

## AHCCCS Complete Care Contacts:

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**If you or someone you know is experiencing a behavioral health crisis, please contact:**

### Statewide Suicide and Crisis Hotline:

Statewide Crisis Line:  
**1-844-534-4673 (HOPE)**

988 Suicide and Crisis Line:  
**988 (text or call)**

### Especially for Teens:

Teen Life Line phone or text:  
**602-248-TEEN (8336)**

### Support for Families:

Parents and caregivers also need help. Parent Partners offer services to help families.

To get help or for more information contact:

Family Involvement Center Parent Assistance Center at: **602-288-0155 / 877-568-8468 toll-free** or  
[pac@familyinvolvementcenter.org](mailto:pac@familyinvolvementcenter.org)

MIKID at: **844-805-2080**  
[www.mikid.org](http://www.mikid.org)

Raising Special Kids at: **602-242-4366**  
[info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

## Partnering with Behavioral Health Providers



Banner  
University Family Care



## How to Access Services:

There are a number of ways a guardian or school can seek-out and request behavioral health services. All AHCCCS eligible students can receive medically necessary services through their enrolled health plan.

Additionally, there are multiple funding sources for uninsured or underinsured students in Arizona, and a student does not need to be AHCCCS eligible to receive behavioral health services at no cost to the school or family.

Schools may offer on-site services and/or a referral-based program. Your school or district may already partner with a provider. If a student does not have a current provider and the family is interested in connecting with a provider, the listed AHCCCS health plan websites can serve as a starting point, or the school can support by initiating a referral. If you are unable to find a provider in your area, or would like information about other providers, you can also contact any of the AHCCCS health plans for assistance.

### Maximizing Pathways for Children to Access Behavioral Health Services: No Wrong Door.

We want to make it as easy as possible to connect to behavioral health services. We use the “No Wrong Door” approach, maximizing opportunities for children and families to get connected to services from anywhere.

This approach also allows the child and family to make informed decisions as to their choice of provider, where they would like to receive services and the frequency/intensity of those services.

### AHCCCS BH in Schools:

<https://www.azahcccs.gov/AHCCCS/Initiatives/BehavioralHealthServices/>

## Providers Serving both AHCCCS-Enrolled and Non-AHCCCS Enrolled Students:

Ask an AHCCCS health plan for more information about providers that may be able to serve both AHCCCS-Enrolled and Non-AHCCCS Enrolled students.

These providers have experience working with children and families, as well as supporting schools in meeting the behavioral health care needs of students.

Behavioral health care needs and appropriate treatment are determined through an intake and comprehensive assessment with the behavioral health provider.

The student’s guardian can request consideration for services during the calendar school year or during school breaks.

If a student is currently receiving behavioral health services, those services can continue during school breaks. If a student is needing additional support during a school break, make the request through the behavioral health team or Child and Family Team.

## AHCCCS Health Plan Information for School-Based Behavioral Health Services:

- **Arizona Complete Health**  
<https://www.azcompletehealth.com/members.html>
- **Banner University Family Care**  
<https://www.bannerufc.com/acc/plan-information/behavioral-health>
- **BlueCross BlueShield Health Choice**  
<https://www.healthchoiceaz.com/health-wellness/childrens-behavioral-health/>
- **Care 1<sup>st</sup> Health Plan Arizona, Inc.**  
<https://www.care1staz.com/providers/resources/behavioral-health/bh-in-schools.html>
- **Mercy Care**  
<https://www.mercycareaz.org/wellness/bhschools#0>
- **Molina Healthcare**  
<https://www.molinahealthcare.com/members/az/en-us/mem/medicaid/helpful-resources/helpful-resources.aspx>
- **UnitedHealthcare Community Plan**  
<https://www.uhcccommunityplan.com/content/dam/uhccp/plandocuments/memberinformation/AZ-School-Based-Provider-List.pdf>