



AHCCCS Medical Assistance after Aging out of Foster Care

What can I do?

Young adults leaving foster care services may continue to qualify for AHCCCS Medical Assistance. AHCCCS Medical Assistance provides medical services including but not limited to doctor visits, specialty care, and hospital care.

Managing your Health Care

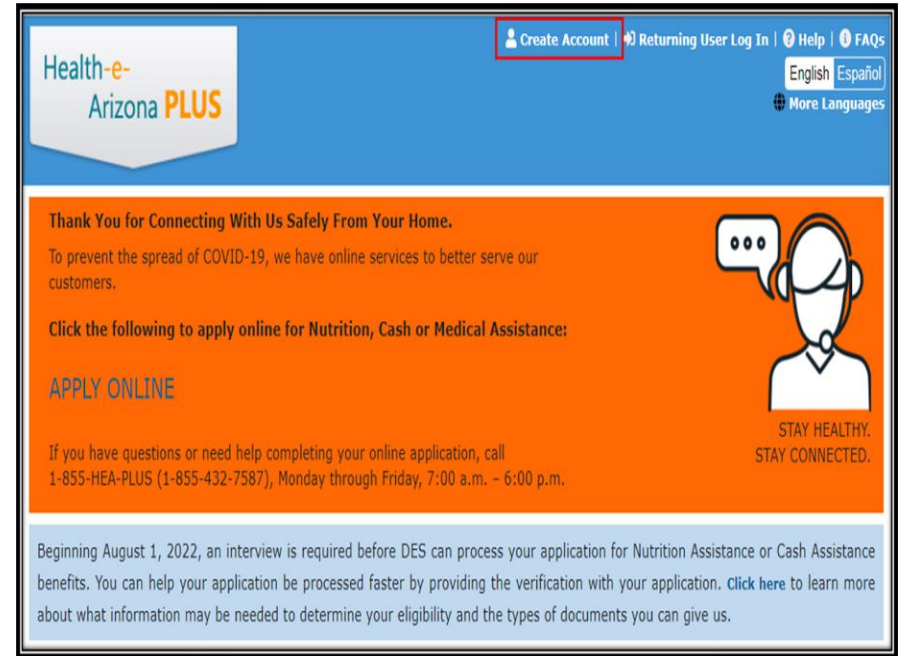
To apply for AHCCCS Medical Assistance or report changes you may:

- Go online and create your own personal Health-e-Arizona Plus (HEAplus) account at www.healtharizonaplus.gov; or
- Call HEAplus Customer Support at (855) 432-7587; or
- Visit a local DES office, you may find your local participating office by visiting (<https://azdes-community.secure.force.com/EOL/>) and filtering for Medical Assistance services.

The rest of this presentation will focus on how you can create an HEAplus account. This will ensure you can provide us the most up to date information and allow you to get the most up to date information from the State using a secure HEAplus account online.

Getting Started in Health-e-Arizona Plus

- Visit www.healthearizonaplus.gov
- Click Create Account



The screenshot shows the Health-e-Arizona Plus website. The header is blue with the logo on the left and navigation links on the right. A red box highlights the 'Create Account' link. The main content area is orange and contains a message about COVID-19 safety and online services. A 'STAY HEALTHY. STAY CONNECTED.' graphic with a customer service icon is on the right. A light blue footer contains information about an interview requirement starting August 1, 2022.

Health-e-Arizona PLUS

Create Account | Returning User Log In | Help | FAQs

English Español

More Languages

Thank You for Connecting With Us Safely From Your Home.

To prevent the spread of COVID-19, we have online services to better serve our customers.

Click the following to apply online for Nutrition, Cash or Medical Assistance:

APPLY ONLINE

If you have questions or need help completing your online application, call 1-855-HEA-PLUS (1-855-432-7587), Monday through Friday, 7:00 a.m. – 6:00 p.m.

STAY HEALTHY.
STAY CONNECTED.

Beginning August 1, 2022, an interview is required before DES can process your application for Nutrition Assistance or Cash Assistance benefits. You can help your application be processed faster by providing the verification with your application. [Click here](#) to learn more about what information may be needed to determine your eligibility and the types of documents you can give us.

About You

- Enter Personal Information on the About You page
 - Note- You must have an email address to create an account. If you do not have an e-mail address you can get one FREE from Outlook, Yahoo or Gmail
 - If you create a new email account, write down the e-mail address and store it in a safe place you will need this later.

About You

Personal Information

First Name

Middle Name

Last Name

Suffix (Jr, Sr, Etc.)

Social Security Number

AHCCCS ID:

Gender Male Female

Date of Birth

Contact Information

E-mail

Confirm e-mail

Cell Phone

Home Phone

Work Phone

Xtn

Message or Emergency Phone

Xtn

Create a Username and Password

Create a unique Username that is easy for you to remember.

- Create your Username
- Create your password
- Re-enter your password
- Password Rules
 - The password should have a minimum of 8 characters.
 - The password should not contain repeating characters such as oo or 22.
 - The password should not contain repeating pairs of characters such as oox or 2424.
 - At least one number.
 - At least one special character (such as: !, @, #, \$, (, %,), &, *).
 - Combination of upper- and lower-case letters.
 - The password should contain no blank spaces.
 - The passwords should match.
- Enter the Captcha
 - Captcha is feature used to ensure you are human.
 - Captcha will present a random letter/number combination
 - Key the combination as you see it displayed to you.
 - You can also click the speaker icon to have the system speak the letter/number combination to you.

User Name and Password

Create a unique User Name that is easy for you to remember. If you have just created an e-mail account, write down the e-mail address and store it in a safe place. Please create ONLY ONE account for all your applications. If the User Name is already being used, you will receive a message.

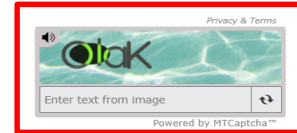
Create your User Name

How to Create a User Name [View Help](#)

Create your password

Re-enter your password

Password Rules	Pass
The password should have a minimum of 8 characters.	
The password should not contain repeating characters such as oo or 22.	
The password should not contain repeating pairs of characters such as oox or 2424.	
At least one number.	
At least one special character (such as: !, @, #, \$, (, %,), &, *).	
Combination of upper and lower case letters.	
The password should contain no blank spaces.	
The passwords should match.	



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Next →

Activate Your Account

To activate your account, you need a Personal Identification Number (PIN).

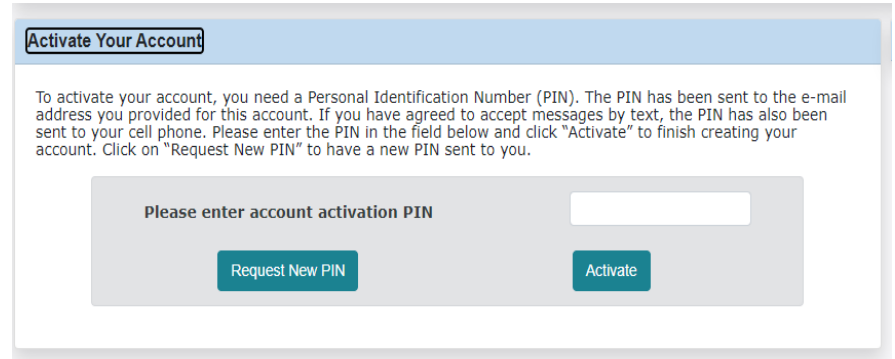
The PIN has been sent to the e-mail address you provided for this account.

If you have agreed to accept messages by text, the PIN has also been sent to your cell phone.

Please enter the PIN in the field below and click “Activate” to finish creating your account.

- Enter account activation PIN
- Select Activate
- Your account has been successfully activated.
- Click "OK" to go to your home page.

Note- If you did not get your pin or misplaced it, you can click on “Request New PIN” to have a new PIN sent to you



The screenshot shows a web form titled "Activate Your Account" in a blue header. Below the header, there is a paragraph of text: "To activate your account, you need a Personal Identification Number (PIN). The PIN has been sent to the e-mail address you provided for this account. If you have agreed to accept messages by text, the PIN has also been sent to your cell phone. Please enter the PIN in the field below and click 'Activate' to finish creating your account. Click on 'Request New PIN' to have a new PIN sent to you." Below this text is a light gray box containing the text "Please enter account activation PIN" on the left, a white text input field on the right, and two teal buttons at the bottom: "Request New PIN" on the left and "Activate" on the right.

You are ready to Apply!

Now that you have created your own HEAplus account you can:

- Create and submit an application for Medical Assistance listing yourself as the “Main Contact” instead of the Department of Child Safety
- Report changes to your home and mailing address
- Report changes to your contact information such as phone and email address
- View requests for information
- View decision letters
- Complete renewals
- Apply for other programs such as Nutrition and Cash Assistance
- And so much more!

Health-e-Arizona PLUS

Log Out English Español More Languages

Search

Return to Home Message Center Options Tools Help Center

Home Page

You Have 1 New Message

I Want To...

- Voluntarily Withdraw an Application or Stop Benefits
- Finish Your Application
- Complete Medical Renewal
- Begin a New Application
- Report a Change
- Reapply for Benefits
- Change User Account Information
- Enter Application Access Code to Access Existing Application
- Lock My Account
- Print Forms
- Request Application Access Code to Access Existing Application
- View Messages

My Options...

- Change Password
- Change Secret Question

Alert

Check your home and mailing addresses, phone numbers and email and make any changes needed in HEAplus. Check your mailbox regularly for information from AHCCCS about your benefits.

My Account

Bart Wendle (ID Verification Pending)

77 Sarlacc Place
Phoenix, AZ, 85034

Change User Account Information
Frequently Asked Questions

My Applications

Please click on an application number to view the Application Details

My Household

Application Number	Date Started	Date Sent	Status	View
No data available in table				

Important Tips



Can I Still Get Help Applying?

Absolutely! Trained Community Partners are available to Help Individuals and Families Connect to Coverage, Benefits and Services.

Check out the Community Assistor page in HEAplus for more details.

Renewals

- Read and respond to all correspondence from AHCCCS

Stay covered!

You may need to:

- Complete a renewal application every year;
- Provide any documents requested by AHCCCS; and
- Report required changes within 10 business days

Recommended Actions

- Keep your AHCCCS ID card with you when possible. You will be given a wallet sized card that you may hand to health care professionals so they may properly locate you in our system.
- Call your health plan with any questions related to medical claims, what medical services are covered, and any medical related questions.
- If you do not have a copy of your AHCCCS ID card or need help verifying what health plan you have, please contact HEAplus Customer Support at 1 (855) 432-7587

Questions?

Thank You.