

Managing Your Healthcare

Taking Over Your Health Care Management

You can manage your AHCCCS Medical Assistance information by creating an account in Health-e-Arizona PLUS (HEAplus). To get started:

1. Go to www.healtharizonaplus.gov and select “Create Account” on the top right of the menu.



2. Follow the prompts to complete your account information. You can choose to get important information about your AHCCCS benefits by mail, email alert or text alert. Choosing email or text may be helpful if your mailing address changes often.
3. Click “Begin Application” on the left hand side menu. Follow the prompts to create an application. When you are done with the application, click “Submit.”

*Health-e-Arizona Plus cannot be used for Arizona Long Term Care System (ALTCS). For assistance with ALTCS, please call 888-624-6880.

Important Information About Continuing AHCCCS Medical Assistance Coverage

- A renewal must be completed every year. Sometimes the renewal can be done without you needing to give AHCCCS any information. Other times, you may be asked to give AHCCCS information or proof documents.
- Read all letters from AHCCCS. If you need help, call:
 - 1-855-HEA-PLUS (1-855-432-7587) for help with non-ALTCS customers; or
 - 888-624-6880 for ALTCS customers.
- Provide any documents requested by AHCCCS by the due date.
- Report any changes including address changes within 10 business days. You can report changes using your HEAplus account. Changes can also be reported by calling:
 - 1-855-HEA-PLUS (1-855-432-7587), for non-ALTCS customers; or
 - 888-624-6880 for ALTCS customers.

AHCCCS ID Card and Important Things to Know About Your AHCCCS Health Plan

- You will get an AHCCCS ID card from your health plan. Keep your AHCCCS ID card with you. If you do not have your AHCCCS ID card with you, you can give the provider your AHCCCS ID number or Social Security number so they can look up your AHCCCS information.
- Call your health plan for questions about things like providers who work with your health plan, medical claims, covered medical services, or to request a new AHCCCS ID card. The phone number can be found on your AHCCCS ID card or on the AHCCCS website at: <https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/availablehealthplans.html>