



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DON'T TAKE A CHANCE ... Report a Change!

You may report a change online at any time:

<https://myfamilybenefits.azdes.gov>

OR

www.healtharizonaplus.gov

OR

1. You may report a change by calling the Customer Support Center at 1-855-432-7587.
2. By faxing your information to the Centralized Fax Server: if faxing from area codes 480, 602, 623, fax to 602-257-7031 or if faxing from any other area codes, use Toll Free number 1-844-680-9840. Please include your printed name and case or application ID number on each document you send by fax.
3. By mailing your information to Department of Economic Security at the address:
P. O. Box, 19009, Phoenix, AZ 85005-9009
4. In person, by taking your information to the Department of Economic Security, Family Assistance Administration local office.

Your
Change
Reporting
Requirement



STANDARD REPORTING

What types of changes **MUST** be reported for **Standard Reporting**?

(The chart below shows you what to report for each type of assistance)

TYPES OF CHANGES TO REPORT	CA	NA	MA
Address Change Moved or relocated to another address	Yes	Yes	Yes
Changes in Household Member(s) Moving in or out the home	Yes	Yes	Yes
Changes in Marital Status Any member of your household	Yes	No	Yes
School Attendance	Yes	Yes	No
School Attendance (16 years and older)	No	Yes	Yes
Dependent Care Expense (Childcare)	No	Yes	No
Housing Expense When you have reported a change of address	Yes	Yes	No
Income Earned income: Self-employment/work wages, etc. Unearned income: Child support, SSI, etc.	Yes	Yes	Yes
Resources Examples of resource types, but not limited to: Savings, retirement account, 401K	Yes	Yes	No
Medical Expenses *For Nutrition Assistance – only required for a person with disabilities or elderly members	No	Yes*	No

SIMPLIFIED REPORTING

What changes **MUST** be reported for **Simplified Reporting**?

Medical Assistance (MA)

Simplified Reporting does not apply
(For MA, See Standard Reporting)



Cash Assistance (CA)

You **ONLY** need to report changes when your income exceeds 36% of the 1992 Federal Poverty Level, which is anything over the CA payment for which you are eligible

Nutrition Assistance (NA)

Income Changes

You **ONLY** need to report changes when your income exceeds 130% of the current Federal Poverty Level

** Nutrition Assistance (NA) Income Changes

You **MUST** report the changes in your monthly income when the change is more than \$50



How can you find out what your change reporting requirements are?

- ✓ Save your approval notices. This tells you your change reporting requirements!
- ✓ Visit <https://myfamilybenefits.azdes.gov>
- ✓ Call Customer Support at: 1-855-432-7587
- ✓ Medical Assistance is always Standard Reporting

What are your deadlines for reporting changes?

- **Cash Assistance (CA) & Nutrition Assistance (NA)** – You **MUST** report changes by the 10th of the month following the change.

Example:

On June 2nd you were offered a new job to begin on June 5th. You **MUST** report the new job to DES no later than July 10th.

- **AHCCCS Health Insurance/Medical Assistance (MA)** – You **MUST** report all changes within **10 days**.

Example:

On June 2nd you were offered a new job to begin on June 5th. You **MUST** report the new job to DES no later than June 12th.

Failure to report the changes that you are required to for can result in the following:

- **An Underpayment** – you received *less benefits* than you were eligible for
- **An Overpayment** – you received *more benefits* than you were eligible for that you **MUST** pay back
- **An Intentional Program Violation** – you are disqualified from receiving benefits

**DON'T TAKE A CHANCE ...
Report a Change!**

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