

## 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.

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 1-800-867-5808.

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.

### AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS		
Arizona Complete Health Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a>	Mercy Care Customer Service 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	Magellan Complete Care Customer Service 1-800-424-5891 <a href="http://www.mccofaz.com">www.mccofaz.com</a>
Care 1 <sup>st</sup> Health Plan Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>	Banner – University Family Care Customer Service 1-800-582-8686 <a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>	Steward Health Choice Arizona Customer Services 1-800-322-8670 <a href="http://www.stewardhealthchoiceaz.com">www.stewardhealthchoiceaz.com</a>
Department of Economic Security Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>	Department of Child Safety (CMDP) 1-602-351-2245 <a href="http://dcs.az.gov/cmdp">dcs.az.gov/cmdp</a>	United Healthcare Community Plan Customer Service 1-800-348-4058 <a href="http://www.uhcommunityplan.com">www.uhcommunityplan.com</a>
LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)		
Banner – University LTC Customer Service 1-833-318-4146 <a href="http://www.bannerufc.com">www.bannerufc.com</a>	Mercy Care Long Term Care (ALTCS) Customer Services 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	
United Healthcare LTC Customer Service 1-800-293-3740 <a href="http://www.uhcommunityplan.com">www.uhcommunityplan.com</a>	LTC DD DES Customer Service 1-800-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>	

