

Who do you call??

COMPREHENSIVE MEDICAL & DENTAL PROGRAM

<https://dcs.az.gov/cmdp>

Main **602-351-2245**

Toll Free **800-201-1795**

Grievances **602-351-2245**

Administration **602-351-2245**

Open M-F 8am-5pm

DCS SUPPORT SERVICES

①

Your Caseworker

This is your first line of communication.

②

Your Caseworker's Supervisor

Reach out when you cannot resolve your concerns. Call the warm line to get the supervisor's name and phone number.

877-543-7633 *Option 3

Hours: 8am-5pm

BEHAVIORAL

Mercy Maricopa Integrated Care
(Maricopa & some Pinal County)

800-564-5465

Crisis: 800-631-1314

DCS@mercymaricopa.org

CRS

(operated by united Healthcare Community Plan) -
Statewide for qualifying CRS medical conditions

800-348-4058

Cenpatico Integrated Care

(Cochise, Graham, Greenlee, LaPaz,
Pima, Pinal, Santa Cruz & Yuma)

866-495-6738

Crisis: 866-495-6735

DCS@cenpatico.com

③

DCS Ombudsman

Reach out when you are dissatisfied with services or treatment. Leave a message at

877-527-0765

or register your need online at

[https://dcs.az.gov/resources/
resolve-complaint-or-agreement](https://dcs.az.gov/resources/resolve-complaint-or-agreement)

④

Warm Line

Caseworker info, pressing issues and you can't reach your caseworker or their supervisor, general questions.

877-543-7633 *Option 3

Hours: 8am-5pm

HEALTH CHOICE INTEGRATED CARE

(Apache, Coconino, Gila, Mohave, Navajo & Yavapai)

DCS@iasishealthcare.com

800-640-2123

Crisis: 877-756-4090

UNRESOLVED BEHAVIORAL HEALTH NEEDS

Call AHCCCS Customer Service

602-364-4558

or

800-867-5808

⑤

Hotline

Emergencies Open 24 hrs.

888-767-2445 TDD

602-530-1831

Secondary Phone

888-SOS-CHILD

800-530-1831 TDD

⑥

Payment Issues

602-255-3300

DCS
AT
YOUR
SERVICE



CALL 9-1-1 FOR LIFE THREATENING EMERGENCIES