

Covered services may include:

- Peer support
- Counseling
- Medication
- Substance abuse treatment
- Rehabilitation services
- Respite care
- Family support
- Interpretation services
- Transportation
- Supported housing and employment
- Physical health care
- Dental and vision (for members 20 years and younger)

You can find a complete list of covered services at, www.mercymaricopa.org/members/mmhc/benefits.

Behavioral Health Crisis Line

If you or someone you know is facing a behavioral health crisis, you can call the crisis line 24/7.

602-222-9444

Toll-free **1-800-631-1314**

(TTY/TDD) **1-800-327-9254**

www.crisisnetwork.org

Always call **911** in life-threatening situations

Maricopa Peer Operated Warm Line

The Warm Line is a friendly telephone support line operated by trained peer counselors. They're available 24/7 at **602-347-1100**.

Contact us

Call Member Services at **602-586-1841** or toll-free **1-800-564-5465**; (TTY/TDD) **711**. They're available 24/7 to help you.

By mail

Mercy Maricopa Member Services
4350 E. Cotton Center Blvd., Bldg. D
Phoenix, AZ 85040

Online

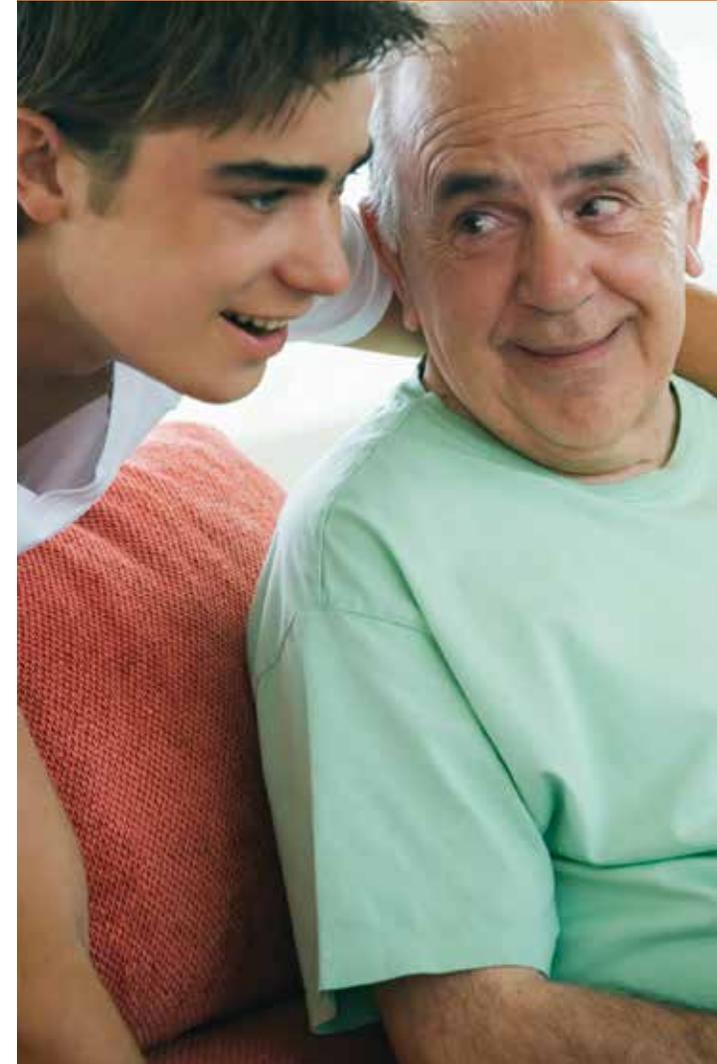
www.mercymaricopa.org

www.facebook.com/mercymaricopa

Twitter: [@mercymaricopa](https://twitter.com/mercymaricopa)



mercy maricopa
integrated care



**Get connected. Get help.
Get healthy.**

Behavioral health services for
Maricopa County and part of
Pinal County

Contract services are funded, in part, under contract with the State of Arizona.

You can count on us for your health and wellness

You and your loved ones can get the help you need. The first step is to give us a call. You can reach us at Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD) **711**. We're available 24 hours a day, seven days a week.

Who we serve

If you're eligible for benefits under the Arizona Health Care Cost Containment System, also known as AHCCCS or Medicaid, you and your family can become members of Mercy Maricopa. You qualify for services if:

- You're determined to have a serious mental illness (SMI), regardless of income
- You or your child is experiencing mental health or substance abuse issues
- You're a child in the custody of Arizona's Department of Child Safety and are enrolled in the state's Comprehensive Medical and Dental Program

There are many services and supports available to you on the road to recovery. The services you receive depends on the results of your evaluation.

What you can expect

Within 7 days of your call to Member Services, you'll get an appointment for an evaluation. This will take about 2 hours. You can bring a friend or family member with you.

Remember to bring your AHCCCS card, photo ID and a list of any medicines you take. Bring any helpful health care information, such as the name of your family doctor.



At your first appointment:

- You'll meet with a behavioral health professional. They'll ask you many different questions. Some will be about your family or health history. Others will be about your physical and mental health.
- Your conversation with them will ensure that you get the right services and supports to meet your needs.
- You may be assigned a case manager. That person will help answer your questions and you'll work together on your recovery.
- You may be referred to another agency depending on your needs

Your second appointment should take place within 23 days of your first appointment.

It's your choice where you receive services. You have the right to choose your clinic and providers. If you want to change providers for any reason, you can call Member Services at **602-586-1841** or toll-free **1-800-564-5465**; (TTY/TDD) **711**.

An individual plan for treatment

Services and supports will be designed just for you and with you. You and your clinical team will work together to create a roadmap, or treatment plan, to meet your recovery goals.

Your providers should consider your culture when helping you decide about your treatment and your goals. That includes your traditions, heritage, religious and spiritual beliefs, language and other aspects of life that you and your family value.