



Boosting independence with applied behavior analysis

Applied behavior analysis (ABA) is a type of therapy that helps people learn new skills and improve their behavior. ABA starts by looking at how a person's environment affects the way they act. Then ABA uses that info to help the person make positive changes in their life and increase their independence.

The main goal of ABA is to help people build skills and reduce behaviors that might be harmful or make it harder for them to be independent.



How does ABA work?

- A special therapist called a board-certified behavior analyst (BCBA) plans and oversees ABA therapy for each person.
- The BCBA figures out what the person can do and what they need help with. They also talk to the family or caregivers to learn more.
- Then, the BCBA makes a treatment plan that is just right for that person.
- Behavior technicians work with the person and their family or caregivers to practice new skills. They keep track of progress at every session.
- The BCBA meets with the family or caregivers regularly to review how things are going. They can also change the plan if needed.
- Families and caregivers are important in ABA. They are encouraged to stay involved during the whole process.

ABA is flexible, and can be adjusted to fit each person's needs. This includes:

- Choosing the number of hours and goals based on what the person needs.
- Picking where the therapy happens, like at home, at school, at a clinic or in the community.
- Learning in different ways, such as one-on-one or in a group.

Continued →



Who can get ABA services?

ABA services are available for anyone. But to be covered by your health plan, they must be medically necessary.

If you have UnitedHealthcare Community Plan as your health plan, you might get ABA services through:

- Arizona's Medicaid program, the Arizona Health Care Cost Containment System (AHCCCS) and AHCCCS Complete Care (ACC).
- The Division of Developmental Disabilities (DDD), which helps people with intellectual and developmental disabilities.

ABA therapy is available statewide.



How do I start ABA services?

If you think ABA could help you or a family member, the UnitedHealthcare Community Plan team is ready to help connect you with ABA services. Here's how to begin:

- **By phone**
Member Services number **1-800-348-4058, TTY 711**.
ALTCS-EPD members, please call **1-800-293-3740, TTY 711**.
- **Online**
Visit **uhccp.com** to find a provider in our network and contact them directly.
- **Talk to your Support Coordinator**
If you are a DDD member, your Support Coordinator can help you connect with the ABA team.

Learn more at azahcccs.gov/Members/Downloads/BehavioralHealthServices/ABA_April2026.pdf

**United
Healthcare®**
Community Plan

Contract services are funded under contract with the State of Arizona.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that, if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact UnitedHealthcare Community Plan, **1-800-348-4058, TTY 711** (ACC/DD members), ALTCS-EPD members please call **1-800-293-3740, TTY 711**.

We provide no cost aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities. If you need these services, please call the toll-free number above or on the back of your member identification card.