



September 2020

AHCCCS RENEWAL LETTERS

During the COVID-19 emergency AHCCCS does not require members to renew their coverage. Now, in preparation for the time when the COVID-19 emergency comes to an end, AHCCCS has started to send renewal letters to members who need to renew. If you receive a Medical Assistance Renewal letter from AHCCCS **you must act**. If you do not complete the renewal and provide required proof, your AHCCCS benefits will end when the COVID-19 emergency ends.

First, read the entire letter. Second, decide how you will complete the renewal process.

- **If you have a Health-e-Arizona Plus account** and know how to access the account, a renewal application has been created for you. Click on the "Complete Renewal" link and complete and submit the application and submit any required proof. If you have questions call 1-855-432-7587.
- **If you do not have a Health-e-Arizona Plus account** and are unsure how to follow the directions in your renewal letter, no-cost help is available from trained Health Application Assisters. Call 800-377-3536 or go to www.coveraz.org to schedule an appointment with an Assister. Bilingual Assisters are available if you prefer Spanish. Assisters are familiar with the renewal process and can help you face to face or over the phone.