

Eligibility Information for Customers:

If you have recently applied for or you are receiving AHCCCS Health Insurance, Nutrition Assistance, or TANF Cash Assistance benefits from DES/FAA, you can create a MyFamilyBenefits account at: www.AZDES.gov/MyFamilyBenefits. You will need your DES/FAA case number to create an account.

MyFamilyBenefits allows you to:

- See your scheduled appointment information.
- See the status of your application.
- See your program benefit and eligibility status information.
- Report changes on-line.
- See a history of changes reported on-line.

Help for Customers who do not have Computer Access:

If your application was sent to DES, you can check the status of your application by calling:

- (602) 542-9935 (Area codes 480, 602, 623)
- (800) 352-8401 (All other area codes)
- For TTY/TDD, call 7-1-1

Help for Customers who need Enrollment Information:

MyAHCCCS.com gives AHCCCS members information about their own health insurance coverage and enrollment and also information for other members of their household.

MyAHCCCS allows you to:

- See your AHCCCS benefits.
- Connect to health plan web sites.
- See your annual health plan enrollment date.
- Change your address.
- Order new AHCCCS ID cards.
- See your co-pay information

IMPORTANT: You can create a MyAHCCCS account only if you are an AHCCCS member or a person authorized by the member to access their information. You will need your AHCCCS ID and date of birth, or Social Security Number and date of birth, to create an account.

Health Plan Enrollment Information for Customers without Computer Access:

- area codes 602, 623, or 480 call **602-417-7100**
- area codes 520 and 928 call **1-800-334-5283**