

Pre-Release Medical Assistance Applications

Frequently Asked Questions for Pre-release Applicants

It is highly recommended that you check the status of your application 72 hours after your release from incarceration. You can check the status of your application by contacting the Arizona Department of Economic Security (DES) using one of the following methods:

- Call HEAplus Customer Support at 1-855-432-7587
- Visit a local DES office. To locate an office near you, check <https://des.az.gov/find-your-local-office>

What do I need to do after I am released from incarceration?

*72 hours after release from incarceration, call HEAplus Customer Support at **1-855-432-7587** and select **Option #1** for Medical Programs. After the customer service agent verifies your identity, ask them the following questions (Use this form to record the information you receive from the agent):*

- *I have a pending medical assistance application in HEAplus. Has my application been approved yet?*
- *If yes, what is my **AHCCCS ID#** _____ and what **health plan** am I enrolled with _____?*
Can you provide me with contact information for my health plan _____?
Can I please verify the physical and mailing address information you have for my application?
Have I been approved for any other programs (such as SNAP or CASH assistance)?
What do I need to do to receive these other benefits _____?
- ***If your application for medical assistance has not been approved yet, ask the customer service agent:***
Is there additional information needed for my application _____?
How can I submit the missing information for my application _____?

Do I have to wait to get my AHCCCS insurance card before I can receive medical services?

*No, you can obtain medical services with your **AHCCCS ID#** as soon as you are approved for medical assistance. The participating medical provider (doctor or pharmacy) will be able to verify your enrollment in a medical assistance program. You should receive your AHCCCS insurance card in the mail from your health plan 7-14 days after you are approved.*

To find a participating doctor or pharmacy in your area, contact your health plan.