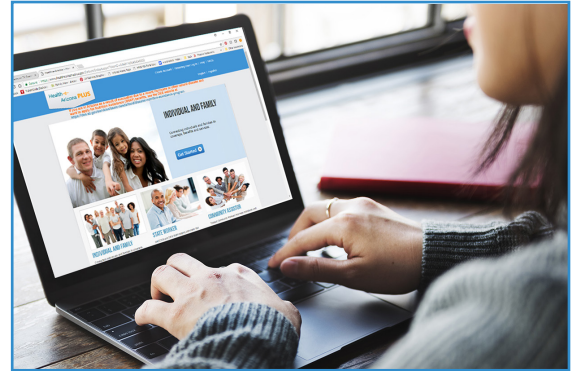


AHCCCS sometimes sends information to your mailing address. It is YOUR responsibility to notify AHCCCS when your address changes.

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
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 visit your local post 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. For more information visit faq.usps.com/s/article/What-is-General-Delivery.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

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	Magellan 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	Comprehensive Medical Dental Program 602-351-2245 or 1-800-201-1795 dcs.az.gov/cmdp

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