

Our Services

Telehealth
Primary Care
Counseling
Psychiatric
Medication-Assisted Treatment
Substance Use Treatment
Wellness
Care Management
Family Care
Justice Services
Mobile Crisis

Our Main Phone Line

602-685-6000

Our Locations

27th Avenue Health Center
602-797-7000
Phoenix, AZ

McDowell Health Center
602-302-7770
Phoenix, AZ

Olive Health Center
602-389-3560
Glendale, AZ

Stapley Health Center
602-302-7900
Mesa, AZ

32nd Street Counseling Center
602-389-3660
Phoenix, AZ

Campbell Counseling Center
520-320-0800
Tucson, AZ

HIV/STI Services
602-685-6086
Phoenix, AZ

Welcome to Terros Health!

Thank you for choosing Terros Health as your medical home! Our health care team members are dedicated to giving you and your family the best care.

Terros Health is a “patient-centered medical home.” This means that you have a team of health experts that work together to care for you as a whole person - mind, body, and spirit. If you want, family or friends can be part of your care team. Your care team may have a doctor, mental health expert, nurse, therapist, case manager, or peer support specialist working with you to meet your health needs. We can also help you with community assistance and to get appointments with a specialist, if you need it.

We want to provide you the best care, which may include reviewing your past medical records. Your care team uses evidence-based medicine; this means they use the most current trusted medical knowledge to help you decide what treatment will work best for you. We will help you plan for a healthy lifestyle. We want you to ask questions when you have them, and help you understand your health needs and how to take the best care of yourself.

Appointments/Cancellations:

Please come 30 minutes before your appointment time to check in and make sure your information is up to date and correct.

You can make an appointment by calling your local community health center. The number for your health center can be found on the left side of this letter or at our website www.terroshealth.org. Or if you prefer, we accept walk-ins.

Please let us know if you cannot make your appointment so that we can help you reschedule.

After-Hours Emergencies and Urgent Needs

Please call 911 or go to the hospital, if you have a life-threatening medical emergency. Terros Health has a provider on-call outside of clinic hours. If you have a need that can't wait until the next clinic day, please call 602-685-6000 to reach us.

We cannot refill medication outside of clinic hours.

For mental health crises, you may access after-hours services by calling the CRN Crisis Line at (602) 222-9444, (800) 631-1314 (Toll Free), or (602) 274-3360 (Hearing Impaired). The CRN Crisis Line is staffed 24 hours, 7 days a week.

Resources

We will provide you with resources following your initial and subsequent appointments. Patient education materials and self-management supports are available.

Terros Health provides free interpretation and translation services, including American Sign Language, for patients who speak languages other than English, and free aids and services to people with disabilities.

Community Information and Referral Services are also available to link individuals and families to vital community services throughout Arizona. Individuals may access these services by connecting with www.211.org or www.Auntbertha.org. We will be happy to print any resource information for you.

Specialty Referrals

If you need to see a specialist, such as a heart doctor (cardiologist), you can make an appointment with your Terros Health provider. Some specialty referrals may take up to 3 weeks or longer due to prior authorizations from your health insurance plan. Your Terros Health care team will help get you the care you need as soon as possible. If you already have a specialist of choice, please let us know.

Nuestros Servicios

Telesalud
Atención primaria
Asesoramiento
Psiquiatría
Tratamiento asistido médicamente
Tratamiento de abuso de sustancias
Bienestar
Manejo de atención
Salud familiar
Servicios de justicia
Servicios de Crisis Móviles

Nuestra línea telefónica principal

602-685-6000

Nuestros sitios

27th Avenue Health Center
602-797-7000
Phoenix, AZ

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Phoenix, AZ

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602-389-3560
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Tucson, AZ

HIV/STI Services
602-685-6086

¡Bienvenidos a Terros Health!

¡Gracias por elegir a Terros Health como su centro de salud! Nuestro equipo de profesionales de la salud se esmera por brindarle a usted y a su familia la mejor atención.

Terros Health es un centro de salud centrado en el paciente. Esto significa que cuenta con un equipo de expertos que trabajan en conjunto para atender a la persona entera –su mente, cuerpo y alma. Si usted lo deseara, sus amigos y su familia podrían formar parte de su equipo de salud. Su equipo de salud puede consistir de un doctor, un experto de salud mental, un enfermero, un terapeuta, un encargado de caso o especialista de apoyo entre compañeros, que trabajarán con usted para cumplir sus necesidades sanitarias. También le podemos ayudar con asistencia comunitaria y conseguirle citas con un especialista, si lo necesitara.

Deseamos brindarle la mejor atención, lo que puede incluir repasar su historial médico. Su equipo de atención usa medicina basada en evidencia; esto significa que usan los conocimientos médicos confiables del día para ayudarle a determinar el tratamiento que sea más adecuado para usted. Le ayudaremos a confeccionar un estilo de vida saludable. Queremos que exprese las preguntas que pudiera tener y ayudarle a entender sus necesidades sanitarias y cómo cuidarse mejor.

Citas/Horas y cancelaciones:

Por favor llegue 30 minutos antes de su hora programada y asegúrese que sus datos estén correctos y al día.

Puede pedir una cita llamando a su centro de salud comunitario local. Se encuentra el número de su centro de salud al margen de esta carta o en nuestro sitio web www.terroshealth.org. O si prefiere, puede acudir sin cita previa.

Por favor avísenos si no puede cumplir con su cita para ayudarle a programarla para otra fecha y hora.

Emergencias y necesidades urgentes fuera de horas de oficina

Llame al 911 o acuda al hospital en caso de emergencia médica que amenaza la vida. Terros Health cuenta con proveedores de guardia fuera de horas de oficina. Si necesita algo que no puede esperar hasta el siguiente día de operaciones de la clínica, por favor llámenos al 602-685-6000.

No podemos surtir medicamentos fuera de las horas de operación de la clínica.

Para situación críticas de salud mental, puede acceder servicios fuera de horas de oficina llamando la Línea de Emergencias Críticas CRN al (602) 222-9444, (800) 631-1314 (libre de cargos), o al (602) 274-3360 (para personas con impedimentos auditivos). La Línea de Emergencias Críticas CRN está disponible las 24 horas, 7 días a la semana.

Recursos

Le proveeremos información después de su consulta inicial y consultas subsecuentes. Hay materiales educativos disponibles para pacientes y de apoyo para ayudarse a sí mismo.

Terros Health ofrece servicios de traducción e interpretación gratuita, inclusive lengua americana de señas, para pacientes que hablan otro idioma aparte del inglés, así como ayudas y servicios gratuitos para personas con discapacidades.

También hay disponibles Recursos e Información Comunitaria para conectar a personas y sus familias a servicios imprescindibles en sus comunidades en todo Arizona. Se puede tener acceso a estos servicios al conectar con www.211.org o www.AuntBertha.org. Con gusto podemos imprimir los datos para estos recursos para usted.

Remisiones a especialistas

Si necesita ver a algún especialista, como un doctor del corazón (un cardiólogo), puede hacer su cita a través de su proveedor de Terros Health. Algunas remisiones a especialistas pueden tardar hasta 3 semanas o más debido a las previas autorizaciones que requiera su plan de seguro médico. Su equipo de salud de Terros Health puede ayudarle a conseguir la atención que requiera con la mayor brevedad posible. Si ya tiene un especialista de su elección, por favor háganoslo saber.

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.uhccommunityplan.com/content/dam/communityplan/plandocuments/handbook/en/AZ_Medic_aid_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>

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