

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Developmental Disabilities

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

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. Ayuda gratuita con traducciones relacionadas con los servicios del DES esta disponible a solicitud del cliente.