

4 Steps to Review Provider Credibility

1. Check the [AHCCCS Provider Listings tool](#) to see if a provider is a registered Medicaid provider, then
2. Check the [AHCCCS Fraud web page](#) for a list of suspended providers, then
3. If the provider is registered and not suspended, check for a license, deficiencies, and corrective actions at www.azcarecheck.com, then
4. Search for a provider's professional license with the appropriate organization: [Arizona Board of Nursing](#), [Arizona Board of Behavioral Health Examiners](#), [Arizona Medical Board](#) (for doctors and physician assistants), or [Arizona Board of Psychologist Examiners](#).

Sober Living Homes (SLHs)

Elements of a Credible SLH:

- Residents are NOT provided NOR allowed to openly use alcohol/drugs,
- Manager lives onsite, but staff is not required to be present 24/7,
- Residents are not related to each other,
- All residents are at least 18 years old,
- No medical/clinical services onsite, other than alcohol/drug testing,
- NOT eligible for reimbursement through AHCCCS and insurance, and
- Statute does NOT prohibit unlicensed facilities from using title "sober living home."

Questions To Ask a SLH:

- Does a manager live at the residence? If so, what are they responsible for?
- Do any families or relatives live at the home together?
- How old are the residents of the home?
- Do people in the home openly drink alcohol or use drugs? Are drugs/alcohol provided by the manager?
- Do the residents receive any counseling or other services onsite?
- Do residents receive counseling or other recovery services from an outpatient treatment clinic or other provider?

Behavioral Health Residential Facilities (BHRFs)

Elements of a Credible BHRF:

- Staff required to be onsite 24/7,
- Medical records onsite identifying each resident's behavioral health issue and treatment plan,
- Behavioral health services, such as counseling, must be provided onsite,
- Medication administration may occur onsite,
- Usually eligible for reimbursement through AHCCCS and insurance, and
- Statute prohibits unlicensed providers from indicating that they are providing behavioral health services.

Questions to Ask A BHRF:

- Is the facility advertising behavioral health services or using a name that indicates they are a behavioral health facility?
- Do they have medical records onsite for residents?
- Is medication being administered at the facility?
- Is counseling or any other type of clinical service being provided onsite?
- Are residents receiving detox services onsite?
(May indicate that a higher-level license is required.)

Sober Living Homes (SLH) vs. Behavioral Health Residential Facilities (BHRF) vs. Unlicensed Residences

Facility Types Explained

What is a Sober Living Home?

An SLH must provide a supervised setting to a group of unrelated individuals who are recovering from substance use disorders, and may provide activities that are directed primarily towards recovery from substance use disorders. Drug and alcohol tests are the only medical or clinical services permitted onsite. The Arizona Department of Health Services licenses SLHs, but is prohibited by state law from sharing SLH addresses in most cases.

What is a Behavioral Health Residential Facility?

A BHRF is a health care institution that provides treatment to an individual experiencing a behavioral health issue, including substance use disorder. BHRFs are required to provide behavioral health services onsite. The Arizona Department of Health Services licenses BHRFs.

Other Residences Often Confused for SLHs

Only facilities that meet the definition of an SLH can be required to be licensed as one. Facilities that provide a sober setting, but do not provide supervision (i.e., Oxford House model) are not SLHs. Conversely, a facility that provides or openly allows the use of alcohol or drugs would not be an SLH, even if they have a manager.

Where to Report Other Issues and Concerns

AHCCCS

[Report suspicion of fraudulent Medicaid billing](#) and concerns about the care provided to Medicaid members.

Arizona Department of Child Safety (DCS) Suspected Child Abuse

[Report suspected child abuse](#), neglect, exploitation, or abandonment.

Arizona Department of Economic Security (DES), Adult Protective Services (APS)

[Report suspected abuse](#), neglect, or exploitation of vulnerable adults.

Arizona Department of Health Services (ADHS)

ADHS has the authority to ensure SLHs and BHRFs operate in compliance with the statutes and rules that govern their licenses ([read more](#)). ADHS can also investigate allegations of an unlicensed facility operating in a manner that would require licensure. If substantiated, a cease and desist order and fine may be issued. Report suspicious activity using the [DHS Licensing Complaint Form](#).

Federal Bureau of Investigation (FBI)

[Report suspicions about victims](#) who may have been recruited to live in and receive services in group homes to the FBI.

Contact us: [azahcccs.gov/shared/AHCCCScontacts](https://www.azahcccs.gov/shared/AHCCCScontacts)

Report fraud, waste or abuse: www.azahcccs.gov/ReportFraud

Report a member care concern: [azahcccs.gov/ACMS](https://www.azahcccs.gov/ACMS)

