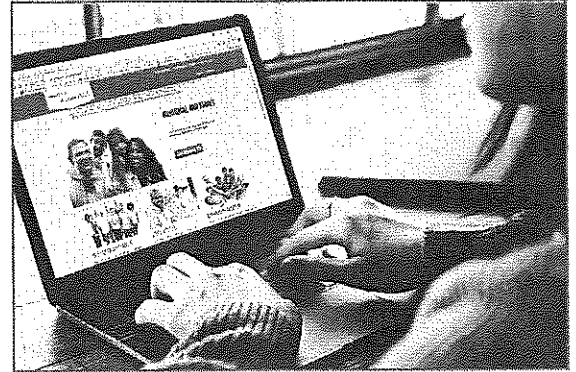


# How to Update Your Mailing Address

AHCCCS sometimes sends information to your mailing address. It is YOUR responsibility to notify AHCCCS when your address changes.



## HOW TO UPDATE YOUR ADDRESS VIA PHONE OR EMAIL

**By Phone:** (855) HEA-PLUS (432-7587)

**By Mail:** P.O. BOX 19009, Phoenix, AZ 85005

## HOW TO UPDATE YOUR ADDRESS ONLINE (this is fastest!)

### WHAT YOU NEED

Health-e-ArizonaPlus Username  
 Health-e-ArizonaPlus Password

### FORGOT YOUR USERNAME OR PASSWORD?

To reset your username or password, select the links on the user login screen.

**Reset Username:** To retrieve your username, select the "Click here" link. Enter the following information:

- First Name and Last Name
- Date of Birth
- Answers to secret questions

**Reset Password:** To reset your password enter your username and select the link "If you have forgotten your password, click here." Then enter the correct answers to your secret questions.

### WHAT TO DO

1. Go to [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov)
2. Click "Report a Change"
3. On the "How to Report Changes" screen, click "Next"
3. Choose either:
  - "New Contact Information" if only your mailing address changed (example: changing from a street address to a P.O. Box) OR
  - "Household Move" if the entire household is moving
5. Choose "In Arizona"
6. Enter new mailing address

## HOW DO YOU GET LETTERS IF YOU BECOME HOMELESS?

AHCCCS recommends that you sign up for electronic notifications. For email, you will need access to the Internet and an email address. For a text message notifying you that you have a letter waiting for you on the HealthArizonaplus website, you'll need a telephone that can receive text messages. The local library usually has free internet access, and you can create a free email account at Yahoo.com or Gmail.com

You can have your letters sent to a friend's address, but it is important that your friend add your name to their address at the United States Post Office. Otherwise, your mail may be returned and your benefits may be stopped.

You can also sign up for a PO Box or General Delivery Service with a United States Post Office (USPS). To sign up for General Delivery Services, complete the form at <https://extranet.azdes.gov/faapolicymanual/FAA2/baggage/GeneralDeliveryForm.pdf> or pick one up at your nearest USPS office. You will need a valid ID. Your mail will be held there for 30 days. Every 30 days you must ask for an extension at the General Delivery location.