

C Participant Inquiries

Participants may contact the local office and express concern regarding problems with medical coverage due to mismatched demographic information. When this occurs, the local office must research the case to locate and resolve the problem.

When research does not indicate why the problem exists, the EI may contact the R&A supervisor by telephone at [Research and Analysis](#) for assistance in resolving the issue.

Advise participants who report a medical emergency before enrollment in a health plan to call the [AHCCCS Preenrollment Phone Number](#).