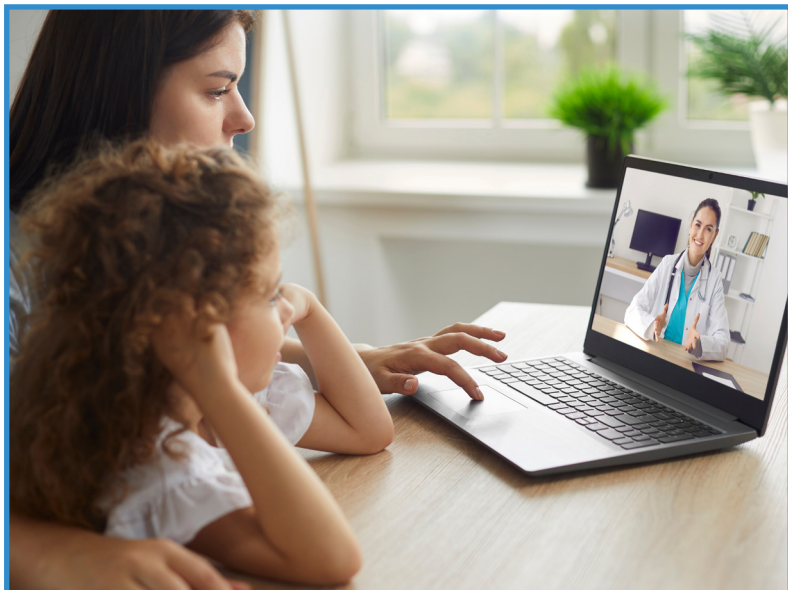


What is Telehealth?

Telehealth is a way to deliver health care services using technologies such as computers and mobile phones. It allows you to receive health care from your provider without going into their office. Some people prefer telehealth to in-person services since they don't have to arrange transportation or travel.

How Do I Get Telehealth Services?

Telehealth is available for many AHCCCS covered services. Talk with your provider or health plan Member Services department to see which services you can receive by telehealth. Your provider will use clinical judgment, considering your diagnosis, symptoms, history, age, physical location, and access to telehealth, to decide whether a service is appropriate for telehealth.



I Want In-Person Services. Do I Have to Use Telehealth Services?

You have the choice to receive in-person services, so discuss with your provider your preference for telehealth or in-person services. All medically necessary services shall be delivered in a timely manner. You should not be put on a waiting list without being offered other appointment options or being referred back to your health plan to explore options.

If you don't have your own transportation to get to an in-person service, AHCCCS will provide Non-Emergency Medical Transportation (NEMT) to medically necessary services. Call your health plan Member Services number on your insurance card to arrange for NEMT.

What If My Telehealth Provider Is Located Outside of Arizona?

That's okay. Some telehealth providers that serve AHCCCS members are located out of state. Please check with your health plan Member Service department if you have any questions about your provider.

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

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/

AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENTS		
Arizona Complete Health - ACC-RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care ACC-RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Care1st ACC-RBHA Customer Service 1-866-560-4042 www.care1staz.com