DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Frequently Asked Questions (FAQs)

Q1) What types of assistance can I can apply for?
A1) The Department of Economic Security (DES) Family Assistance Administration (FAA) offers Medical Assistance (also referred to as AHCCCS) and Supplemental Nutrition Assistance (SNAP) (also referred to as Food Stamps). Temporary Assistance for Needy Families. (TANF)

Q2) What is AHCCCS Medical Assistance?
A2) AHCCCS Medical Assistance is Arizona's name for Medicaid. The medical coverage provided may include doctor's office visits, physical exams, shots, prenatal care, hospital care and prescriptions.

Q3) What is the Supplemental Nutrition Assistance Program?
A3) Supplemental *Nutrition Assistance* (formerly known as Food Stamps) is Arizona's federal Supplemental Nutrition Assistance Program (SNAP). The goal of the program is to help low income families provide good nutrition to their families by increasing the money they have to buy food.

Q4) If I have been incarcerated, will I qualify for Nutrition Assistance?
A4) Just because you were incarcerated does not automatically disqualify you from receiving benefits after release. Every person and situation can be unique so if you are unsure about eligibility for any benefits:

- All applicants are encouraged to apply regardless of their criminal charges or history, including felony drug offenses. Don't assume you will be ineligible.
- The best option for you is to apply, provide all proof you are asked to provide, and allow a review of your application and your circumstances to determine your eligibility.

Q5) How do I find my nearest DES/FAA office?
A5) See attached List.

Q6) What information will I need to provide?
A6) The following items can speed up the eligibility process for you:

- Proof of citizenship and identity for everyone you are applying for;
- Social security numbers for everyone applying or proof that a number has been applied for
- Proof of all household income including:
  - Pay stubs for all household members in the most recent 30-day period
  - A statement from employer(s) showing gross income
  - A statement showing any and all tips, commissions, bonuses, overtime
  - A copy of the work contract
  - Proof of terminated income – must include the last day worked, last date paid, and gross amount paid

- Proof of where you live and who lives with you
- Proof of shelter expenses (such as rent and utilities)

NOTE: If we need more proof of anything, the DES worker will provide you with a list of items you will need to provide.

Q7) How long does it take to start getting benefits after I apply?
A7) It is different by program. You DO NOT have to complete an interview for Medical Assistance, but you do for Nutrition Assistance and TANF Cash Assistance.

- **Medical Assistance,** we can complete your eligibility decision once you have provided any required proof we asked for.

- **Nutrition Assistance,** once you have completed your interview and provided all proof we asked for, we can complete your eligibility.

By law, DES must complete your application no later than the following, from the date of your application:

- Medical Assistance – 45 days, (if pregnant 20 days)
- Emergency Nutrition Assistance – 7 days
- Nutrition Assistance – 30 days
- TANF Cash Assistance – 45 days

Q8) If I get approved, how will I get my benefits?
A8) Nutrition Assistance benefits are put on an Electronic Benefits Transfer (EBT) card, just like a debit card.

Q9) What items **CAN** I buy with my Nutrition Assistance benefits?
A9) Some items you may buy with your Nutrition Assistance include:

- Breads and cereals.
- Meats, fish, poultry, and dairy products.
- Vegetable seeds, food-producing plants, roots and trees.
- Infant formula; diabetic foods.
- In some areas, restaurants can be authorized to accept SNAP benefits from qualified homeless, elderly, or disabled people in exchange for low-cost meals. (This program is referred to as the Restaurant Meals Program. Some restaurants include: Subway, Golden Corral, Jack in the Box, and Domino's Pizza. Not all restaurants participate, ask a manager at the restaurant.)

Q10) What items **CANNOT** be bought with my Nutrition Assistance benefits?
A10) The following items CANNOT be purchased using Nutrition Assistance benefits:

- Beer, wine, liquor (alcoholic beverages).
- Cigarettes or tobacco.
- Non-food items such as soap, paper products, cleaning supplies and cooking utensils.

- Items used for gardening such as fertilizer, peat moss and similar products.
- Items that are not to be eaten by people such as laundry starch, pet foods, or seeds packaged as bird seed.
- Vitamins and minerals, in any form.
- All health aids, such as aspirin, cough drops or syrups, cold remedies, antacids and all prescription medicines.

Q11) How do I report changes?

A11) By Phone:

1-855-432-7587

Online:

Health-e-Arizona Plus accounts ONLY:

Login to the Health-e-Arizona Plus website at:
www.healthearizona.gov

You can use your on-line account to:

Scan and upload verification, OR
Print Health-e-Arizona Plus fax cover sheets and fax verification to the number on the fax cover sheet.

By Fax:

If you do not have an account Health-e-Arizona Plus, fax to:

602-257-7031, if faxing from area codes 602, 480, or 623; or
1-844-680-9840, TOLL FREE if faxing from any other area code.
Please include your printed name and case number on each document that you fax to us.

By Mail:

Department of Economic Security
P. O. Box 19009
Phoenix, AZ 85005-9009
Please include your printed name and case number on each document that you send to us.

In Person at any DES Office.

NOTE: It is important to report changes timely, so you always get the correct amount of benefits.

REFERENCE LIST

- What is the Internet address to apply online?
  - www.healthearizona.gov

- When will mail start being sent to me? Once an application has been submitted, you will receive mail from DES.

- What number do I call to complete an application for assistance?
  - Call us at 1 (855) 432-7587, Monday through Friday, 7:30 a.m. to 5:00 p.m.
  - If you are hearing impaired and need to call the TTY/TDD number, call 7-1-1.

- After I turn in my application, what time can I call for an interview?
  - 8:00 AM and 3:00 PM, Monday through Friday (not including State holidays)

- What number do I call to complete an interview?
  - Call us at 1 (855) 432-7587, Monday through Friday, 7:30 a.m. to 5:00 p.m.
  - If you are hearing impaired and need to call the TTY/TDD number, call 7-1-1.

- What is the FAX number to send in my verification?
  - If sending a fax from area codes: 602, 480, or 623: Fax to 602-257-7031
  - If sending a fax from any other area code: Fax to 1-844-680-9840 (toll free)

  NOTE: Please include your printed name and case number on each document that you fax to us.

- What is the address to mail in my proof of information for my case?
  - Department of Economic Security
    P O Box 19009
    Phoenix, AZ 85005-9009
  - Please include your printed name and case number on each document that you send to us.

- What number do I call if I have a problem with my EBT card?
  - Call the EBT Customer Service 24-Hour Hotline at 1-888-997-9333 (toll free).
  - For the hearing impaired, call the TTY number at 1-800-367-8939

REFERENCE LIST

❖ Where is the nearest local office?

LOCAL OFFICES	
BUCKEYE	302 N. 4th St., Buckeye, AZ 85326
AVONDALE	290 E. La Canada Blvd., Avondale, AZ 85323
PEORIA - PASEO VERDE	4323 W. Olive Ave., Glendale, AZ 85302
PEORIA	8990 W. Peoria Ave., Peoria, AZ 85345
SURPRISE	11526 W. Bell Rd., Surprise, AZ 85378
GLENDALE REFUGEE UNIT	4323 W. Olive Ave., Glendale, AZ 85302
MESA REFUGEE UNIT	120 W 1st Ave., Mesa, AZ, 85210
TUCSON REFUGEE UNIT	1455 S. Alvernon, Tucson, AZ 85711
PHOENIX-W INDIAN SCHOOL	4522 W. Indian School Rd., Phoenix, AZ 85031
MARYVALE	4344 W. Indian School Rd., Phoenix, AZ 85031
PHOENIX-UNIVERSITY	2455 S. 7th St., Phoenix, AZ 85034
PHOENIX-EAST MCKINLEY	1824 E. McKinley St., Phoenix, AZ 85006
PHOENIX-SOUTH CENTRAL	4635 S. Central Ave., Phoenix, AZ 85040
PHOENIX - UNION HILLS	3150 E. Union Hills Dr., Phoenix, AZ 85050
GLENDALE	6010 N. 57th Dr., Glendale, AZ 85301
GILBERT	125 E. Elliot Rd., Chandler, AZ 85225
MESA-STAPLEY	120 W. 1st Ave., Mesa, AZ, 85210
APACHE JUNCTION	11518 E. Apache Trl., Apache Junction, AZ 85120
SELF SERVICE CENTER	460 N. Mesa Dr., Mesa, AZ 85201
TEMPE	5324 E. Washington St., Phoenix, AZ 85034
GUADALUPE	9241 S. Avenida Del Yaqui, Guadalupe, AZ 85283

❖ What if I need help or have questions?

- You can call us at 1 (855) 432-7587, Monday through Friday, 7:30 a.m. to 5:00 p.m.
- The TTY/TDD number for the hearing impaired is 7-1-1.