

# Pre-Release Medical Assistance Applications

## Frequently Asked Questions for Corrections Assistors

*Although not required, it is highly recommended that inmates check the status of their application 72 hours after release from incarceration. Inmates should contact 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 is the timeline for a Pre-release Inmate Medical Application?

*Applications are submitted by Corrections Assistors approximately 30 days prior to the inmate's anticipated release date. The Arizona Department of Economic Security (DES) has 45 days from the submission date to make an eligibility determination. In most cases, an eligibility determination will be made within 24 to 72 hours after the inmate is released from incarceration and a **Decision Notice** will immediately be sent to the mailing address the inmate provided on their application.*

### What is a Request for Information (RFI) letter?

*A **Request for Information (RFI)** letter is automatically sent to the inmate's mailing address a few days after their application is submitted by the Corrections Assistor. This letter will list all of the documents required for an eligibility determination to be made. In most cases, the Corrections Assistor who submitted the application will already have submitted all the required documents. *Examples of special cases (Inmate reporting income while incarcerated, income verification for household members included in inmate's budget group)**

### If approved, when will the inmate receive their AHCCCS insurance card?

*The health plan the inmate selected on the application (or the plan assigned to them if they did not select a plan on the application), will mail newly enrolled AHCCCS members their insurance card within 3 to 7 business days after approval. If they do not receive your insurance card within that timeframe, instruct them to contact their health plan directly. The inmate can contact HEAplus Customer Support (see above) to receive contact information for their current health plan.*

### Can an inmate receive medical services before receiving the AHCCCS insurance card?

*YES, the inmate can obtain medical services with only their **AHCCCS ID#** as soon as they are approved for medical assistance. The participating medical provider (doctor or pharmacy) will be able to verify your enrollment in a medical assistance program. To obtain their AHCCCS ID#, the inmate can contact HEAplus Customer Support (see above).*