

How to Find a Provider

Whether you have been receiving services or were recently approved for AHCCCS benefits, there may come a time when you need to find a doctor, specialist, or other provider.

Where to Start

There are many health care providers available to meet all of your health care needs. Each health plan has a provider search web page. Your member services department can also help you identify a provider. See the back of this flyer for health plan web pages and member services phone numbers.



Finding a Primary Care Provider (PCP)

A Primary Care Provider (PCP) is who you see for your general health concerns. Finding a PCP is important, and a good first step. Use these tips to help in your search:

Call your health plan's member services for help and/or a list,

Talk to family/friends to learn who they use, or who they have had good experiences with, and

Contact a health center for all your health needs. (See the Arizona Alliance for Community Health Centers: www.aachc.org).

Finding a Specialty Provider

Specialty providers have specific areas of expertise such as nutritionist, cardiologist, ear/nose/throat, etc. To find a specialty provider, ask your health plan or your PCP for a referral.

Behavioral Health Provider

Behavioral health providers offer a variety of mental health or substance use services. These services can include (but are not limited to) peer support services and family support services, psychiatry, and counseling. Referrals are not necessary to access behavioral health services.

Questions to Ask When Considering a Provider

Consider the following questions to ask the PCP or specialty provider.

- Is the provider contracted with your health plan?
- Are you able to schedule appointments on short notice?
- Is there availability for after hours or urgent care hours?
- Does the provider offer a telehealth option?
- Is the location convenient for you?
- Are there multiple locations you can choose from?

Does the provider offer integrated physical and behavioral health services?

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.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members

AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE))
602-364-4558 or 800-867-5808 DCS@azahcccs.gov

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com