

### CRITICAL SERVICE GAP REPORT

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

TTY/Voice Services: 7-1-1

All ALTCS members have the right to receive all critical services in their care plan to help with bathing, dressing, toileting, feeding, transferring to or from your bed or wheelchair and other similar daily activities. If you do not receive your critical services as specified in your care plan, you should report this as quickly as possible. You should immediately call the AHCCCS, provider agency or contractor at the phone numbers listed on the Contingency Plan Form your support coordinator filled out with you. You may also call your support coordinator. You have the right to receive these critical services from a back-up substitute caregiver within two hours of you reporting the gap.

In addition, you can mail this form to us at the address listed above telling us the services you have not received. As your program contractor, we will respond to you either by telephone or by the mail. You will be told the reason for the delay and how it will be fixed now and in the future if it happens again. Please fill in the following:

Your Name: \_\_\_\_\_

AHCCCS ID Number (if available): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Date(s) you did not receive your service(s): \_\_\_\_\_

Authorized service(s) not received: \_\_\_\_\_

Critical service(s) not received: \_\_\_\_\_

Comments:

**FOR DIVISION USE ONLY**

Date Received \_\_\_\_\_

Date of Response \_\_\_\_\_

Check Response Type

By mail

By telephone

In person

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