

Member Handbook

Just 1 Life Services LLC



Covered services are funded under contract with AHCCCS.

Welcome to Just 1 Life Services

Welcome to Just 1 Life Services LLC. We help people in Mesa and Arizona heal, feel better, and build safe lives. Our team has licensed counselors, social workers, and peer support guides. We walk with you through hard times.

You can ask for this handbook in other ways. We can give you large print, Braille, audio tapes, or text in your own language. These choices are always free. Just call our main office to ask.

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1. Our Mesa Clinic and Contact Info

Our offices are in Maricopa County. We also meet with people online through Zoom, by phone, or out in the neighborhood.

- **Office Address:** 1616 E Main St, Suite 223, Mesa, AZ 85203
 - **Second Address:** 6239 E Brown Rd, Suite 105, Mesa, AZ 85205
 - **Phone Number:** (480) 477-9199
 - **Office Hours:** Monday to Friday, 8:00 AM to 5:00 PM
 - **Online Hours:** Monday to Friday, 8:00 AM to 9:00 PM
 - **Website:** just1.us
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2. Health Plans We Take

Just 1 Life Services works with the state. We take these five AHCCCS health plans:

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- Mercy Care
- Banner-University Health Plans
- UnitedHealthcare (UHC) Community Plan
- AzBlue Blue Cross Blue Shield (AzBlue BCBS)
- American Indian Health Program (AIHP)

3. How to Get Appointments

Setting Up a Visit

You can set up a visit by calling us at **(480) 477-9199**. You can also fill out the form on our website. You can ask for help yourself. Families, caseworkers, and courts can also refer you to us.

Approvals for Care

Some health plans must approve special services before you can start them. This is called Prior Authorization. Our office team will fill out the forms and send them to your plan for you.

True Emergencies

If you are in danger or have a medical emergency, call 911 right away or go to the nearest emergency room. You do not need to ask anyone first. If you are having a mental health crisis, you can also call or text **988** to talk to someone fast.

Rides to the Clinic

If you do not have a ride to your visits, your AHCCCS plan pays for transport. This is called Non-Emergency Medical Transportation. You must call your health plan to book a ride. Call them at least **72 hours before** your visit. Your peer guide can help you make this call.

4. Services We Offer

We provide mental health care, skill training, and community help:

Talk Therapy and Counseling

We meet with you in person, online, or in the community. We help with sadness, worry, trauma, and drug use.

- **One-on-One Counseling:** Meet alone with a therapist to learn healthy coping tools.
- **Family Counseling:** Therapy focused on family goals.
- **Anger Help:** Counseling to help you manage your mood.
- **Proven Methods:** We use safe, expert therapy styles like CBT, DBT, and EMDR.

Peer Support and Group Help

Our Peer Specialists have lived through their own recovery. They use their experiences to help guide you.

- **Support Groups:** Safe meetings to share and heal together.
- **System Help:** Assistance with state forms, housing apps, or court rules.
- **The "Get Right" Program:** Special care for people leaving jail. We can give you rides to court, probation, and job interviews.

Job and Life Skills

We offer tools to help you find a safe home and a stable job.

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- **Work Readiness:** Help with resumes, job interviews, and learning to use computer programs.
- **Youth Life Skills:** Classes for young adults in foster care to learn about budgeting and living alone.
- **State Benefits Help:** We help you apply for or renew AHCCCS health plans, SNAP food stamps, and cash aid.
- **Peer Worker Training:** Classes to help you get certified to work in health clinics.
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5. Fair Treatment and Civil Rights Notice

Just 1 Life Services LLC follows federal civil rights laws. We do not treat people badly or turn them away because of their race, color, home country, age, disability, or sex.

Free Communication Aids

We give free help to people with disabilities so they can talk with us. This includes:

- Sign language interpreters.
- Large print books or audio files.

We also give free translation to people who do not speak English well. This includes:

- Spoken language interpreters.
- Forms written in other languages.

If you need this help, call our coordinator at **(480) 477-9199**.

How to File a Complaint

If you think we did not give you these services or treated you unfairly, you can complain to:

- **Civil Rights Coordinator:** Just 1 Life Services LLC
- **Mail Address:** 1616 E Main St, Suite 223, Mesa, AZ 85203
- **Phone:** (480) 477-9199 | **TTY:** Dial 711

You can complain in person, by mail, or by phone. Our team will help you write it down if you need help.

Complaining to the Government

You can also complain to the U.S. Government. Send it to the Department of Health and Human Services online, by mail, or by phone:

- **Online:** ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **Mail Address:** 200 Independence Avenue SW, Room 509F, Washington, D.C. 20201
- **Phone:** 1-800-368-1019 (TDD: 1-800-537-7697)

6. Member Rights and Responsibilities

Your Rights

When you get care with us, you have the right to:

- Be treated with respect and kindness. Keep your details private.
- Get clear facts about your health and care choices so you can say yes or no.
- Get free interpreters or large print documents.
- Complain if you do not like your care or if a service is stopped.

Your Duties

To get the best care, you have a duty to:

- Tell us the truth about your health and your address.
- Work with your team on your recovery goals.
- Show up to visits on time. Call us at **(480) 477-9199** at least 24 hours before if you must cancel.

7. Complaints and Appeals

If you do not like your care, or if your health plan stops a service you want, you can ask for a review.

- **Grievance (Complaint):** If you dislike our wait times, staff, or building, call our Director at (480) 477-9199. You can also call your health plan to complain.
- **Appeals:** If your health plan says "no" to a service you need, you can appeal. You have **60 days** from the denial letter to ask your plan to review it. The plan has 30 days to give you an answer.

8. Health Plan Phone Numbers

Health Plan	Member Phone Line	24/7 Crisis & Nurse Line	Plan Website
Mercy Care	1-800-624-3879	1-844-534-4673	mercycazeaz.org
Banner-University	1-800-582-8686	1-888-747-7990	bannerhealth.com
UnitedHealthcare (UHC)	1-800-348-4058	1-877-440-0255	uhccommunityplan.com
AzBlue BCBS	1-800-322-8670	1-866-422-2729	azblue.com
American Indian Health (AIHP)	1-800-962-6690	988	azahcccs.gov/Members

- **TTY Users:** If you are deaf or hard of hearing, dial **711** to talk to any plan.
- **Booking Rides:** Call your specific plan's member line at least **3 days before** your visit to order a ride.

9. How to Find Network Providers (Provider Directory)

If you need to see a specialist, doctor, or dentist outside of Just 1 Life Services, you must use a provider in your health plan's network. You can view a

complete list of these doctors by looking at your plan's **Provider Directory**.

To see the directory, visit your health plan's website (listed in Section 8 of this book) or call their Member Services hotline. You can also call your health plan to ask them to mail you a printed copy of the Provider Directory completely free of charge.

10. Words Used in This Book

- **Appeal:** Asking your health plan to change its mind if they say "no" to a service.
- **Copayment:** A small fee you pay when you see a doctor. (Most AHCCCS mental health visits do not have this fee).
- **Durable Medical Equipment:** Tools a doctor orders for health needs that last a long time, like a walker.
- **Emergency Medical Condition:** Being so sick or hurt that your life is in danger if you do not get help right away.
- **Excluded Services:** Health care tasks that your insurance plan does not pay for.

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