

TIME SAVING TIPS



*Help us help
YOU reduce
your wait time!*



- 1** When you are applying for or renewing your benefits please use the online application at www.healthearizonaplus.gov or call 1-855-432-7587.

**See pages 21-23 for
USDA/EOE/ADA
disclosures**

2 **When you need an interview please call 1-855-777-8590 for a phone interview.**

When doing your interview please have the following information available:

1) Proof of identity (one from list below) and for immigrant applicants (verification of alien status):

Visa

Driver's License

State Identification Card

Birth Certificate

**US Passport
Other ID**

**Resident Alien Card
(*Lawful Permanent
Resident card,
voter registration
card, certificate
of naturalization,
employment
authorization card,
I-94 Refugee Travel
Documents, etc.*)**

**2) Earned Income:
Provide the earned
income from the past
30 days or more from
all employment sources,**

for all persons in the household. Proof includes:

A copy of pay stubs received in the past 30 days

A statement showing all:

Tips

Commissions

Bonuses

Overtime

**Self-employment
(*work for yourself, as an independent contractor, dictate your own hours, use your own tools.*)**

**Provide all the
Income for the past
12 months (unless
the business has
been operating for
less than 12 months).
Receipts for expenses
(Cost of doing
business) are needed.
A statement
from employer or
organization that
shows the gross
amount of income for
the past 30 days
A statement from
employer showing the
normal range of hours**

worked, if the hours worked vary from pay-check to pay-check

Proof of terminated employment – must include the last day worked, last day paid, and the gross amount

3) Proof of income (not from employment), for all persons in the household:

Social Security Award Letter

Child Support (*check stubs, printout*)

**Veteran's
Administration Award
Letters
Gifts or Loans being
received
Federal Income
Tax Return (*all
addendums and
Schedules*)
Worker's
Compensation
(*Award Letter and
Check Stubs*)
Temporarily
Disabilities Insurance
(TDI)**

4) Proof of Arizona

residency and housing costs:

Rent or Mortgage Receipts

Written explanation of any share housing costs (*Roommate, relatives, etc.*)

Lease Agreement or statement from Landlord

Utility Bills (*gas, oil, electric, water, garbage, phone*)

Homeowner's or Renter's Insurance

When renewing these are only needed if there has been a change since your last interview or Mid Approval Contact.

5) Medical Expenses when a person is 60 years or older or has a disability and monthly out of pocket expenses are more than \$35:

Prescriptions

Co Payments

Premium facilities

Insurance Receipts

Medical Bills

Mileage to Medical

6) If you have someone else caring for your child while you work, proof of childcare costs for each child for the past 30 days.

Do you transport the child to or from the childcare location?

7) Social security card, or proof that an application for one has been made and submitted.

HELPFUL INFORMATION

**8) Proof of disability:
Letter from Social Security**

**A completed letter
from your doctor
Letter from Veterans
Administration**

**9) Proof of legal obligation
and payment of court
ordered child support:
Provide one item from
each column:**

Column 1

**Court order
Division of Child
Support Services
(DCSS)**

Column 2

**SSA Award Letters
Cancelled Checks**

Money order copies

Healthcare Marketplace:

1-800-318-2596 •

www.healthcare.gov

Social Security

Administration:

1-800-772-1213 •

www.socialsecurity.gov

**TTY Number for the Social
Security Administration:**

1-800-325-0778

For ANY questions

regarding your case or

help with your HEAplus

Username or Password,

please call

1-855-432-7587.

**You can Apply for Benefits
or Report Changes at:
www.healthearizonaplus.gov**

CREATING YOUR...

USERNAME:

When applying for benefits through HEAplus, you will enter in your name, street address, city name, state name, email address, etc.

You will also be asked to “Create your Username”, and it’s good to create a unique Username that is easy for you to remember.

While we never recommend writing both your Username and Password on the same sheet of paper, the bottom of this flyer can be used to write one or the other. Please be sure to read the advice in the note at the bottom of that section.

NOTE: If you're looking for general suggestions about creating a Username for business interactions, we found the following ideas shared on various websites:

- Do not use the exact same Username on different website accounts.**
- Remember the Username represents who you are to others.**
- Avoid using any personally identifiable information, such as your first and last name or your birthdate. It's especially important not to use your last name. You could use your seldom-spoken middle name, and spell it backwards.**

- Do not reveal your age, or your location.**
- Avoid offending people.**
- Combine the name of a favorite pet with the name of a place you would enjoy visiting, such as Woofie Grand Canyon, or consider your interests:**

If you love a local lake, find out the name of a popular flower that grows there, and base your Username around it.

Example: Pleasant Lake Daisies.

Or if you like watching football, use your favorite Team's name with the first name of a current player.

- Use a phrase that is meaningful to you: "*I love ice cream.*"**
- Keep it clean: Do not use inappropriate words.**
- Use a dash or underscore between some words: (- or _)**

PASSWORD:

- Your password must be eight or more**

characters long. No repeating of characters (examples: 00 or 22).

- No repeating of character pairs (examples: oxox or 2424).**
- Use at least one number.**
- Use at least one special character (such as: !, @, #, \$, (, %,), &, *).**
- Use a combination of upper and lower case letters (use at least one upper case letter).**
- The password should**

**contain no blanks
spaces.**

IMPORTANT

**If you choose to write
your information into the
blank spaces below, keep
this information in a safe
place.**

Application ID #:

Case #:

Username:

OR Password:

NOTE: You are solely responsible for the use and proper protection of your Username and Password, and you shall take precautions to prevent their loss (including the loss of this flyer if you write your information into the blank spaces) and/or unauthorized use. You agree to hold harmless the State of Arizona, the Department of Economic Security and AHCCCS from and against any and all claims, losses, liability,

costs and expenses arising from such losses or unauthorized uses.

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policy, contact your local office; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina local.

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