



BHRF Services: Use of Augmentative and Alternative Communication (AAC) devices

June 23, 2022

To ensure members with disabilities are provided with the necessary equipment to communicate their needs, AHCCCS registered behavioral health residential facilities (BHRF) shall comply with Title II and III of the Americans with Disabilities Act.

The Americans with Disabilities Act indicates confiscating technological equipment necessary for communication is a violation of a member's civil rights. During the intake process any member with a disability requiring the assistance of technology (i.e., cellphone, tablet, iPad etc.) shall have full access to the device while in treatment. No technological devices utilized to communicate with staff, family, or peers are to be confiscated during the intake process or during the course of treatment.

Care1st wants to ensure that members with disabilities receiving care at a BHRF have the ability to communicate freely and fully in their behavioral health treatment.

If you have any questions regarding this matter please contact Virginia Cons, Care1st Director of Behavioral Health Services at vcons@care1staz.com or Network Management at the numbers listed below.

Thank You!

Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

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Visit our website at www.care1staz.com

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