

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 Ave.
Phoenix, AZ 85013
1-800-348-4058 or 602-664-5000
www.myapipa.com/overview.htm

Care 1st Health Plan, Arizona
Attn: Compliance Dept.
2355 E. Camelback Rd., #300
Phoenix, AZ 85016
602-778-1800 or 1-866-860-4042
TTY: 1-800-367-8939
Fax: 602-778-1814
www.care1st.com

Health Choice AZ
Attn: Grievance & Appeals Coordinator
1600 W. Broadway, Ste. 260
Tempe, Arizona 85282
1-800-322-8670 or 480-968-6866
www.healthchoiceaz.com

Maricopa Health Plan
Attn: Grievances & Appeals
2502 E. University Drive, #125
Phoenix, AZ 85034
602-344-8760 or 1-800-582-8686
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 North 16th St., #105
Phoenix, AZ 85020
602-824-3700 or 1-800-747-7997
www.php-cc.com

Pima Health System
Attn: Coordinator, Grievances & Appeals
5055 E. Broadway, Ste. A200
Tucson, AZ 85711
520-512-5602 or 1-800-423-3801
Fax 520-571-7943
www.pimahealthsystem.org

University Family Care
Attn: Manager, Grievances & Appeals
575 E. River Road
Tucson, AZ 85704
520-690-6811 or 1-888-708-2930,
Select Option 2
www.universityfamilycare.com

ALTCS Health Plans

Bridgeway Health Solutions
Attn: Appeals and Grievance Coordinator
1501 W. Fountainhead Corporate Park, Ste 201
Tempe, AZ 85282
1-866-475-3129
www.bridgewayhs.com

Cochise Health Systems
Attn: Coordinator, Grievances & Appeals
1415 Melody Lane, Bldg. A
P.O. Box 4249
Bisbee, AZ 85603-4249
520-432-9600 or 1-800-285-7485
Fax: 520-432-9697
www.co.cochise.az.us/CASS/CHS

**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.de.state.az.us/ddd

Evercare Select
Attn: Grievances & Appeals Dept.
3141 North 3rd Ave., Ste. 100
Phoenix, AZ 85013
1-800-293-0039
www.evercareonline.com/products/select.html/

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

Pima Health System
Attn: Grievance & Appeals
3950 S. Country Club, Ste. 400
Tucson, AZ 85714
520-243-8060 or 1-800-423-3801
Fax: 520-243-8020
www.pimahealthsystem.org

Pinal/Gila Long Term Care
Attn: Grievance & Appeals Dept.
P.O. Box 2140
Florence, AZ 85232
520-866-6788 or 1-800-831-4213
Fax: 520-866-6708
www.co.pinal.az.us/LTC

SCAN Long Term Care
Attn: Appeals Dept.
2702 N. 44th St., Ste. B-200
Phoenix, AZ 85008
602-778-3300 or 1-866-563-7321
TTY: 1-800-735-2929
www.scanhealthplan.com/arizona

Yavapai County Long Term Care
Attn: Dispute Resolution Coordinator
6717 East Second St., Ste. D
Prescott Valley, AZ 85314
928-771-3560 or 928-639-8196
or 1-800-850-1020
Fax: 928-771-3542
www.co.yavapai.az.us/LTC.aspx