



Provider communication
General information and system updates

March 19, 2024

Family of Choice - A guide to supporting someone living with a serious mental illness

Applicable to: Mercy Care ACC-RBHA

Mercy Care has published a new guide for anyone who provides support to people living with a serious mental illness (SMI) – ACC-RBHA. This guide focuses on behavioral health services for adults who have been evaluated and determined as having an SMI designation. **The goal of this guide is to prepare the member’s family of choice to support them through their unique recovery journey.**

You can view a digital copy of the guide using the QR code or links below.

[Family of Choice – English](#)

[Family of Choice – Spanish](#)



Family of Choice provides a brief overview of Mercy Care’s ACC-RBHA adult behavioral health system of care in Maricopa, Gila and Pinal counties. It defines terms or acronyms you might see or hear at health care visits or in the community. It helps members and family members understand how treatment plans are put together. It’s designed to help support individuals in reaching their resiliency and recovery goals.

A “family of choice” means more than just relatives. It includes friends or loved ones, guardians, coworkers and others. It includes anyone who cares for and wants to support someone with behavioral health issues. This is a very important role in the life of an adult getting treatment for an SMI designation.

As always, don't hesitate to contact Mercy Care Office of Individual and Family Affairs at OIFAteam@MercyCareAZ.org or smimemberservicesrequest@mercycaresaz.org for questions or comments.

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