



# **AHCCCS Renewals Awareness Communications Toolkit**

This toolkit was created for plans, providers, and community partners to help AHCCCS build awareness for the renewals process through March 2024.

Last updated: May 2023

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May 2023

To Plans, providers, and community partners:

AHCCCS returned to the regular renewal process on April 1, 2023 and will redetermine eligibility for all 2.5 million members through March 2024. The eligibility requirements and the steps to renew AHCCCS coverage have not changed.

While many AHCCCS members will not need to take any action during renewals, others may need to respond with additional documentation in order to complete their renewal.

To augment existing member communications, AHCCCS has created this renewals awareness toolkit. It includes physical and digital messages that remind members about renewals and explain what to expect during the renewals process.

As a valued partner to AHCCCS, we ask for your help in sharing these messages across your channels. Please use these messages in their existing form and reference the resources included in this toolkit for the latest information on renewals.

Thank you for your ongoing partnership and your help in spreading the word.

Best,



Patty Dennis  
Assistant Director, Division of Member and Provider Services, AHCCCS

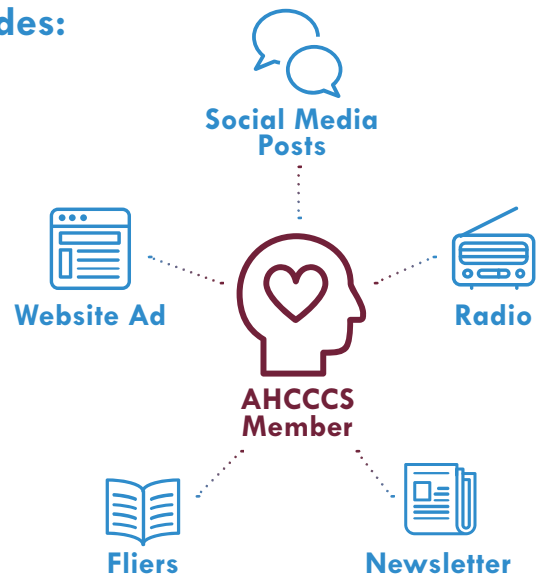


## Your kit

When a member hears the message from someone they know and trust – like their doctor, a social worker, a pharmacist, or a community leader – they are more likely to take action. That’s why AHCCCS is asking for your help.

### The communications toolkit includes:

- Fliers for display in offices and for members to take home,
- Social media posts for Facebook and Instagram,
- Digital banner for your website or patient portal,
- Talking points for staff to discuss renewals with members, and
- Written text blurbs to include in a newsletter, other written communication, or television script.



We ask you to share these messages in their existing form. This will ensure consistency in renewal messaging and reduce potential confusion about the process.

### Fliers

There are two fliers included in this toolkit. They communicate two distinct messages:

1. Update your contact information,  
and
2. Beware of scams.

[Click to download the fliers.](#)

### Social media posts

Find suggested social media posts in the [attached zip file.](#)

### Website banner

Find a website banner you can use on your site in the [attached zip file.](#)

## Messaging

We ask you to share these messages in their existing form. This will ensure consistency in renewal messaging and reduce potential confusion about the process.

### Audio Script:

Hi I'm <3 Second Intro>.

Are your patients ready for their AHCCCS renewal? Remind them to visit [healtharizonaplus.gov](http://healtharizonaplus.gov)—that's health with an "E"—and double-check their contact info is correct. They can even sign up for convenient text alerts.

Then let them know AHCCCS will reach out by email, text, or phone call before their renewal month—but only if more details are needed.

Thanks for making sure they're good to go.

If they need more information, they can chat with our virtual assistant Sam on the website, or call 855-432-7587.

### Trust and Update Short Blurb:

Update your contact information so AHCCCS can reach you before your renewal month.

### Beware of Scams Blurb:

Beware of scams. AHCCCS will never ask you for money, passwords, or banking info by text.

## Renewals questions and answers

### Where can members get the latest information on renewals?

Frequently asked questions and more are posted on the [www.azahcccs.gov/Renewals](http://www.azahcccs.gov/Renewals) web page.

### What actions can members take today?

Members should ensure their contact information is correct and up to date.

1. Make sure their mailing address, phone number, and email address on file is correct in [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov). Login or call Health-e-Arizona Plus at **1-855-HEA-PLUS** (1-855-432-7587), Monday through Friday 7:00 a.m. - 6:00 p.m. You may also reach out to a [community assistor](#) or mail documentation to PO Box 19009, Phoenix AZ 85005. Share this flier: ([English PDF](#)/[Spanish PDF](#)).

ALTCS members must call **1-888-621-6880** to update their address or to get help completing their renewal.

2. Sign up for text or email notifications in [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov). Here's how! ([English PDF](#)/[Spanish PDF](#))
3. Check their mailbox for a letter from AHCCCS about renewal of coverage.
4. Respond to any requests from AHCCCS for more information so the agency can accurately determine eligibility.

Members can also see the latest news and updates by following AHCCCS on [Facebook](#), [Instagram](#), [Twitter](#), and [LinkedIn](#).

### How will AHCCCS contact members about their renewal?

When a member's renewal date is coming up AND their contact information is correct on file, they will receive a notification via SMS text, email, and/or voice call communication from AHCCCS Connect, our communication service. The messages will prompt the member to check their status and update their contact information.

### What is AHCCCS Connect?

AHCCCS Connect is for Medicaid applicants and members to receive reminders about their Medicaid application, benefits, and renewal status through SMS texts, emails, and automated voice calls.

### Where can AHCCCS members get more information?

Go to the [AHCCCS renewals web page](#) to find important information on renewals, including frequently asked questions and answers.

### What other ways can members connect with AHCCCS?

- Chat with Sam, the virtual assistant on [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov) for Medicaid members to get fast answers to common questions related to AHCCCS renewals. Sam is available 24 hours a day.
- Members can call Health-e Arizona Plus at **1-855-HEA-PLUS** (1-855-432-7587). Monday through Friday 7:00 a.m. – 6:00 p.m.
- Or they can find a community assistor at [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov).

## Additional Resources

AHCCCS members and plans, providers, and community partners may reference the following resources for more information.

1. Members can check their eligibility status by logging into their Health-e-Arizona Plus account at [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov). If members do not have an account, they may call [1-855-HEA-PLUS](tel:1-855-HEA-PLUS) (1-855-432-7587).
2. Use this [how-to guide](#) to show members that updating their contact information and signing up for text or email alerts is fast and easy.
3. Watch the [AHCCCS renewals web page](#) for additional guidance and resources for members, providers, and partners.
4. Stay up to date with the latest news and updates by following AHCCCS on [Facebook](#), [Instagram](#), [Twitter](#), and [LinkedIn](#).
5. Individuals who no longer qualify for AHCCCS may qualify for affordable health care coverage options from [healthcare.gov](http://healthcare.gov). Call 2-1-1 or visit [www.coveraz.org](http://www.coveraz.org) for help.