

TIME SAVING TIPS

Help us help YOU reduce your wait time!

1) If you already have a HEAPlus account, please have your HEAPlus User Name and Password ready before you get to a kiosk. If you don't have your Password, you can call 1-855-432-7587 while you wait.

2) If you have to leave, you can apply On-line at:

www.healthearizonaplus.gov

One business day after you have submitted your application, you can choose to:



- **Come in** and bring us your Application ID Number for an interview
- **Call us at one of these numbers** for a phone interview:
 - (602) 771-1509 within area codes 602, 623, 480
 - (520) 638-2845 from 520 area code
 - (855) 777-8590 for all other area codes and out of state

**No public phones available. You may use your cell phone at your own discretion. A phone will be available at the Kiosk.*

HELPFUL INFORMATION:

- **Healthcare Marketplace:** 1 -800-318-2596 / www.healthcare.gov
- **Social Security Administration:** 1-800- 325-0778 / www.socialsecurity.gov

Keep this information in a safe place. Bring it with you when you return to DES to apply for benefits.

User Name _____

OR

Password _____

NOTE: You are solely responsible for the use and proper protection of your User Name 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.

For ANY questions regarding your case, please call:
1-855-432-7587.

You can Apply for Benefits or Report Changes at:

www.healthearizonaplus.gov

CREATING YOUR...

USER NAME:

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 User Name”, and it’s good to create a unique User Name that is easy for you to remember.

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

- While we never recommend writing both your User Name and Password on the same sheet of paper, there is a card on the other side of this flyer that you can use to write one or the other. Please be sure to read the advice at the bottom of the card that is highlighted in yellow.
- Do not use the exact same User Name on different website accounts.
- Remember the User Name 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—don’t use “I hate Sally.”
- 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 User Name 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 (<i>examples: 00 or 22</i>).	✓
No repeating of character pairs (<i>examples: oxox or 2424</i>).	✓
Use at least one number.	✓
Use at least one special character (such as: !, @, #, \$, (, %,), &, *).	✓
Use a combination of upper and lower case letters (<i>use at least one upper case letter</i>).	✓
The password should contain no blanks spaces.	✓

The USDA is an equal opportunity provide and employer • DES/TANF/USDA Agencies are Equal Opportunity Employers/Programs

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this 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. FAA-1513AFLYPD (11-15)