

## Communication Tips For Success

- Always communicate in writing. If you have a phone call, send a follow up email stating all the issues discussed and the plan of action. If it is not in writing, it did not happen.
- If you are denied a service always ask for the policy.
- If you are denied a service, file an appeal.
- If a service is denied, you should receive a NOA (Notice of Action) which tells you your rights to an appeal. An NOA is not required to file an appeal.
- Make sure you understand what services are available.
  - Read the DDD Member Handbook.
  - Read the Health Plan Handbook.
  - Read the DDD Medical Policy Manual.
  - Read the DDD Provider Manual.

## File a Quality of Care Complaint

- Include the member's name, AHCCCS number and date of birth.
- Include your name, contact information and your relationship to the member.
- Include the name of the provider and a short description of the complaint or concern.
- Include all relevant documentation including emails with your complaint.
- Be factual and include dates and times whenever possible.
- Send the complaint to the DES/DDD Customer Service Center at [DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov).
- Please include AHCCCS when you email your complaint. Use this email [CQM@azahcccs.gov](mailto:CQM@azahcccs.gov).

## Report Fraud

Report Member Fraud: 602-417-4193

Report Provider Fraud: 602-417-4045

Email: [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov)



SCAN ME

[Cynthia@cmacinsurance.com](mailto:Cynthia@cmacinsurance.com)

602-571-1118

[www.cmacinsurance.com](http://www.cmacinsurance.com)

# Resources for Advocating within DDD/ALTCS

## CARES -Community, Advocacy, Resolution, Engagement, and Support

### AHCCCS Administrator

623-213-6591  
oifa@azahcccs.gov

### DES/DDD Administrator

1-844-770-9500 option 1  
[dddoifa@azdes.gov](mailto:dddoifa@azdes.gov)

### Mercy Care Administrator

800-624-3879  
[OIFAteam@mercycares.org](mailto:OIFAteam@mercycares.org)

### United Health Care

1-800-348-4058  
[advocate.oifa@uhc.com](mailto:advocate.oifa@uhc.com)

## Customer Service

### DES DDD Customer Service Center

[DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov)  
Toll Free (844) 770-9500  
TTY/TDD 711  
Fax: (602) 542-6870

### Mercy Care Customer Service

800-624-3879

### United Health Care Customer Service

800-348-4058

## DDD Health Plan Member Liaisons

### Mercy Care Member Liaisons

Janet Holtz  
Email: [holtzj@mercycares.org](mailto:holtzj@mercycares.org)  
Phone: (602) 453-6026  
Summer Kamal - Behavioral Health  
Email: [kamals1@mercycares.org](mailto:kamals1@mercycares.org)  
Phone: (480) 340-5205

### UHC Member Liaisons

Elizabeth Hightower  
Email: [elizabeth\\_hightower@uhc.com](mailto:elizabeth_hightower@uhc.com)  
Phone: (602) 255-7078  
Rosemarie San Nicolas  
Email: [rosemarie\\_san\\_nicolas@uhc.com](mailto:rosemarie_san_nicolas@uhc.com)  
Phone: (602) 255-1608

### Clinical Resolution Unit

**If you have reported your issue to your health plan, and you need additional help, call a  
Clinical Issue Resolution Specialist at 602-364-4558 or 1-800-867-5808.**

## Ombudsman

### Office of the Ombudsman

Phone: 602-364-2860  
Toll free at 866-362-2837  
[Ombudsman@azdes.gov](mailto:Ombudsman@azdes.gov)  
1717 W. Jefferson Street  
Mail Drop 1183  
Phoenix, AZ 85007

**Workforce Ombudsman including VOC Rehab and Workforce Innovation & Opportunity  
Act (WIOA) Title I Adult, Dislocated Worker, and Youth programs:**

[WorkforceClientAdvocate@azdes.gov](mailto:WorkforceClientAdvocate@azdes.gov)

CYNTHIA MACLUSKIE  
**INSURANCE**  
SOLUTIONS