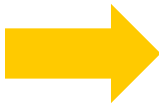




A PARENT'S PARADISE & CARE



The Step-By-Step  
Guide To  
**ALTCS**



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# Introduction.

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Applying for ALTCS (or the Arizona Long-Term Care System) can be challenging. We want to simplify it so you can make the process much easier and receive your benefits more quickly.

Chances are you or your loved one either requires some type of long-term care right now or in the near future. That means time is of the essence. Please realize this is a government program. No matter how quickly you can gather documents and fill out forms on your end, you can still expect the process to take several months.



If you need care right now, but you have not started the application, you will want to find a care business that will work with you while the application is pending. Many times ALTCS will pay retroactively to the day you moved in, but will take a couple of months to do so while they process the application.

We have two homes that are certified to take people who qualify for ALTCS. One is in the East Valley in Mesa, and one in the West in Surprise. We would love to show them to you, but if those homes are not the right fit for you, we hope this guide makes your ALTCS qualification a little easier.



# What Is ALTCS?

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ALTCS is part of the Arizona Health Care Cost Containment System, or AHCCCS. Hopefully you like acronyms, because there are a lot of them. Think of AHCCCS as the ALTCS program for the state of Arizona. AHCCCS covers lots of programs just like ALTCS does. For people not requiring long term care, AHCCCS covers many regular medical and dental services.

For people needing long-term care, AHCCCS also covers pretty much the full range. They cover these needs through their ALTCS program. For example:

- Nursing Facility
- Hospice
- Attendant Care
- Assisted Living Facility
- Adult Day Care Health Services
- Home Health Services, such as nursing services, home health aide, and therapy
- Home Delivered Meals
- Case Management
- Dental Services (up to \$1000 per contract year)

ALTCS will not cover 100% of these services. They will expect the person receiving these services to pay for some of them. ALTCS will perform a financial review during the application process to determine how much your loved one should pay. Then ALTCS will make up the difference.

You may pay more than the bare minimum ALTCS requires, in order to receive a better level of care at a nicer facility for example. But you have to be careful with this. If it seems like your loved one has more money than ALTCS (AHCCCS) thought they had, you may lose your eligibility for the ALTCS benefit. Of course if the funds come from family and friends, this should not be a problem.



# Am I Eligible?

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Before we get into the financial eligibility, which is a bit more complicated, we want to talk about what makes you medically eligible. According to [AHCCCS](#) there are certain health and citizenship criteria:

- Need a nursing home level of care.
- You need to be a citizen of the United States or a lawful permanent resident for at least 5 years
- Have a social security number or at least be applying for one
- Be an Arizona resident or can show intent to reside in the state. You can show intent by notifying the Social Security Administration or Medicare to send payments to an AZ address, or transfer driver's licenses, move etc.
- Show that you have applied for all the other cash benefits you would be entitled to (VA, Pensions, etc.)
- Live in one of three places:
  - Your home (someone is taking care of you)
  - An AHCCCS certified nursing facility
  - An assisted living facility

Notice there are no age limits on applying for ALTCS. The program is supposed to help everyone who needs long term care. We've had people in our homes as young as their mid-thirties, right up to people in their late 90's.





# Medical Eligibility.

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ALTCS approval is based on a computer points system. The more points you receive based on your medical condition and your financial need, the better chance you have of being eligible for ALTCS.

The minimum score for ALTCS is 60 points. ALTCS doesn't publish the point value for each condition. However, the more of the criteria you can meet, the better chance you have of being eligible.

You can also help your chances by requesting a physician review. A doctor's acknowledgement of you or your loved one's need for long-term care will help push you over the 60-point threshold. Everyone over 65 automatically receives this physician's review.

Make sure you also have all your medical documents before they submit your application to the computer scoring. Any documents that you don't submit before are ineligible. You will have to start the whole application process over again in order to submit documents that missed the deadline.

One good tip to help you prove your medically eligible for long-term care is to keep a log of all your medical requirements for a week. Every time you

- Eat a special diet
- Take a medication
- Visit a doctor or other medical facility

Or do any other type of medical treatment, write it down. That way you can make sure you don't miss anything.

The medical portion of the application takes much longer than the financial portion to process. Make sure you turn around ALTCS request for any information as soon as you can. Any delay on your part in finding and sending in the requested documents may result in a much longer delay on the part of ALTCS.

Use a fax or email to send in your documents. It's much quicker. Avoid mailing the documents in whenever possible. If you do mail them, send them return receipt, so you have a record that the documents were delivered.



On the back of the application ALTCS will ask you to select which insurance company you would like. Normally there are three options. The insurance companies handle the claims on behalf of ALTCS and receive the bills from the assisted living homes.

You should talk with your doctor to see which insurance company has him or her in their network. Also call the insurance companies to see how they handle things like:

- Transportation for medical treatment
- Prescriptions
- Other doctors and specialists



***Once you have these answers, pick an insurance company that works with your preferences.***

# Financial Eligibility.

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ALTCS is not a benefit for everyone. It is meant exclusively for people who can't afford long-term care on their own. The Government has set limits on eligibility. However, as with everything, there are ways to work around these limits that are legal.

Generally the financial part of the application takes two to three weeks to process. The medical portion will take much longer. The two to three weeks is based on the applicant (you) having all their documents gathered together ahead of time. This is not an easy task. There is a checklist later in this guide that lists out everything you need to bring to the ALTCS office for your financial interview.

Let's go over the financial limits first. These limits are good as of January 1<sup>st</sup>, 2017, but may change more in the future. We'll go over each requirement more in detail, but first here is a summary. In order to qualify for ALTCS, you need to have:

1. Income of less than \$2,205 each month (\$4,410 if a couple needs long term care).
2. The maximum Community Spouse Resource Deduction (CSRD) is \$120,900
3. The minimum CSRD (more on this later) is \$24,180
4. A spouse is also allowed up to \$2,003 (as of 7/1/16) to cover monthly expenses if they are not in an assisted living home.
5. If the spouse is in a home too, they may be allowed to have an income of up to **\$3,023** if the costs of care are higher
6. Each person who is receiving ALTCS is allowed to have a personal needs allowance of \$110.25.





Let's go over each of these in detail:

## Income

The \$2,205 should be pretty straight forward. The person requiring ALTCS should not make more than this amount per month. If you are married and both you and your spouse need ALTCS, they just double the income to \$4,410.

People who have incomes exceeding this amount can still sometimes qualify. They will need to set up a Miller Trust, which we will show you about later in this report.

When ALTCS looks at your income, they look at your gross income, or your income before taking out any taxes or other deductions. But expenses like Medicare Part B payments will be taken out of your social security check right away before you receive it. Without the trust, you may receive a net amount of money after the deductions that would qualify you for ALTCS, but your gross check may not allow you to qualify.

## Assets

The \$2,000 limit is pretty steep when you first look at it. If you own a home or a car, you probably have more than \$2,000 in equity on them – especially the home. ALTCS realizes that, and excludes your home and your car when they are counting assets. Of course the home has to be the one you live in (not a rental home or vacation property) and they will only let you exclude one car. Also make sure your home is in your name and not in a trust. If the home is in a trust (**not** a Miller Trust) it will be counted and you will probably lose your eligibility for ALTCS.

Here are some other items you can exclude when you are totaling up all your assets:

- Burial plots and irrevocable burial plans
- \$1500 designated for burial
- Household and personal belongings

The items ALTCS will count when they are looking at your assets include:

- Checking accounts
- Savings accounts
- Credit union accounts
- Any real estate that is not your home
- The cash value of some life insurance policies
- Cash
- Stocks
- Bonds
- Certificates of Deposit
- Any vehicles beyond the one that is not counted

It might seem easy to take care of having too many assets. You just give them away to friends and family. That won't work when ALTCS processes your application. They will do what's called a five-year 'look back' to see what you have given away. If it's too much stuff, you won't be eligible.

The penalty for giving too much money away is 1 month per \$6,000 given away. In other words, delays your application by one month for every \$6,000 you give away. It is much more advisable for you to meet with an Elder Law Attorney who understands ALTCS before you give *any* money away.

That doesn't mean you can't give anything away, or that you will be permanently banned from ALTCS if you do. ALTCS has rules for giving assets away. The rules may delay your application for a certain period of time. As a general rule, the more stuff you give away, the longer you will have to wait to become eligible.

There is a way to 'spend down' your assets where ALTCS will not penalize you. If you have a lot of money in the bank, or you can sell something to convert it into money, you can lower your asset value to get down to the limit.

This works if you have a mortgage or a car loan. Since your home and car are not eligible for ALTCS, you can use the cash to pay off some of the mortgage or car loan. Then the cash goes into an 'exempt asset' and disappears from the amount counted by ALTCS.

## The Community Spouse Resource Deduction (CSRD)

ALTCS recognizes there might be a spouse in a marriage that needs resources to live on. If one of the partners in a marriage spends down all their assets to qualify for ALTCS, it leaves nothing for the spouse to live on.

To allow for the healthier spouse to have something, ALTCS has a deduction they use for married couples. Here's how it works (the numbers are accurate as of January 2017):

ALTCS divides the total assets that the married couple owns by two. The healthy spouse can keep half or more, or less, depending on how much the assets are.

Confused? It's understandable. Here's how it breaks down:

- The minimum CSRD is \$24,180. That means if the couple has a total of \$48,360 or less, the spouse can keep up to \$24,180.

*Example:* Say the couple has \$30,000 in assets. Then the healthy spouse can keep \$24,180 and the spouse needing long-term care has \$5,820 in assets (\$30,000 - \$24,180). The long-term care spouse will then only need to spend down \$3,820 to become eligible for ALTCS.

- The maximum CSRD is \$120,900. For couples that have a lot more assets, the 'halving the assets' rule only goes so far. A healthy spouse will only be able to deduct up to a maximum of \$120,900 of a couples assets.

*Example:* What if the couple has \$400,000 in assets? Instead of halving it and saying the healthy spouse can have \$200,000, ALTCS says the healthy spouse can only have \$120,900. Then the long-term care spouse will have \$279,100 (\$400,000 - \$120,900) in assets that ALTCS may count. If the amount does not include the couple's home and car, the spouse will have to figure out what to do with the other \$277,100 of the money (all but \$2,000) to qualify for ALTCS. Quite a task!



If you are somewhere in the middle between these two examples, then just divide your assets by two. Half is what your spouse can have without a problem. The other half is what you need to figure out what to do with in order to be eligible for ALTCS.

## The Qualifying Income Or Qualified Income (Miller) Trust

When qualifying for ALTCS, you will hear people talk about setting up a Trust to help make your assets fit under the eligibility criteria. They go by the names Qualifying Income or Qualified Income, but you will hear a lot of people call them Miller trusts based on a court case.

The trusts are designed for people who have too many assets to qualify for ALTCS, but can't afford long-term care. Once they are set up, you will have a checking account established for the trust. Any income above that allowed by ALTCS will be direct deposited into that checking account. The income in the trust is not counted toward ALTCS eligibility.

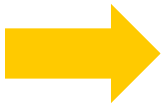
ALTCS is not going to allow you to have a super-high income, and dump most of it in this trust checking account to make you eligible. The money in the trust bank account is there to pay for medical expenses.

Here is how it works. Say you make \$2,500 per month from social security. The income limit for ALTCS is \$2,205. Normally you would not be eligible. A Qualifying Income Trust would help to make you eligible. You would direct deposit the \$2,500 into the Trust's bank account, and use most of the money for long-term care. Then ALTCS would count the rest as income to qualify you for their payment.

ALTCS will still look at all the money in the trust when trying to figure out if someone is eligible. But once the money is in trust, they will allow for more deductions. The trust can also be used for:

- Medicare Premiums
- Other medical expenses for the person in long term care and their spouse
- The minimum monthly needs expense for the person in long-term care, and
- Another needs expense for their spouse. The spouse's needs expense is called the Minimum Monthly Maintenance Needs Allowance, or MMMNA.





## The Step-By-Step Guide To ALTCS

The trust cannot be used for other expenses, such as the medical expenses of other family members.





## How To Create An Income Trust

Income trusts are best set up by a qualified attorney. You will want to find a lawyer who specializes in either:

- Disability
- Estate Planning
- Elder Law

You can check out our resources page for some recommendations in the Phoenix area. We just want to give you an overview of what you can expect.

To set up the trust, someone will have to be designated as a trustee, and you will have to set up a bank account in the Trust's name. The long-term care person will have their income direct deposited into the bank account. They don't have to put all their income into the bank account, but they can't split an income source.

*Example:* Your Dad has a pension of \$1800 and Social Security payments of \$900. The total amount puts him over the ALTCS limit. He can put either the pension or the social security into the Trust in order to go under the limit. But he can't put half of the pension in the Trust and half into his own bank account.

Here are some other points to consider about the Trust:

- You can't put any other money than the person's monthly income into the bank account. Open it with the minimum balance the bank allows, and only do the direct deposits
- Any income ALTCS excludes should not be put in the Trust. Examples would be:
  - Income tax refunds
  - Some annuity payments
  - Veteran's Benefits (Aid and Attendance, Agent Orange disability etc.)
  - Vocational rehab
- If the checking account earns interest, ALTCS does not include the interest as reducing your eligibility

## Special Needs Trust

In addition to the Income Trust, there is another Trust that will shelter your assets to help you qualify. Also called Special Treatment Trusts or Special Purpose Trusts, these Trusts are used to hold assets until you need them to pay for long-term care.

You can also use these Trusts to help qualify for [Supplemental Security Income \(SSI\)](#).

The nice thing about the Special Needs Trust is that there is no penalty for transferring assets into the Trust. If you transfer assets to your children or other family members, ALTCS will impose a penalty on you in the form of delaying your eligibility for the ALTCS benefit. The bigger the dollar amount of the transfer, the bigger the penalty.

There are three types of Special Needs Trusts:

- First Party Special Needs Trusts
- Pooled Trusts
- Third Party Special Needs Trusts

**The First Party Special Needs Trusts** are only for people with disabilities **under Age 65**. They use the Beneficiaries (the person you made the Trust for) own assets to pay for Long Term Care. Each state has very specific rules for using these Trusts. If you violate the rules, the Beneficiary will lose their ALTCS eligibility. We REALLY recommend you work with an Attorney to set one of these up and help administer it.

**The Pooled Trust** (also known as a d4c Trust after the section of the law that created it). The Trust is operated through a non-profit organization and 'pools' together the resources of more than one ALTCS recipient. There will be separate sub-checking accounts for each member of the Trust. The biggest benefit of this trust is there is no age limit, unlike the First Party Trust.

The following people can set up a Pooled Trust:

- An ALTCS applicant
- Parents or Grandparents of a ALTCS applicant
- An ALTCS applicant's Guardian
- A Court of Law



It would also be good to have a lawyer guiding you along the way.

When the ALTCS recipient passes away, ALTCS will take money from the pooled trust to reimburse them for medical expenses. Any remaining money will be split between the nonprofit and whomever the ALTCS recipient designates.

**Third Party Special Needs Trust** – If the ALTCS recipient doesn't have a lot of assets, but the family or friends of the ALTCS member do, they can set up a Third Party Trust. Unlike the First Party and Pooled Trust, Federal Law did not establish this Trust. The only ALTCS requirement for this trust is that the ALTCS recipient is not the person figuring out how the assets will be spent. It must be someone else. Otherwise this Trust can help people out to their heart's content without jeopardizing someone's ALTCS eligibility.

## Personal Needs Allowance

ALTCS realizes you can't give all your monthly income to your personal care. You need a little spending money. When they calculate what your share of your care should be, ALTCS subtracts out a certain amount each month for 'incidentals'. As of January 2017 that amount is \$110.25.

Any medical insurance and out-of-pocket medical expenses are subtracted from the resident's monthly income when determining what the resident can pay, in addition to the Personal Needs Allowance.



# The Application Process.

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ALTCS will want you to meet all the requirements before they award you this benefit. Naturally they will want you to prove to them that you meet both the financial and non-financial requirements.

If you are going through the process on your own, the first thing you will want to do is contact one of the AHCCCS offices near you to discuss the application process. You can find a list of the offices [here](#).

The ALTCS office will probably ask you to fill out the application for ALTCS. You can find the application by clicking [here](#). The application is several pages long. You will probably want to grab a coffee or another favorite beverage. You will be there a while filling it out.

The following people are authorized to sign the application:

- The applicant
- The applicant's legal or authorized representative;
- An adult who is in the applicant's MAGI Budget Group;
- The applicant's spouse, when living with the applicant; or
- If the applicant is a minor child or is incapacitated, someone acting responsibly for the applicant.

MAGI is Modified Adjusted Gross Income, and represents other people on the person's tax returns. This may be the case if a grandparent is living with their younger kids and the kids are handling the finances.



# The Application Explained.

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We'll go through the application and explain what each section means. At the end we put together a checklist that will help you gather the documents you will need.

It would be good to gather as much of these documents before you meet with the ALTCS representative. In many cases there are alternative pieces of paperwork that will work. But you may want to bring all the forms you have just in case.

We'll go by sections of the application:

1. Your Name – Make sure you go in the order they want (last, first, middle initial)
2. Other Names Used – Could be your maiden name or any nicknames you go by
3. Your Social Security number
4. Birth date and birth place
5. US Citizen – check Yes or No - This would be a good time to think of finding your proof of US citizenship
6. Marital Status – Check one and put the date
7. Date – Date of any of the life events in section 6.
8. Ethnic Group – Optional if you want to answer
9. Fill this out if someone other than the applicant is filling out the application
10. Information about any Conservator or Guardian for the applicant, if you have one
11. Fill these blocks out only if the you are under 19 years old
12. Check a box for your current living arrangement. You may have to provide dates for someone who is in a facility.
13. If you are living in a facility, you will need to say where you lived before you entered. ALTCS wants to know if you are an Arizona resident. If you're not, you are not eligible.
14. ALTCS wants to know if you and your spouse will both need to be under care. Fill this out based on your medical history. If both of you do need care, you will need to fill out one application for each person.





15. If you had a spouse but are no longer living with them, you will have to fill out this section. Are you divorced for example?
16. Check 'No' unless you are not a legal US citizen. If you aren't, then check 'Yes' and fill out the rest of the information.
17. Either you are living in Arizona or you are not. They are checking again to make sure you are an Arizona resident.
18. If you are over age 18, then you only need to fill out this section for you and your spouse (if you have one). You don't have to fill it out about any children you have.
19. Here is where ALTCS wants to know about your assets. Remember that if you have assets over \$2,000 you may be ineligible for ALTCS. It would be good to talk to an Elder Law or Estate Planning Attorney before you fill this out.
20. ALTCS wants to see if you have any assets in the form of vehicles. You are allowed one car that doesn't count against you, but everything else in this section does.

Make sure your name is off the titles of any vehicles, even if you don't use it much. For instance, if you bought a motorcycle for one of your kids and put your name on the title, ALTCS may still count it against you. Make sure your name is off the title!

1. Both A&B – ALTCS wants to know what real estate you own. The same rules go as for the vehicles. You want to have your name on the title for as little as possible. For real estate that is co-owned by you and someone else, ALTCS still considers it owned by you. It will be counted.
2. ALTCS will look back into your past to see if you have given away any of your assets to help you qualify. Even though the date on the application goes back to 2006, ALTCS will currently (as of January 2017) only look back 5 years. You should still put anything down as far away as 2006.
3. You may have used a Miller or Special Needs Trust to help qualify. This is where you put down the details of the trust. If you put your own home in a trust, you may want to put it back in your name. Consult an Attorney about the best course of action here.
4. A, B and C. ALTCS wants to know how much income you make. They want to make sure you have applied for all the benefits that you can before they start paying you. If you can receive income from other sources, apply for those before applying for ALTCS.



ALTCS doesn't count some other Government benefits such as veteran Aid and Attendance Benefits.

5. Earned Income – This is income from some kind of business or employment you are doing. Or possibly tax refunds such as the Earned Income Tax Credit. If you have anything, put it down.
6. Self-employment income is income you may have received from rental property or a business you own. Even if you own it with someone else, you should still put it down.
7. This is a catch all for any other types of income that was not covered up to this point.
8. ALTCS wants to know if you are able to receive some form of veteran's benefits based on your time in service.
9. Do you have any kind of pension from a Government job you held at one time
10. Do you have social security or other types of Government pensions coming in?
11. Here's where ALTCS wants to see how many expenses you have. Remember that ALTCS only looks at your gross income (income without expenses) when they are figuring out if you are eligible. But they want a complete financial picture.
12. Your expenses are not really expenses if someone else is paying them. ALTCS wants to know if you are paying them or someone else is.
13. Medical insurance is important to ALTCS in two ways. If Medical insurance will pay the cost of your care, ALTCS will not. ALTCS will also deduct some of the costs of your medical insurance from the income requirements. If the Government pays the cost of your insurance, such as some low-income programs, those payments will not count against you.
14. Do you have income coming in as the result of a lawsuit for an accident or injury you received in the past.
15. Did ALTCS miss any medical payments in questions 33 or 34? If you have any other kind of medical payments coming in to you, put them down here.
16. Do you have any other recent medical expenses that you have to pay for without help?

ALTCS will then want you to read about how they will research your application to verify all the information you provided. At the end of the application you will sign it and submit it.



# Documents You Will Need.

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When you work with ALTCS for approval, you will want to have as many documents as possible to help your case. We have a checklist below that you can use to gather the documents. In some cases you may need to apply for new documents.

It will really speed up your application if you can obtain as many of these documents as possible before you submit your application.

- Driver's License
- Social Security Card
- Social Security Award letter
- Veterans Benefits Award Letter (or check stubs)
- Pension Benefits Award Letter (or check stubs)
- Railroad Retirement Benefits Award Letter (or check stubs)
- Arizona Identification
- Government ID
- Military ID
- Passport
- Birth Certificate
- Alien ID Card
- Naturalization Certificate
- Marriage Certificate
- Divorce Decree
- Military Discharge Papers (DD Form 214)
- Medicare Card
- Other Health Insurance Cards
- Prescription Drug Cards
- Long Term Care Insurance Policy
- Long Term Care Insurance Bill



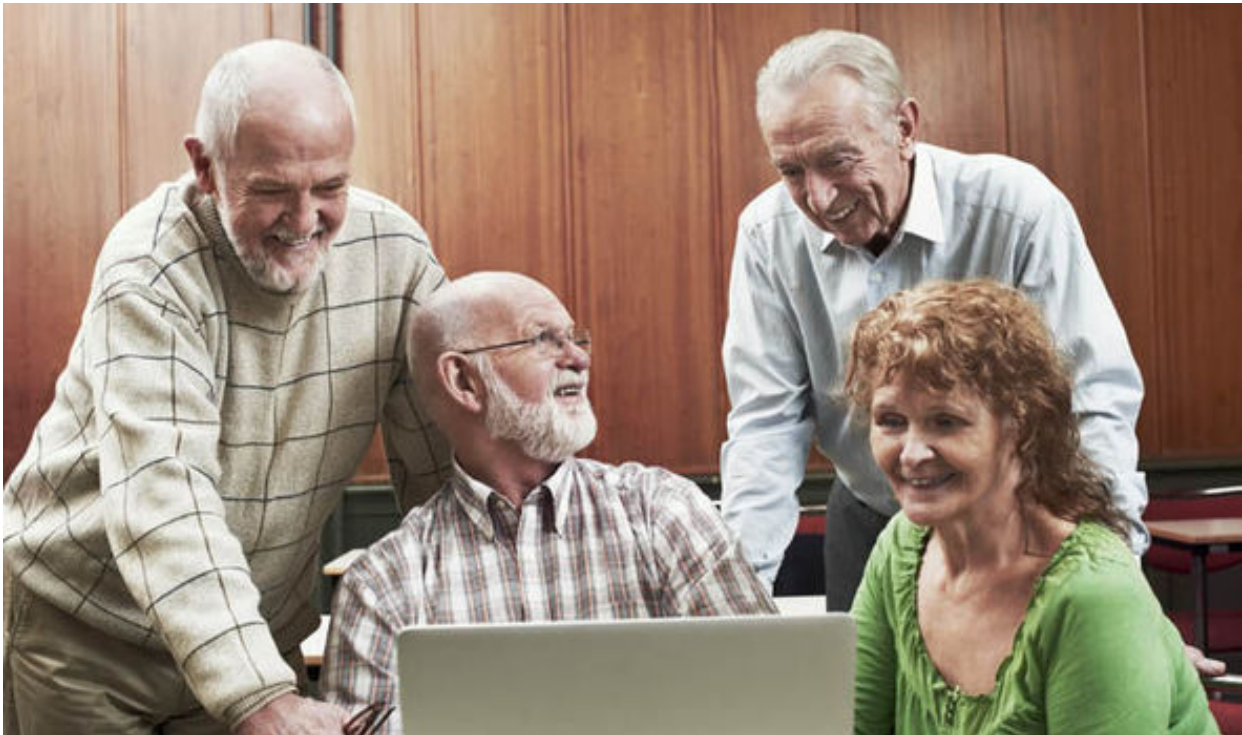
- Checking account statements
- Savings account statements
- Investment account statements (stocks, bonds etc.)
- Money market account statements
- Credit union account statements
- Certificate of Deposit (CD) Statements
- Paperwork for loans made by you (you receive payments)
- Bills of Sale or other documents for any vehicle sales (cars, boats, etc.)
- Paperwork for any real estate sold in last 5 years(includes mobile homes)
- Vehicle titles and registration for vehicles you still own
- Current rent or mortgage bill if you are living at home (lot rent for mobile homes)
- Property tax bill if you own your home
- Recent utility bills
- Insurance bills for your home or other property
- Homeowner Association bill
- Life Insurance policies paperwork
- Prepaid funeral paperwork
- Living Trust Documents
- Qualifying Income (Miller) Trust Documents
- Special Needs Trust Documents
- Financial Power of Attorney paperwork
- Health care Power of Attorney paperwork
- Living Will

Make sure you bring all pages of each document, even if they are blank. ALTCS will look at the pages that say 'page 10 of 12' for instance. If they don't see an '11 of 12' they will require you to produce it, even if it is blank.

# Summary.

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The Arizona Long Term Care System is very bureaucratic and tough to move through. 79% of people who apply are turned down. Many of these people are denied because they did not plan well for the application or did not fill out their application completely.



As you go through the process, talk to your ALTCS representative. Look into having an Attorney help you as well. Money spent on an Attorney will be paid back well once you or loved one is qualified for ALTCS.

We would also like to help. Besides referring you to a good Attorney, we have two assisted living group homes that accept ALTCS residents – one in Mesa and one in Surprise, Arizona. We would love to show you our homes and see if they would be a good fit. Please feel free to email us at [info@aparadiseforparents.com](mailto:info@aparadiseforparents.com) or call or text Cameron at 623-295-9890. If you have any questions, please do not hesitate to contact us as well to have them answered.





# ALTCS Resources & Contact Information.

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## ALTCS Office Contacts

### Casa Grande ALTCS Office

500 N. Florence Street

Casa Grande, AZ 85222 ([Map](#))

Ph: 520-421-1500

FAX: 877-666-0874

Toll Free: 1-855-277-0260

### Chinle ALTCS Office

Tseyi Shopping Center, Hwy. 191

P.O. Box 1942

Chinle, AZ 86503 ([Map](#))

Ph:928-674-5439

FAX: 877-660-1450

Toll Free: 1-888-800-3804



### **Cottonwood ALTCS Office**

Note: Cottonwood ALTCS staff are sharing space at the DES office.

1500 E. Cherry Street

Suite I

Cottonwood, AZ 86326 ([Map](#))

Ph: 928-634-8101

FAX: 877-666-5208

Toll Free: 1-855-873-0393

### **Flagstaff ALTCS Office**

2717 North Fourth Street, Suite 130

Flagstaff, AZ 86004 ([Map](#))

Ph: 928-527-4104

FAX: 877-663-5213

Toll Free: 1-800-540-5042

### **Globe/Miami ALTCS Office**

Cobre Valle Plaza

2250 Highway 60, Suite H

Miami, AZ 85539-9700 ([Map](#))

Ph: 928-425-3165

FAX: 877-666-5219

Toll Free: 1-888-425-3165

### Kingman ALTCS Office

Note: Kingman ALTCS staff are sharing space at the ADOA multi-service building.

519 E. Beale Street, Suite 130

Kingman, AZ 86401 ([Map](#))

Ph: 928-753-2828

FAX: 877-667-5239

Toll Free: 1-888-300-8348

### Lake Havasu ALTCS Office

2160 N. McCulloch Blvd., Suite 105

Lake Havasu City, AZ 86403 ([Map](#))

Ph: 928-453-5100

FAX: 877-664-5264

Toll Free: 1-800-654-2076

### Metro Phoenix ALTCS Office

801 E. Jefferson Street, MD 3600

Phoenix, AZ 85034 ([Map](#))

Ph: 602-417-6600

FAX: 602-253-6038



### **Prescott ALTCS Office**

Note: Prescott ALTCS staff are sharing space at the DES office.

3262 Bob Drive Suite 11

Prescott Valley, AZ 86314 ([Map](#))

Ph: 928-778-3968

FAX: 877-666-5269

Toll Free: 1-888-778-5600

### **Sierra Vista ALTCS Office**

Note: Sierra Vista ALTCS staff are sharing space at the DES office.

Street Address: 820 E. Fry Blvd, Sierra Vista ([Map](#))

Mailing address: 1010 N. Finance Center, Suite 201, Tucson, AZ 85710

Ph: 520-459-7050

FAX: 1-877-660-5342

Toll Free: 1-888-782-5827

### **Tucson ALTCS Office**

1010 N. Finance Center Drive, Suite 201

Tucson, AZ 85710 ([Map](#))

Ph: 520-205-8600

FAX: 877-666-5353

Toll Free: 1-800-824-2656



## The Step-By-Step Guide To ALTCS

### Yuma ALTCS Office

3850 W. 16th Street, Suite A

Yuma, AZ 85364 ([Map](#))

Ph: 928-782-0776

FAX: 877-666-5382

Toll Free: 1-855-419-6527

