

Aging Out of Foster Care? You're Covered!

Youth in foster care receive physical and behavioral health services from the Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP). When a member in foster care turns age 18, AHCCCS will automatically assess whether the member qualifies for health care coverage under a different program. Coverage will change from Mercy Care DCS CHP to an AHCCCS Complete Care (ACC) Plan. Members with a non-qualified immigration status will be approved for Federal Emergency Services coverage.

Youth who age out of foster care on their 18th birthday are entitled to AHCCCS medical coverage until their 26th birthday. There is no income limit for this program. The member must have a qualified immigration status to be eligible for an AHCCCS Complete Care (ACC) Plan and receive full AHCCCS coverage which includes:

- physical health services
- dental coverage (until age 21),
- behavioral health services, including but not limited to:
 - o employment services,
 - o Peer Support Services,
 - o Independent Living Skills Training.



Is any action needed?

Yes! There are several key points that youth (members) and their caregivers should consider:

- Prior to aging out of foster care, youth and their caregiver should contact the Department of Child Safety (DCS) Case Specialist to ensure that DCS has sent a medical referral.
- After aging out of foster care, create an account in HEAplus (www.healthearizonaplus.gov) in order to manage your health care. HEAplus is the online eligibility system used to apply and renew for Medicaid benefits. It is important to keep your contact information up to date in HEAplus. AHCCCS health care coverage will be renewed annually, as long as you are eligible. AHCCCS may contact you for information about your eligibility, so please keep your contact information current in HEAplus. If we cannot contact you, you may lose your health care coverage.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you or a loved one are enrolled in AHCCCS and are unable to access behavioral health services, or if you have a concern about the quality of care, please call the Member Services hotline for the RBHA serving your area. If you have questions, or are still unable to access services, please call AHCCCS Clinical Resolution Unit at 602-364-4558, 1-800-867-5808 or email DCS@azahcccs.gov.

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/completecare	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.uhcommunityplan.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.uhcommunityplan.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/completecare	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