

Law Enforcement Agency Guide

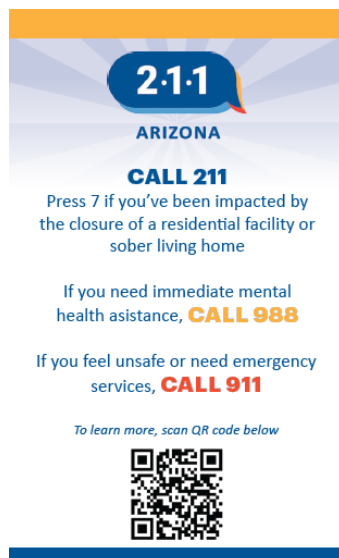
2-1-1 (press 7) Hotline for AHCCCS Members

If You Are Called To A Sober Living Home or Residential Facility

Unlicensed sober living or behavioral health facilities may appear to be group homes. Some individuals may be staying in hotel or apartment complexes owned by fraudulent providers. Members may not want to leave these facilities due to coercion, fear, access to substances, or limited housing options. Any time AHCCCS takes steps against fraudulent billing, some providers may close their doors leaving their residents without a reliable source of housing or health care.

AHCCCS has a network of legitimate behavioral health residential and outpatient facilities. AHCCCS members have choice in which providers they receive services from. An individual may say they are receiving substance use or behavioral health services, but may still need assistance from law enforcement. Please ask if they would like help. If the individual is listed as a missing person and indicates they do not want help, advise the member to contact their family.

Hotline for Members Who Need Help & For Reporting On Behalf of Members



Call 211 (press 7)

AHCCCS has launched a special 2-1-1 hotline number for AHCCCS members who have been impacted by the closure of a sober living home or residential facility and are without services. Law enforcement officers can also use this line to report when a response is needed to assist a member or groups of members.

The [2-1-1 \(press 7\)](https://www.211arizona.org/MMIP) hotline is available 24/7. AHCCCS sent business cards to law enforcement agencies to hand to members who need help with related housing, transportation, and other health care services. The QR code on the card points to the www.211arizona.org/MMIP web page with more resources.

Report situations of suspected Medicaid fraud or abuse at 602-417-4045, AHCCCSFraud@azahcccs.gov, or online at www.azahcccs.gov/ReportFraud.

Background

AHCCCS is aware of groups targeting community members to live in what they are calling “sober living homes” or “behavioral health residential facilities” in Arizona. Some of these facilities are not licensed to provide health care or housing, or may be operating both licensed and unlicensed facilities. In some cases, behavioral health providers are not delivering promised services or care, but are fraudulently billing AHCCCS for these services.

Residents are sometimes offered drugs and alcohol and may experience physical, sexual, or emotional abuse. Some residents may be kept against their will, and their IDs and cell phones may be confiscated. Some residents may have been transported from outside of Arizona without any personal belongings. Please be on the lookout for situations that might fit this description and be ready to help AHCCCS members connect to health services, transportation, and housing resources.