



## Renewing AHCCCS Eligibility Frequently Asked Questions

The following questions and answers may be helpful when renewing your AHCCCS coverage. **The most important thing you can do is to keep your mailing address current and follow the instructions on your renewal notice.** Remember, you are required to notify DES/AHCCCS anytime you move, change your address, or have a change in your household or income.

**Q1. Is the word “redetermination” the same as “renewal”?**

A1. Yes. The word “*redetermination*” may be used by AHCCCS and DES to mean “*renewal*” of your AHCCCS coverage.

**Q2. Will I know when I should renew my coverage?**

A2. Yes. DES or AHCCCS will mail you a notice 45-60 days before it’s time to renew your coverage.

**Q3. Can I renew my coverage online?**

A3. Yes. You can renew your coverage online at: [www.healthearizona.org](http://www.healthearizona.org)

**Q4. Can I change my address and other information online?**

A4. Yes. You can change your address online at: [www.myahcccs.com](http://www.myahcccs.com) or if your case is at DES at: [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov) .

**Q5. How do I report a change in income or household composition?**

A5. You can report a change in income or household composition by contacting DES at 602-542-9935 or 1-800-352-8401 or AHCCCS at 602-417-7100 or 1-800-334-5283.

**Q6. Can my health care providers see my renewal date?**

A6. Yes. All AHCCCS-registered health care providers can see renewal dates through the AHCCCS provider eligibility verification system via the AHCCCS website. This system is *only* accessible to AHCCCS registered health care providers.

**Q7. Can I see my renewal date online?**

A7. Yes. You can see your renewal date at [www.myahcccs.com](http://www.myahcccs.com) or if your case is at DES at: [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov) .

**Q8. Why is my renewal date on the DES website ([www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov)) different than my renewal date on the AHCCCS website ([www.myahcccs.com](http://www.myahcccs.com))?**

A8. There can be a few different issues related to this topic.

Sometimes the renewal date on [www.myahcccs.com](http://www.myahcccs.com) is different than on [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov). This is because [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov) shows the date that you should send in your renewal form to make sure it is received on time so you can avoid any loss of coverage. The AHCCCS website, [www.myahcccs.com](http://www.myahcccs.com), shows the renewal period end date. For example, if the renewal period end date is 9/30, [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov) may show 9/15 as the renewal due date and [www.myahcccs.com](http://www.myahcccs.com) will show 9/30 as the renewal end date. This just means that DES would like you to send your renewal by 9/15 so they can make sure you get this in on time and avoid loss of coverage.

In addition, sometimes the renewal date on [www.myahcccs.com](http://www.myahcccs.com) is different than on [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov) because DES, through [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov), is managing other programs like Food Stamps or TANF. Your eligibility for those programs can impact the renewal date for AHCCCS coverage. DES tries to align the dates for all of the programs based on household coverage too. So if you added someone to your household, this could impact your renewal date for AHCCCS coverage. And sometimes there are issues that arise where an individual's case has to be closed and then re-opened in the middle of the year, which would require DES to adjust your renewal date. When DES adjusts your AHCCCS renewal date for any of these reasons, they do communicate that to the AHCCCS system, but there will be a brief delay until the information on [www.myahcccs.com](http://www.myahcccs.com) gets updated. There is no way to avoid that brief delay. So it is best to go with the date provided to you by DES and [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov) if you see a big difference in the dates.

**Q9. So if there are differences in the renewal dates, which date should I rely on?**

A9. Rely on the date provided by DES at [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov).

**Q10. What if the websites show both an end date of my eligibility and a renewal date?**

A10. If your benefits have stopped, which means you lost your AHCCCS coverage, you will have an end date or termination date. This means that you are no longer eligible for AHCCCS coverage. Their termination date will show on [www.myahcccs.com](http://www.myahcccs.com) or [www.azmyfamilybenefits.gov](http://www.azmyfamilybenefits.gov). However, that individual may also show a renewal date, particularly if there are other members in their family who continue to be eligible. For example, sometimes children in the household may remain eligible but parents may not because of excess income. So it is important to look at eligibility first and not just the renewal date alone just to make sure that the individual is still AHCCCS eligible.

**Q11. What if the websites do not show a renewal date for me?**

A11. Members who are eligible because they receive Supplemental Security Income (SSI) Cash payments may not show a renewal date because their eligibility is determined by the Social Security Administration. This means you do not have to do anything to renew your coverage. AHCCCS receives information about your continued eligibility directly from the Social Security Administration.

**Q12. Should I calculate my renewal date based on the date that I applied?**

A12. No. You should not try to calculate your renewal date. There are too many other factors that may have required your renewal date to be changed, like Nutrition Assistance or Cash Assistance coverage or changes to your household.

**Q13. What if my renewal date has passed and I have not received a notice?**

A13. If your renewal date is past due and you have not received any notice, it just means that there is a backlog in your particular eligibility group. You will continue to be eligible for AHCCCS. DES or AHCCCS will eventually get to your case. If you are concerned, contact DES at 602-542-9935 or 1-800-352-8401 or AHCCCS at 602-417-7100 or 1-800-334-5283.

**Q14. What if I submitted my renewal information on time and the renewal date has passed, but I haven't received notice of eligibility?**

A14. There may be cases when you submitted your renewal information on time but have not received notice of eligibility even after the renewal date. This may be due to a delay in processing your renewal. You will continue to be eligible for AHCCCS pending the processing of your renewal. If you are concerned, contact DES at 602-542-9935 or 1-800-352-8401 or AHCCCS at 602-417-7100 or 1-800-334-5283.

**Q15. Can I complete my renewal before I receive a renewal notice?**

A15. No. Your renewal cannot be completed too early. You must wait until you receive a notice from DES or AHCCCS to begin the renewal process.

**Q16. If I go to a DES Office can I be turned away from applying for or renewing AHCCCS coverage without anyone checking my file?**

A16. No. DES workers can not turn anyone away from applying for or renewing AHCCCS coverage. If you experience this, please e-mail AHCCCS at [Eligibilityconcerns@azahcccs.gov](mailto:Eligibilityconcerns@azahcccs.gov).

**Q17. Some of this is confusing to me. What is the most important thing for me to remember?**

A17. The most important thing to remember is to keep your contact information current. (See Question #4 on how to do that.) This way, DES and AHCCCS can be sure you receive your renewal notice. Once you receive your notice, you will know it is time for your renewal. Follow the directions and timelines on the renewal notice.

**Q18. Is there anyone other than AHCCCS or DES workers that can help me with my renewal?**

A18. Yes. Community organizations have joined together to help you with the renewal process. You can get more information at: [www.dontgetdroppedaz.org](http://www.dontgetdroppedaz.org).