

**Where to File an Appeal or Request a Fair Hearing  
When Your AHCCCS/ALTCS Health Plan  
Denies, Terminates, or Reduces a Service**

**AHCCCS Health Plans**

**APIPA (Arizona Physicians IPA)**  
Attn: Manager, Grievance & Appeals  
3141 N. Third Avenue  
Phoenix, AZ 85013  
1-800-348-4058 or 602-651-6127  
www.myapipa.com

**Care 1<sup>st</sup> Health Plan, Arizona**  
Attn: Compliance Dept.  
2355 E. Camelback Rd. #300  
Phoenix, AZ 85016  
602-778-1800 or 1-866-560-4042  
TTY: 1-800-367-8939  
Fax: 602-778-1863  
www.care1st.com

**Health Choice AZ**  
Attn: Grievance & Appeals Coordinator  
410 N. 44<sup>th</sup> St., Suite 900  
Phoenix, AZ 85008  
1-800-322-8670 or 480-986-6866  
www.healthchoiceaz.com

**Maricopa Health Plan**  
Attn: Grievances & Appeals  
2701 E. Elvira Rd.  
Tucson, AZ 85756  
520-874-5290 or 1-800-582-8686  
E-mail: grievance@uph.org  
www.mhpaz.com

**Mercy Care Plan**  
Attn: Grievance Department  
4350 E. Cotton Center Blvd. Bldg. D  
Phoenix, AZ 85040  
602-263-3000 or 1-800-624-3879  
www.mercycareplan.com

**PHP/Community Connection**  
Attn: Manager, Grievance & Appeals  
7878 N. 16<sup>th</sup> St., Suite 105  
Phoenix, AZ 85020  
602-824-3700 or 1-800-747-7997  
www.phoenixhealthplan.com

**Pima Health System**  
Attn: Coord., Grievances & Appeals  
3950 S. Country Club Rd. #400  
Tucson, AZ 85714  
520-243-8006  
www.pimahealthsystem.org

**University Family Care**  
Attn: Manager, Grievances & Appeals  
2701 E. Elvira Rd.  
Tucson, AZ 85756  
520-874-5290 or 1-800-582-8686  
Fax: 866-405-8340  
www.universityfamilycare.net

**ALTCS Health Plans**

**Bridgeway Health Solutions**  
Attn: Appeals & Grievance Coord.  
1501 W. Fountainhead Corporate Park  
Suite 201  
Tempe, AZ 85282  
1-866-475-3129  
www.bridgewayhs.com

**Cochise Health Systems**  
Attn: Coord. Grievances & Appeals  
1415 Melody Lane, Bldg. A  
P. O. Box 4249  
Bisbee, AZ 85603-4249  
520-432-9600 or 1-800-285-7485  
E-mail: health@cochise.az.gov  
www.cochise.az.gov

**Division of Developmental  
Disabilities (DDD)**  
Attn: Office of Compliance & Review  
P. O. Box 6123 Site Code 791A  
Phoenix, AZ 85005  
602-542-6859 or 1-800-624-4964  
Fax: 602-364-2850  
www.azdes.gov

**Evercare Select**  
Attn: Appeal Manager  
3141 N. 3<sup>rd</sup> Ave., Suite 100  
Phoenix, AZ 85013  
1-800-293-3740  
www.evercareselect.com

**Mercy Care Plan**  
Attn: Grievance Dept.  
4350 E. Cotton Center Blvd. Bldg. D  
Phoenix, AZ 85040  
602-263-3000 or 1-800-624-3879  
www.mercycareplan.com

**Pima Health System**  
Attn: Grievance & Appeals  
3950 S. Country Club Suite 400  
Tucson, AZ 85714  
520-243-8060 or 1-800-423-3801  
www.pimahealthsystem.org

**Pinal/Gila Long Term Care**  
Attn: Grievance & Appeals Dept.  
P. O. Box 2140  
Florence, AZ 85132  
520-866-6775 or 1-800-831-4213  
www.pinalcountyaz.gov/Departments/  
LongTermCare

**SCAN Long Term Care**  
Attn: Appeals Dept.  
2702 N. 44<sup>th</sup> St., Suite B-200  
Phoenix, AZ 85008  
602-778-3300 or 1-888-540-7226  
TTY: 1-800-367-8939  
www.scanhealthplan.com/arizona

**Yavapai County Long Term Care**  
Attn: Dispute Resolution Coordinator  
6717 2<sup>nd</sup> St., Suite D  
Prescott Valley, AZ 86314  
928-771-3560 or 1-800-850-1020  
Fax: 1-928-771-3542  
www.co.yavapai.az.us/LTC.aspx