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Do you need help getting medical care?

The Arizona Health Care Cost Containment System (“AHCCCS”) is Arizona’s Medicaid program and it pays for health insurance for low-income adults, children, pregnant women, the elderly and persons with disabilities. AHCCCS pays for medical care and it also helps pay some Medicare costs. Most persons sign up for a health plan and get their health care through that plan.

We prepared this handout to explain the AHCCCS medical assistance program. This is general information and does not discuss all situations. The facts of your case are important. We will update this handout as more information is available during the COVID-19 crisis.

In response to the COVID-19 pandemic, there have been many changes to Arizona’s AHCCCS Medical Assistance program.

- **Persons will not lose medical benefits** during the pandemic.
- **Testing for COVID-19 and treatment are covered services.**
- **Persons will not have to pay premiums or co-pays** for AHCCCS medical assistance during the pandemic.

Even if you applied for AHCCCS in the past and were denied or recently lost coverage, you now may be eligible for benefits.

If I have AHCCCS Medical Assistance now, will I lose my medical benefits during the COVID-19 pandemic?

No. You will not lose your AHCCCS medical assistance during the COVID-19 pandemic.

If my AHCCCS Medical Assistance was stopped in March or April 2020, can I get medical benefits again?

Yes. If your AHCCCS medical assistance stopped in March or April 2020, AHCCCS will automatically reinstate your medical benefits. If you have not heard from AHCCCS or your health plan, please call AHCCCS at 1-855-432-7587 or Arizona Relay at 1-800-367-8939 for persons with a hearing impairment to ask AHCCCS to reinstate your medical assistance benefits.

What medical services are covered by AHCCCS?

In general, AHCCCS pays for doctor visits, tests, prescription medications, physical, speech and occupational therapy, emergency services and hospitalizations.

Will AHCCCS pay for testing for COVID-19 and any treatment?

Yes. AHCCCS will pay for testing for COVID-19 and any treatment.

Do I have to pay a co-payment for medical services during the COVID-19 pandemic?

No. You will not have to pay a co-payment for any medical care or services you get during the COVID-19 pandemic.

Do I have to pay a monthly premium for AHCCCS Medical Assistance during the COVID-19 pandemic?

No. During the COVID-19 pandemic, persons enrolled in the KidsCare and Freedom to Work programs do not have to pay a monthly premium to get AHCCCS medical benefits. If you paid any premiums for March 2020, AHCCCS or your health plan will refund those premiums to you.

Will AHCCCS cover telehealth appointments?

Yes. AHCCCS will cover telehealth appointments with your doctors during the COVID-19 pandemic. This means you can talk to your doctor or nurse by telephone or by video conference.

Can I get my medications refilled for more than 30 days?

Yes. During the COVID-19 pandemic, AHCCCS will allow 90-day refills of all medications except for controlled substances.

Can I get medical supplies and durable medical equipment for more than 30 days?

Yes. During the COVID-19 pandemic, you can get 90-day refills for medical supplies, such as insulin pump supplies, glucose testing strips, lancets, and syringes. You can also get 90-day supplies of durable medical equipment such as wheelchairs, oxygen tanks and walkers.

I am uninsured, will AHCCCS pay for my COVID-19 testing?

Yes. If you are uninsured and you need COVID-19 testing, AHCCCS will pay for the testing.

What if I need emergency medical services?

Even if you are not eligible for full medical services from AHCCCS, you may be eligible for emergency services. In general, emergency services are for medical conditions that need to be evaluated quickly by a medical professional and can put your health at serious risk of harm. Two examples are kidney dialysis and emergency labor and delivery. During the COVID-19 pandemic you should contact a doctor, clinic or the hospital before going there.

How do I apply for AHCCCS benefits?

- Submit an application online at www.healtharizonaplus.gov.
- Print an application from the Arizona Department of Economic Security's ("DES") website (https://des.az.gov/documents-center?cshs_field_dl_category_tid_forms=175). Fill it out and fax it to the telephone number on the application or mail it to:

Arizona Department of Economic Security
Family Assistance Administration
P.O. Box 19009
Phoenix, Arizona 85005-9009

- If you need help with the application or have questions, call 1-855-432-7587 for assistance, Monday-Friday from 7 a.m. to 6 p.m. or Arizona Relay at 1-800-367-8939 for persons with a hearing impairment.

You can apply for AHCCCS medical assistance through DES. There are a few DES offices still open to the public. DES is only seeing a person in the DES office for an emergency when the person does not have internet or telephone service. Check the DES website to see if an office near you is open. www.des.az.gov.

Where can I find more information about AHCCCS Medical Assistance benefits?

Arizona Health Care Cost Containment System *Apply for AHCCCS Medical Assistance*, available at <https://www.azahcccs.gov/Members/GetCovered/apply.html>.

Arizona Health Care Cost Containment System, *COVID-19 Information*, available at <https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>.

Arizona Department of Economic Security, *DES Services Related to COVID-19*, available at https://des.az.gov/services/coronavirus_.

Arizona Department of Economic Security, *Applying for Medical Assistance (AHCCCS Health Insurance)*, available at <https://des.az.gov/services/basic-needs/ahcccs-health-insurance-medical-assistance>.

AZLawHelp.org.

What if I need help getting food?

There are other programs available to help you through these difficult times. You can apply for AHCCCS Medical Assistance and food stamps in the same time application. See the information above to apply.

What about Unemployment Insurance Benefits?

You can apply for unemployment insurance benefits:

- Online at www.azui.com and click the button “Apply for UI Benefits.” You can apply any time between 12:00 am on Sunday through 6:00 pm on Friday.
- By phone at 1-877- 600 -2722.

- A paper application is available in the documents center (UB-105 Arizona Initial Claim for Unemployment Insurance) at www.azdes.gov. The application will tell you where to mail or fax the application.

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