

Acknowledgement of Receipt of Information Website Links

Member Handbook

Mercy Care Complete Care Member Handbook (English & Spanish)

<https://www.mercycareaz.org/members/complecare-formembers/handbook>

Mercy Care RBHA Member Handbook (English & Spanish)

<https://www.mercycareaz.org/members/rbha-formembers/handbook>

Mercy Care Long-Term Care Member Handbook (English & Spanish)

<https://www.mercycareaz.org/members/ltc-formembers/handbook>

Mercy Care Developmental Disabilities Member Handbook (English & Spanish)

<https://www.mercycareaz.org/members/ddd-formembers/handbook>

AHCCCS American Indian Health Program Member Handbook

https://www.azahcccs.gov/AmericanIndians/Downloads/AHCCCS_AIHP_Guide.pdf

AHCCCS Tribal Regional Behavioral Health Authorities (TRBHA) Member Handbook

https://www.azahcccs.gov/AmericanIndians/Downloads/AHCCCS_AIHP_Guide.pdf

AHCCCS Arizona Complete Health—Complete Care Plan Member Handbook

https://ambetter.azcompletehealth.com/content/dam/centene/ambetteraz/pdfs/CEN-16082-MemberHandbook-2019-AZ_v6.pdf

AHCCCS Banner University Family Care Member Handbook

<https://www.bannerufc.com/acc/plan-information/plan-materials>

AHCCCS Care 1st Health Plan Member Handbook

<https://care1staz.com/az/members/handbook.asp>

AHCCCS Magellan Complete Care Member Handbook

<https://www.mccofaz.com/member/member-handbook/>

AHCCCS Steward Health Choice Arizona Member Handbook

<https://www.stewardhealthchoiceaz.com/members/member-handbooks/>

AHCCCS United Healthcare Community Plan Member Handbook

https://www.uhccommunityplan.com/content/dam/communityplan/plandocuments/handbook/en/AZ_Medicaid_Handbook.pdf

<https://www.uhccommunityplan.com/assets/plandocuments/handbook/es/AZ-MemberHandbook-SP.pdf>

<https://www.uhccommunityplan.com/assets/plandocuments/handbook/es/AZ-MemberHandbook-SP.pdf>

Health Plan Notice of Privacy Practices/HIPPA

Mercy Care Complete Care

<https://www.mercycareaz.org/members/complecare-formembers/forms>

Mercy Care RBHA

<https://www.mercycareaz.org/members/rbha-formembers/forms>

Mercy Care Long-Term Care

<https://www.mercycareaz.org/members/ltc-formembers/forms>

Mercy Care Developmental Disabilities

<https://www.mercycareaz.org/members/ddd-formembers/forms>

AHCCCS American Indian Health Program

AHCCCS Arizona Complete Health—Complete Care Plan

<https://ambetter.azcompletehealth.com/privacy-practices.html>

<https://ambetter.azcompletehealth.com/privacy-policy.html>

AHCCCS Banner University Family Care

<https://www.bannerufc.com/acc/privacy-practices>

<https://www.bannerufc.com/acc/privacy-policy>

AHCCCS Care 1st Health Plan

<https://care1staz.com/az/members/npp.asp>

<https://care1staz.com/az/members/compliance.asp>

AHCCCS Magellan Complete Care

<https://www.mccofaz.com/utility/privacy-policy/>

AHCCCS Steward Health Choice Arizona

<https://www.stewardhealthchoiceaz.com/privacy-notice/>

AHCCCS United Healthcare Community Plan

<https://www.uhccommunityplan.com/privacy-policy.html#hippa>

Terros Notice of Privacy Practices/HIPPA

Terros Health

<https://www.terroshealth.org/privacy-policy/>

Notice of Confidentiality of Alcohol and Substance Abuse Information (Form 4.1.7)

This is a link on the bottom page of the Terros Health website, but a link will also need to be added here.

Health Plan Notice of Decision and Rights to Appeal

Mercy Care Complete Care

<https://www.mercycareaz.org/members/complecare-formembers/grievance>

Mercy Care RBHA Member

<https://www.mercycareaz.org/members/rbha-formembers/grievance>

Mercy Care Long-Term Care

<https://www.mercycareaz.org/members/ltc-formembers/grievance>

Mercy Care Developmental Disabilities

<https://www.mercycareaz.org/members/ddd-formembers/grievance>

AHCCCS American Indian Health Program

AHCCCS Arizona Complete Health—Complete Care Plan

https://ambetter.azcompletehealth.com/content/dam/centene/ambetteraz/pdfs/508_AZ_MbrGrievanceAppelConcern-AzCH.pdf

AHCCCS Banner University Family Care

<https://www.bannerufc.com/acc/plan-information/grievances-and-appeals>

AHCCCS Care 1st Health Plan

<https://care1staz.com/az/healthplans/what-to-do-c1st.asp>

AHCCCS Magellan Complete Care

<https://www.mccofaz.com/member/my-plan/appeals-and-grievances/>

AHCCCS Steward Health Choice Arizona

<https://www.stewardhealthchoiceaz.com/members/grievances-and-appeals/>

AHCCCS United Healthcare Community Plan

Terros Notice of Decision and Rights to Appeal

Terros Health

<P:\Public\Policies & Procedures\2019\Master 2019\5204.1 Patient Complaint Grievance and Appeal PROCEDURE.docx>

Release of Information

Mercy Care Complete Care

<https://www.mercycareaz.org/members/complecare-formembers/forms>

Mercy Care RBHA Member

<https://www.mercycareaz.org/members/rbha-formembers/forms>

Mercy Care Long-Term Care

<https://www.mercycareaz.org/members/ltc-formembers/forms>

Mercy Care Developmental Disabilities

<https://www.mercycareaz.org/members/ddd-formembers/forms>

AHCCCS American Indian Health Program

AHCCCS Arizona Complete Health—Complete Care Plan

<https://ambetter.azcompletehealth.com/content/dam/centene/ambetteraz/pdfs/AZ-Authorization-for-Release.pdf>

AHCCCS Banner University Family Care

AHCCCS Care 1st Health Plan

<https://care1staz.com/az/members/compliance.asp>

AHCCCS Magellan Complete Care

<https://www.mccofaz.com/media/3993/mccaz-mem-0021-18-prv-aud-release-for-specific-info-eng-final-website-508c.pdf>

<https://www.mccofaz.com/media/3992/mccaz-mem-0021-18-prv-aud-release-for-specific-info-spn-final-website-508c.pdf>

AHCCCS Steward Health Choice Arizona

AHCCCS United Healthcare Community Plan

Notice to Inform of Non-Discrimination and Accessibility Rights and Requirements

AHCCCS Arizona Complete Health—Complete Care Plan

<https://ambetter.azcompletehealth.com/resources/non-discrimination-notice.html>

AHCCCS Banner University Family Care

<https://www.bannerufc.com/acc/nondiscrimination-notice>

AHCCCS Care 1st Health Plan

AHCCCS Magellan Complete Care

<https://www.mccofaz.com/utility/nondiscrimination/>

AHCCCS Steward Health Choice Arizona

https://www.stewardhealthchoiceaz.com/wp-content/uploads/mdocs/SHCA_NND_MLIS_final.PDF

AHCCCS United Healthcare Community Plan

<https://www.uhcommunityplan.com/non-discrimination-notice.html>

Religious Bias

Need to locate within Terros Health

Advanced Directives

Mercy Care Complete Care

<https://www.mercycareaz.org/members/completecure-formembers/forms>

Mercy Care RBHA Member

<https://www.mercycareaz.org/members/rbha-formembers/forms>

Mercy Care Long-Term Care

<https://www.mercycareaz.org/members/ltc-formembers/forms>

Mercy Care Developmental Disabilities

<https://www.mercycareaz.org/members/ddd-formembers/forms>

AHCCCS American Indian Health Program

AHCCCS Arizona Complete Health—Complete Care Plan

AHCCCS Banner University Family Care

AHCCCS Care 1st Health Plan

AHCCCS Magellan Complete Care

AHCCCS Steward Health Choice Arizona

AHCCCS United Healthcare Community Plan

SMI/TXIX

- ✓ Advanced Directives Information
 - Mercy Care RBHA
 - <https://www.mercycareaz.org/members/rbha-formembers/forms>
- ✓ Notice of SMI Grievance and Appeal Procedure (Attachment 5.5.1)
 - Mercy Care RBHA
 - <https://www.mercycareaz.org/members/rbha-formembers/grievance>
- ✓ Notice of Legal Rights for Persons with Serious Mental Illness (Form MH-211)
 - Mercy Care RBHA
 - <https://www.mercycareaz.org/members/rbha-formembers/grievance>
- ✓ Notice of Maricopa RBHA Privacy Notice
 - Mercy Care RBHA
 - <https://www.mercycareaz.org/members/rbha-formembers/forms>