

F Determining Health-e-Arizona Eligibility

[REVISION 05](#)
(07/01/08 – 09/30/08)

Determine eligibility for a Health-e-Arizona referral application as follows:

- For MA applications, complete the eligibility determination using the Customer Contact process.
- For all other applications, complete the interview.
- For applications submitted for renewal, see [Health-e-Arizona Renewals](#).

Policy and procedures for determining eligibility for Health-e-Arizona referral applications are outlined as follows:

- [Health-e-Arizona - Required Signatures](#)
- [Health-e-Arizona Keying Procedures](#)
- [Health-e-Arizona Treat and Release \(T&R\) Determination](#)
- [Health-e-Arizona Applications with No Signature](#)

Applicants often provide verification requested by FAA and AHCCCS to the facility that submitted their application. The facility is trained to FAX the documentation into One-e-App, and send a courtesy e-mail to the EI or AHCCCS worker. Review the [ASSIGNED APPLICATIONS screen](#) for new unread FAXes before completing the eligibility determination.

Contact and inform the facility when FAXed documents are not viewable. A [Tickler](#) can be sent directly to the facility worker.

In the continued effort to collaborate with facilities and provide quality service to the community, FAA staff are encouraged to [FAX permanent documents](#) received in the local office into One-e-App. Permanent documentation is retained in One-e-App indefinitely, and is available when an applicant applies or renews at any participating facility.