

The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid program, health care coverage for individuals with lower income. If you qualify, AHCCCS health care coverage includes doctors visits, prescription drugs, and other necessary medical services.

Am I Eligible for AHCCCS?

Eligibility depends on your family's situation, including income level, size of household, and whether the applicant has a disability. *For more information on AHCCCS eligibility, see azahcccs.gov/Members/Downloads/EligibilityRequirements.pdf

TIP: If you have a disability, but make too much income to qualify for AHCCCS, you may still be able to get AHCCCS benefits. Learn more at Disability Benefits 101 az.db101.org/az/programs/health_coverage/medicaid-magi/program.htm



What Income Is Considered?

Income is divided into two categories: earned and unearned.

- Earned income is money received from employment or self-employment, such as wages, commissions, or profits.
- Unearned income is cash income received from sources other than employment or self-employment such as inheritance, gifts, or stock dividends.

TIP: Some resources are not counted, including owning a home and/or owning a vehicle . If you are an adult living with your parents, their income does not count unless they claim you as a dependent on their taxes. Income deductions vary by program, but may include work expenses and educational expenses.

How Can I Apply?

- Apply online at healtharizonaplus.gov or call HEAPLUS at 855-432-7587.
- Adults with a disability, including a Serious Mental Illness (SMI), can call 602-417-5010 (telephonic assistance)
- Find an assistor agency to help you apply www.healtharizonaplus.gov/app/Info_Assistor.aspx
- Medicaid benefits are suspended when an AHCCCS member is incarcerated. To reactivate AHCCCS coverage upon release from jail or prison, call AHCCCS at 602-417-4000.

TIP: The fastest way to apply is to use the online application because social security numbers, citizenship, some income, employment, Social Security Income (SSI) and Social Security Disability Insurance (SSDI) can be automatically verified.

AHCCCS Yearly Renewal

Your AHCCCS eligibility will be reviewed every year. Look for a letter from AHCCCS to arrive 45 days before your annual renewal date that explains how to renew benefits. If you signed up through HEAPLUS (healtharizonaplus.gov), you will receive an email or text message. For assistance, contact AHCCCS at 602-417-4000.

*TIP: If your contact information has changed, **you must** contact the Department of Economic Security/Family Assistance Administration at 855-432-7587 o change your information online at healtharizonaplus.gov*

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members

AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE))
602-364-4558 or 800-867-5808 DCS@azahcccs.gov

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecure	Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com