

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 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.

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	
<b>Arizona Complete Health - Complete Care Plan</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a>	<b>Mercy Care</b> Customer Service 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>Care 1st Health Plan</b> Customer Service 1-866-560-4042 <a href="http://www.care1staz.com">www.care1staz.com</a>	<b>Molina Complete Care</b> Customer Service 1-800-424-5891 <a href="http://www.mccofaz.com">www.mccofaz.com</a>
<b>Banner – University Family Care</b> Customer Service 1-800-582-8686 <a href="http://www.bannerufc.com/acc">www.bannerufc.com/acc</a>	<b>United Healthcare Community Plan</b> Customer Service 1-800-348-4058 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>
<b>Health Choice Arizona</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>	<b>Mercy Care Department of Child Safety Comprehensive Health Plan</b> Customer Service 1-833-711-0776 <a href="http://mercycareaz.org/members/chp-members">mercycareaz.org/members/chp-members</a>

AHCCCS CLINICAL RESOLUTION UNIT (JACOB'S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB'S LAW – FOSTER/KINSHIP/ADOPTIVE))
602-364-4558 or 800-867-5808 <a href="mailto:DCS@azahcccs.gov">DCS@azahcccs.gov</a>

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
<b>Banner – University Family Care LTC</b> Customer Service 1-833-318-4146 <a href="http://www.bannerufc.com">www.bannerufc.com</a>	<b>Mercy Care LTC</b> Customer Services 1-800-624-3879 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>
<b>United Healthcare LTC</b> Customer Service 1-800-293-3740 <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>	<b>Department of Economic Security/ Division of Developmental Disabilities (DES/DDD)</b> Customer Service 1-844-770-9500 <a href="http://www.azdes.gov/ddd/">www.azdes.gov/ddd/</a>

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
<b>Arizona Complete Health - Complete Care Plan RBHA</b> Customer Service 1-888-788-4408 <a href="http://www.azcompletehealth.com/completecare">www.azcompletehealth.com/completecare</a>	<b>Mercy Care RBHA</b> Customer Service 1-800-564-5465 <a href="http://www.mercycareaz.org">www.mercycareaz.org</a>	<b>Health Choice Arizona RBHA</b> Customer Services 1-800-322-8670 <a href="http://www.healthchoiceaz.com">www.healthchoiceaz.com</a>