCS

<p><u>Comprehensive Medical Dental Program</u> dcs.az.gov Email: CMDPMemberServices@azdcs.gov Member Services: 602-351-2245 or 1-800-201-1795</p>	<p><u>Clinical Resolution Unit</u> www.azahcccs.gov Email: DCS@azahcccs.gov Phone: 1-800-867-5808</p>
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