



## Arizona Complete Care Contract and Housing

- 1. Will the ACC affect the current subsidy members receive through Mercy Care RBHA?**  
No. If a member is currently receiving rental assistance through any Mercy Care Housing program, there will be no change.
- 2. Are there any Mercy Care Housing programs available to General Mental Health / Substance Use members enrolled in the ACC plan and not with Mercy Care?**  
Yes. This program is available to adult, GMH/SU members of any health plan that have accessed the Single Adults Coordinated Entry System. Subsidies are only available based on program capacity.
- 3. What if a member applies for Mercy Care's Coordinated Entry program and a subsidy is not available?**  
The member would be on the actively managed waitlist and is encouraged to work with a service provider who can assist with applying for housing through community resources and identifying other housing resources.
- 4. How does a member access the Single Adults Coordinated Entry System?**  
Visit or call the Brian Garcia Welcome Center. Their address is 206 S. 12<sup>th</sup> Avenue, Phoenix AZ or contact by phone, 602-229-5155.
- 5. Are there any resources available to General Mental Health / Substance Use members who have rental assistance or are currently housed but need help with costs related to moving in or preventing eviction?**  
Yes. Mercy Care has One – Time funding that is now available to GMH/SU members of any health plan under the ACC. The One-Time funding is available for move-in assistance and eviction prevention expenses. These funds are available for one-time use and can be accessed through La Frontera Impact or Community Bridges for either move-in assistance or eviction prevention. Please work directly with these two providers to learn more.
- 6. Are there any housing support services available to General Mental Health / Substance Use members?**  
Yes. For Mercy Care members, there are contracted providers who deliver PSH support services to help members apply, obtain and maintain housing. For members not enrolled with Mercy Care receiving services under the ACC contract, members should contact their clinical team and/or their Plan's member services to inquire of available support services, referral process and/or providers who deliver this service.
- 7. Can housing support services pay for my rent?**  
No. Housing is not a covered service. However, Providers delivering housing support services may assist the member as indicated in their treatment plan in searching for and securing affordable housing.
- 8. What options are available to General Mental Health / Substance Use members at risk of eviction or losing their housing?**

There are a couple of options. If a member is at risk of eviction or losing their housing, the provider they are working with can assist them in applying for One-time eviction prevention funds through CBI or EMPACT. Also, the provider working with the member can assess their needs to determine which support services would be most helpful for the member.

**9. Are the support services only available to members housed through Mercy Care?**

No. For Mercy Care members, the support services are available regardless of a member's housing status or situation. The support services are AHCCCS covered services and are available with all AHCCCS Complete Care plans. Please contact the applicable plan for more information.