



Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Important Letter About AHCCCS Medical Assistance

04/03/2015

This NEWS FLASH is being issued to inform staff that AHCCCS will be sending AHCCCS Medical Assistance letters to customers who have applied for MA through the Federally Facilitated Marketplace (FFM) on or before 09/30/14 and additional information is needed to make an eligibility determination.

The letter will not be generated from HEAplus and will not be available to view in HEAplus. The customer **MUST** complete the requested information on the letter and return the completed letter directly to AHCCCS by mail or fax. It is **IMPORTANT** that the customer **DOES NOT** upload the letter in HEAplus.

The FFM application will show denied in HEAplus. The CASE SUMMARY will display "FFM Closed" on the 'Dispositioned By' column. The disposition reason will be "Not enough information to make a decision."

When the customer returns the completed letter via fax or mail, the case will be reopened and processed by AHCCCS.

When the customer provides the completed letter to a DES/FAA office, staff must date stamp and fax the letter as soon as possible to the fax number, (602) 417-4469, that is displayed on the letter. This fax number should **ONLY** be used for this special letter.

Should the customer want to mail the form, inform them to mail it directly to:

AHCCCS
801 E Jefferson St
MD 7500
Phoenix AZ 85034

When the customer needs further assistance they can call AHCCCS at (602) 417-7000 or (800) 962-6690 toll free.

Attached is a copy of the letter that is being sent by AHCCCS and some FAQs that customers may ask. Inform the customer that AHCCCS will receive the form immediately when it is submitted via fax.

If the FFM application was received after 09/30/14 and more information is needed, the customer will receive a Request for Information (RFI) from HEAplus. Customers should follow the instructions on the RFI for returning documents or contacting a customer service representative.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

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