

Understanding Your Rights and Responsibilities

as a CRS Member or CRS Family Member



Individuals with a Children's Rehabilitative Services (CRS) designation have the same rights as all other citizens of Arizona. In addition, they are guaranteed specific legal rights by federal and state laws. In Arizona, these rights can be found in the Arizona Revised Statutes (*A.R.S. section 36-504 through 36-514*). The CRS designation and program in Arizona works to provide equitable and quality health care services through meaningful family and member engagement.

How long does the CRS Designation last?

- ✓ *The CRS designation stays with the child for as long as they are diagnosed with an ongoing qualifying CRS medical condition.*

A qualifying CRS medical condition is defined as

"A current need for treatment. The treatment is identified on the member's Service Plan to treat a serious and chronic physical, developmental or behavioral condition requiring medically necessary services of a type or amount beyond that generally required by members that lasts, or is expected to last one year or longer, and requires ongoing care."

What are Treatment and Services Available under a CRS designation?

- ✓ *An **Initial Service Plan** must be developed within 14 days of a member being assigned the CRS designation and accepted into the CRS program. The CRS member's first provider visit must take place within 30 days of getting the CRS designation. This timeline helps to ensure priority needs are identified and the member receives timely access to care.*
- ✓ *The **Service Plan** serves as a working document which integrates the member's multiple treatment plans, including behavioral health, into one ongoing document, in a manner and format that is easily understood by the member and healthcare decision maker.*
- ✓ ***Treatment and Service Plans** may be updated as often as needed to reflect the needs of the CRS member and their family.*

What services are available under the CRS Designation?

- ✓ *CRS members are entitled to receive service coordination to ensure specialty services related to a member's CRS condition(s) are completed, as clinically appropriate. A CRS member is entitled to receive all medically appropriate care to meet their special healthcare conditions. Even if this means that the CRS member needs to receive care not available in your Health Plan's network.*

Multi-specialty Interdisciplinary Clinics (MSICs) are specialized to be able to provide integrated physical and behavioral health needs in one location. This means a CRS member and family can receive behavioral health while also receive medical care.

Your Rights and Responsibilities



1. To Health Care Rights.
www.azahcccs.gov/Members/AlreadyCovered/RightsAndResponsibilities
2. To have access to an interdisciplinary team at Multi-Specialty Interdisciplinary Clinics (MSIC) in Arizona. www.azahcccs.gov/AHCCCS/Initiatives/CareCoordination/CRS.html
3. For the child or youth to participate in their own treatment planning and services.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/584.pdf
4. To participate in your child's treatment and in the development of treatment plans.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/580.pdf
5. To be informed on and consent to treatment services including refusing treatment and suggesting services. www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/560.pdf
6. To have a case manager assist in obtaining behavioral health treatment and services such as counseling, supported employment, or peer and family support.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/583.pdf
7. To have anyone of your choosing participate in your treatment planning, which can include other family members, or other people who are important to your child and family.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/583.pdf
8. To receive a discharge plan upon discharge from a hospital or any higher level of care.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/570.pdf
9. To be free from unnecessary seclusion or restraint.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/962.pdf
10. To be treated in the least restrictive environment with culturally strengthened services.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/580.pdf
11. To be assessed for any other health care designations.
www.azahcccs.gov/shared/MedicalPolicyManual/#310
12. To receive special assistance for adult members who would otherwise be unable to advocate on their own behalf. www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/587.pdf
13. To advocacy. www.azahcccs.gov/AHCCCS/HealthcareAdvocacy
14. To receive educational rights and access information. www.azed.gov | des.az.gov/AzEIP.
15. To receive support while transitioning into adulthood.
www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/587.pdf
16. If a member's rights are violated or have experienced discrimination, or maltreatment, you have the option to:
 - » Tell your provider about the issue and work it out as a team.
 - » File a complaint or grievance with your provider.
 - » File a grievance with your health plan.
 - » File a written grievance or appeal against a decision, including your recommended solution (*you can contact the AHCCCS Office of Human Rights (OHR) at 1-800-421-2124 for more information*).
 - » [AHCCCS Grievance and Appeals](#)

For additional information, visit www.azahcccs.gov or contact your health plan.
Contract services are funded under contract with the State of Arizona.

Resources



You have a team at your MSIC and Health Plan to support you and your child on this healthcare journey.

For more information or support, please contact your MSIC or your Health Plans.

Multi-specialty Interdisciplinary Clinics

Phoenix

3141 N 3rd Ave #100
Phoenix, AZ 85013
602-914-1520

Tucson

2600 N Wyatt Dr
Tucson, AZ 85712
520-324-5437

Yuma

2851 S Avenue B #25
Yuma, AZ 85362
928-336-2777

Flagstaff MSIC

5130 U S 89
Flagstaff, AZ 86004
(928) 773-2054

Health Plan

Arizona Complete Health

Customer service: 888-788-4408, TTY 711
www.azcompletehealth.com

Banner – University Family Care

Customer Care Center:
B – UFC/ACC 800-582-8686, TTY 711
www.BannerHealth.com/ACC
B – UFC/ALTCS 833-318-4146, TTY 711
www.BannerHealth.com/ALTCS

BCBSAZ Health Choice

Customer Service: 800-322-8670, TTY 711
www.healthchoiceaz.com

Care1st

Customer Service: 866-560-4042, TTY 711
www.care1staz.com

Mercy Care

Customer Service: 602-263-3000 or 800-624-3879, TTY 711
www.mercycareaz.org

Molina Healthcare of Arizona

Customer Service: 800-424-5891, TTY 711
www.molinahealthcare.com/members/az/en-us

United HealthCare

Customer Service: 800-348-4058, TTY 711
www.uhc.com