

Medical Assistance (MA) [Chapter 1500 Changes](#) >> [1502 Types of Changes](#) >> BB Voluntary Requests to Stop Medical Assistance

Voluntary Requests to Stop Medical Assistance

Policy
Definition
Proof
Programs Affected
Timeframes
Programs and Legal Authorities

Policy

A customer or representative may ask for benefits to be stopped for any AHCCCS Medical Assistance program at any time.

The customer or representative can send this request by:

Mail;
 Fax;
 Telephone; or
 Electronically through HEAplus.

Definition

Term	Definition
Voluntary Request to Stop MA	When a customer or representative asks that MA benefits be stopped.

Proof

Proof includes:

Signed statement asking for benefits to be stopped;
 Recorded telephone request; or
 Electronic record in HEAplus.

Programs Affected

This applies to all programs.

Timeframes

If the customer or representative asks that MA benefits be stopped immediately, benefits stop effective the date the action is taken.

Otherwise, benefits stop effective the first day of the following month.

Programs and Legal Authorities

Program	Legal Authorities
All Programs	42 CFR 431.213(a) 42 CFR 435.916(c), (d) and (f)

