



ARIZONA DEPARTMENT OF ECONOMIC SECURITY (DES)
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

Dear AHCCCS member,

It is almost time to complete your renewal. In the next few weeks AHCCCS will be sending you a letter to renew your eligibility. It is very important that you provide the requested information or you may lose your benefits.

For the past few years, Medicaid members were able to keep their benefits and could not be terminated due to a federal law- even if there were changes in the person's eligibility. Federal law has changed. AHCCCS must determine eligibility to see if each person is still eligible for Medicaid coverage. Renewals will be done over about 12 months beginning April 2023. Persons who are not eligible will lose their benefits.

WHAT DO I NEED TO DO NOW?

1: Make sure that we have your current contact information and mailing address. You can update your contact information and address in any of the following ways:

- Online with Health-e-Arizona Plus. Log in at <https://www.healtharizonaplus.gov/> to make changes using your account.
- Mail your information to:
Department of Economic Security, P.O. Box 19009, Phoenix, AZ 85005-9009.
- Call 1-855-HEA-PLUS (1-855-432-7587)
- Go to an eligibility office. To find an office near you go to <https://www.healtharizonaplus.gov/>
 - Click on "Help"
 - Click on "Find Someone to Help"
 - Click on "Find State Eligibility Offices"
 - Enter your ZIP code and click on "Search" to find your eligibility office address
- Find a Community Assistor to help you. Go to <https://www.healtharizonaplus.gov/>
 - Click on "Help"
 - Click on "Find Someone to Help"
 - Click on "Find an Assistor"
 - Enter your ZIP code and click on "Search" to find an assistor near you

2: Check your mail and respond to the renewal by the date on the letter. **You must respond to your renewal by the due date, or you will lose your AHCCCS health insurance.** Here are the ways for you to give us the information we need:

- Log in to your Health-e-Arizona Plus account at www.healtharizonaplus.gov to fax, upload, or e-mail information.
- Mail your information to:
Department of Economic Security, P.O. Box 19009, Phoenix, AZ 85005-9009.
- Take it to an eligibility office.
- Find a Community Assistor to help you.

You will be checked for coverage in all Medicaid categories. If you do not qualify for Medicaid coverage you will be checked to see if AHCCCS should refer you to the Federal Health Insurance Marketplace.

If you have questions or need help, call 1-855-HEA-PLUS (1-855- 432-7587).