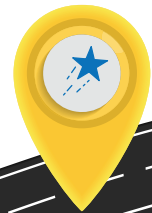


Need help navigating the Children's Rehabilitative Services (CRS) program?

We are here to help.



1 |

CRS Designation

Your child may be eligible for a CRS designation when they are:

- Under the age of 21.
- Have a qualifying CRS medical condition.

The medical condition must:

- Require active treatment.
- Be found by AHCCCS DMPS to meet criteria.

Anyone can fill out a CRS application including a family member, doctor, or health plan representative.

Follow the instructions to complete the CRS application here:

[*QualifyingMedicalConditions.pdf*](#)

For questions on how to apply, please contact your child's health plan.



2 |

What to expect from the AHCCCS CRS program

- Access to the Multi-Specialty Interdisciplinary Clinic (MSICs) for integrated health care needs.
 - MSICs bring many specialty providers together in one location. They provide family centered, coordinated care to meet the complex needs of children in the CRS program.
- Support from your health plan's CRS Care Management Teams and CRS Member Advocates.
- Comprehensive and specialized care specific to your child's needs.
- Community supports and resources.



3 |

Become an active partner in your child's healthcare journey

- Fully engage in your child's services and ask questions.
- Encourage your child's involvement in their services and treatment.
- Join your MSIC's Family Advisory Councils.
- Join your Health Plan's Advocacy Councils.
- Know your rights and responsibilities.



4 |

Transitioning into Adulthood

- AHCCCS will notify you and your child before turning 21 years of age.

*If your child is enrolled with Department of Child Safety Comprehensive Health Plan (DCS-CHP) Health Plan, the CRS member, guardian or Health Care Decision Maker will be notified before your child turns 18 years of age.

- You or your child can choose to stay in the CRS program as they enter adulthood.
 - If the member is to stay in the CRS program, the CRS designation will transition to Adult with Special Health Care Needs and coverages and services will stay in place.

If your child does not stay in the CRS program, they will no longer have the CRS designation and will need to explore health care insurance coverage.

Contact Your AHCCCS Health Plan:

Arizona Complete Health

Customer service: (888) 788-4408, TTY 711

Website: www.azcompletehealth.com

Banner – University Family Care

Customer Care Center

B–UFC/ACC: (800) 582-8686, TTY 711

Website: www.BannerHealth.com/ACC

B–UFC/ALTCS: (833) 318-4146, TTY 711

Website: www.BannerHealth.com/ALTCS

BCBSAZ Health Choice

Customer Service: (800) 322-8670, TTY 711

Website: www.healthchoiceaz.com

Care1st

Customer Service: (866) 560-4042, TTY 711

Website: www.care1staz.com

Mercy Care

Customer Service: (602) 263-3000

or (800) 624-3879, TTY 711

Website: www.mercycareaz.org

Molina Healthcare of Arizona

Customer Service: (800) 424-5891, TTY 711

Website: www.molinahealthcare.com/members/az/en-us

United HealthCare

Customer Service: (800) 348-4058, TTY 711

Website: www.uhc.com

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.

Phoenix MSIC

3141 N 3rd Ave #100

Phoenix, AZ 85013

(602) 914-1520

Yuma MSIC

281 S Avenue B #25

Yuma, AZ 85364

(928) 336-2777

Tucson MSIC

2600 N Wyatt Dr

Tucson, AZ 85712

(520) 324-5437

Flagstaff MSIC

5130 U S 89

Flagstaff, AZ 86004

(928) 773-2054

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