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## A Address Change

### Policy

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## Policy

A change in the address of a customer, a customer's spouse, a parent of a minor customer, or a customer's representative must be reported.

### 1) Customer's Address Changes

A change in the customer's address may affect a variety of factors depending on the program for which the customer is currently eligible. These factors must be reviewed and verified using the proper policy before the address change can be processed.

If the address change is to...	Then the change may affect the customer's...
Out of Arizona	<ul style="list-style-type: none"> <li>• Eligibility if the customer is no longer an Arizona resident.</li> <li>• MA services if the person is just temporarily out of the state.</li> </ul> <p>See (<a href="#">MA531</a>) for details on Arizona residency</p>
A different county	Enrollment with an AHCCCS health plan or program contractor. Different health plans and program contractors serve different counties.

A jail, prison or other detention facility	Eligibility or enrollment. See <a href="#">MA1502.Z</a> for specific policy on when a customer is incarcerated.
A long term care living arrangement	Eligibility, enrollment or share of cost. See <a href="#">MA1502.S</a> for specific policy on when a customer's living arrangement changes.

SEE <[GENERAL PROCESSING FOR ADDRESS CHANGES](#)> FOR INSTRUCTIONS.

## 2) Spouse's Address Changes

A change in a spouse's address may affect the customer depending on the program for which the customer is currently eligible. The change must be reviewed and verified according to the proper policy before the address change can be processed.

If...	And the customer is eligible for...	Then the change may affect the customer's...
The customer's spouse moves into or out of the home.	All programs	Eligibility or customer costs. See <a href="#">1502.Q</a> for specific policy on changes to household members.
The spouse moved to a nursing facility	ALTCS	Community spouse policy, which can no longer apply. The change could affect eligibility and share of cost.

NOTE A change in the spouse's mailing address without a change in the physical address has no effect on the customer.

SEE <[GENERAL PROCESSING FOR ADDRESS CHANGES](#)> FOR INSTRUCTIONS.

## 3) Parent's Address Changes

A change in a parent's address may affect a customer child's eligibility or enrollment depending on the program for which the customer is currently eligible. The impact must be reviewed and verified according to the proper policy before the address change is processed.

**NOTE** A change in the parent's physical address may affect a customer child's enrollment even if the customer does not move.

<b>If the address change is to...</b>	<b>And the Customer is eligible for...</b>	<b>Then the change may affect the customer's...</b>
Another state (permanently)	All programs	Eligibility, if the child is no longer an Arizona resident ( <a href="#">MA531</a> ).
Another county	ALTCS (EPD)	Enrollment, as enrollment is based on the parent's county of fiscal responsibility ( <a href="#">MA1104.E</a> ).
	DES Division of Developmental Disabilities (DDD) services	No affect on the customer's enrollment.

**NOTE** A change in the parent(s) mailing address without a change in the physical address has no effect on the customer child.

SEE <[GENERAL PROCESSING FOR ADDRESS CHANGES](#)> FOR INSTRUCTIONS.

#### 4) Representative's Address Changes

An address change for the customer's representative may affect the customer's eligibility, share of cost or premium amount:

<b>If the representative is...</b>	<b>Then...</b>
Customer's spouse	See MA1502.A.2.
Parent of a customer who is a minor child	See MA1502.A.3.
An adult child under age 22	Eligibility or customer costs. See <a href="#">1502.Q</a> for specific policy on changes to household members.
Anyone else	No affect on the customer.

SEE <GENERAL PROCESSING FOR ADDRESS CHANGES> FOR INSTRUCTIONS.

### 5) Offering Customers the Opportunity to Register to Vote

The National Voter Registration Act (NRVA) of 1993 (42 USC 1973gg) and Arizona Revised Statute 16-140 require that public assistance offices provide applicants and customers with an opportunity to register to vote when a person appears at the local office to report a change of address.

SEE <OFFERING CUSTOMERS THE OPPORTUNITY TO REGISTER TO VOTE> FOR INSTRUCTIONS.

### Definitions

Term	Definition
Address Change	An address change refers to a change in a mailing address or physical address.

### Proof

The proof required to process an address change depends on who provides the information:

If address change information is provided by the...	Then...
<ul style="list-style-type: none"> <li>• Customer;</li> <li>• Customer's spouse; or</li> <li>• Customer's representative, including a customer child's parent</li> </ul>	The person's statement is accepted.
Anyone else	The customer or customer's representative must be contacted to confirm the reported change.

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## Programs Affected

This applies to all programs.

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## Timeframes

Changes must be reported as soon as the future event becomes known. Unanticipated changes must be reported within 10 days of the date the change occurred.

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## Programs and Legal Authorities

Program	Legal Authorities
All Programs except KidsCare	42 CFR 435.403 42 CFR 435.916(c)
KidsCare	42 CFR 457.320(d) 42 CFR 457.343

