

Acknowledgement of Receipt of Information Patient Documents

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.uhcommunityplan.com/content/dam/communityplan/plandocuments/handbook/en/AZ_Medic_aid_Handbook.pdf

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

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

Notice of Privacy Practices/HIPPA (AHCCCS, TERROS & ARIZONA ADDENDUM)

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 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>

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

[*NOTICE OF CONFIDENTIALITY - Form 26,016.pdf*](#)

Notice of Decision and Rights to Appeal (AHCCCS & TERROS)

Mercy Care Complete Care

<https://www.mercycareaz.org/members/completecure-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 Arizona Complete Health—Complete Care Plan

https://ambetter.azcompletehealth.com/content/dam/centene/ambetteraz/pdfs/508_AZ_MbrGrievanceAppealConcern-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

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 Arizona Complete Health—Complete Care Plan

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

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>

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

Providers of substance use services receiving Federal funds from the United States Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, including this organization, may not discriminate against you on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to actively participate in a religious practice.

If you object to the religious character of this organization, Federal law gives you the right to a referral to another provider of substance use services. The referral and your receipt of alternative services must occur within seven days after you request them, or earlier if your condition requires. The alternative provider must be accessible to you and have the capacity to provide substance use services. The services provided to you by the alternative provider must be of a value not less than the value of the services you would have received from this organization.

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>

Residential Treatment

- ✓ Maverick House Personal Items List
- ✓ Maverick House Rules and Responsibilities
- ✓ Maverick House Daily Schedule/Weekend Schedule
- ✓ Maverick House Telephone and Visitation Rules
- ✓ Maverick House Treatment Contract
- ✓ Maverick House Bed Bug Policy
- ✓ Maverick House Drug Test Policy and Procedure
- ✓ Residents' Rights