



Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## Address Confidentiality Program – Reminder

05/12/2015

This NEWS FLASH is being issued to remind staff of the procedures to follow when processing ANY applications and documents submitted by an Address Confidentiality Program (ACP) participant. There are special keying instructions that have to be completed on the ADDR screen in AZTECS and in HEAplus for customers who are in the ACP.

When a customer is an ACP participant the address MUST be updated to include the required information. A copy of the ACP ID Card must be uploaded into OnBase under DBME ACP Participant Card or into HEAplus.



The requirements of keying the ACP address on the ADDR screen in AZTECS are as follows:

- Key A in the CONFIDENTIAL field.
- Key the date next to “Date of Issuance” on the ACP card in the ACP ISS DATE field.
- Key the “Apt #” shown on the ACP card in the APT field. When the APT number is not keyed, “\*ERROR\* APT NUMBER FOR RESIDENTIAL ADDRESS MUST BE ENTERED” will appear at the top of the screen.
- Key 1901 W Madison St in the RESIDENTIAL ADDRESS field.
- Key Phoenix in the CITY field.
- Key 85009 in the ZIP CODE field.
- Do NOT key a mailing address. When a mailing address is keyed, “\*ERROR\* MAILING ADDRESS NOT ALLOWED FOR CONFIDENTIAL = A” message displays.



The requirements of keying the address in HEAplus are as follows:

**Contact Home Address**

Has anything changed on the address you provided on your account?  Yes  No

Is this an international address?  Yes  No

If you are homeless, living in a shelter or enrolled in Arizona's Address Confidentiality Program. We will help you enter your home address [Click Here](#)

ZIP Code

Address 1

Address 2

City

State

**Contact Home Address**

Has anything changed on the address you provided on your account?  Yes  No

Is this an international address?  Yes  No

If you are homeless, living in a shelter or enrolled in Arizona's Address Confidentiality Program. We will help you enter your home address [Click Here](#)

Are you a member of Arizona's Address Confidentiality Program (ACP)?  Yes  No

What is the Box Number assigned to you by the ACP?

What is the effective date on the ACP Card?  
**This date must be after 6/1/2012.**

Are you living in a shelter or an institution?  Yes  No

Do you consider yourself homeless?  Yes  No

\*We will ask for your mailing address on the next screen.



The home and mailing address are to be keyed as the same.

**Contact's Mailing Address**

Are your home and mailing addresses the same?  Yes  No

**Mailing Address**

ZIP Code

Address 1

Address 2

City

State

In Care Of

The Application Summary will appear as follows:

**Household Address and Contact Information**

Homeless **No**

Are you living in a shelter or an institution **No**

Home Address **1901 W.Madison Street Box #. 123  
Phoenix - Arizona  
85009**

Mailing Address **1901 W.Madison Street Box #. 123  
Phoenix - Arizona  
85009**



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The Case Summary will appear as follows:

**Address Information**

Home	1901 W.Madison Street, Box #. 123, Phoenix, Maricopa County, Arizona 85009	<a href="#">View Address History</a>
Mailing	1901 W.Madison Street, Box #. 123, Phoenix, Maricopa County, Arizona 85009	

For more information on the Address Confidentiality Program (ACP), see FAA1.A08 of the FAA Policy Manual (Index: ACP)

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.  
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(15-0964)