

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

Care 1st 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

DES/Comp. Medical & Dental Plan

Attn: Grievances & Appeals Dept.
Site Code 942CPO
PO Box 29202
Phoenix, AZ 85038-9202
602-351-2245 or 1-800-201-1795
www.azdes.gov/cmdp

Health Choice AZ

Attn: Grievance & Appeals Coordinator
410 N. 44th St., Suite 900
Phoenix, AZ 85008
520-322-5564 or 480-986-6866
www.healthchoiceaz.com

Health Net Access

Attn: Grievances & Appeals
PO Box 10341
Van Nuys, CA 91410
1-888-788-4408
Fax: 1-855-844-0687
www.HEALTHNET.com

Maricopa Health Plan

Attn: Grievances & Appeals
2701 E. Elvira Rd.
Tucson, AZ 85756
520-874-5290 or 1-800-582-8686
TTY: 1-800-367-8939
E-mail: grievance@uph.org
www.mhpaz.com

Mercy Care Plan

Attn: Appeals Department
4350 E. Cotton Center Blvd. Bldg. D
Phoenix, AZ 85040
602-453-6098 or 1-800-624-3879
Fax: 602-230-4503
www.mercycareplan.com

Phoenix Health Plan

Attn: Grievance Dept.
7878 N. 16th St., Suite 105
Phoenix, AZ 85020
602-824-3700 or 1-800-747-7997
www.phoenixhealthplan.com

United Healthcare Community Plan

Attn: Appeals Dept.
1 W. Washington St.
Phoenix, AZ 85004
1-800-293-3740
www.UHCommunityPlan.com/az

University Family Care

Attn: Grievances & Appeals Dept.
2701 E. Elvira Rd.
Tucson, AZ 85756
520-874-5290 or 1-800-582-8686
Fax: 866-405-8340
www.ufcaz.com

ALTCS Health Plans

Bridgeway Health Solutions LTC

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

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

Mercy Care Plan-LTC

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

United Healthcare LTC

Attn: Appeals Dept.
1 W. Washington St.
Phoenix, AZ 85004
1-800-293-3740
www.UHCommunityPlan.com/az