

### .03 Customer Contact Applications – EI Responsibilities

**REVISION 07**  
(01/01/09 - 03/31/09)

The Customer Contact EI must receive the MA Only application no later than one [workday\(g\)](#) following receipt of the application in the local office.

When the application is received, the Customer Contact EI completes the following:

- Assigns the case to their own caseload or manually logs the receipt of the application on the region approved schedule.
- Schedules and Acknowledges the case in AutoCAR, when the local office uses AutoCAR.
- The Schedule and Acknowledge must be completed on the SAME DAY to prevent **AZTECS** from sending the [C900](#) notice.
- Key the following on INDA:

The date the application is received in the INTERVIEW DATE AND TYPE field.

The C Interview Type Code in the INTERVIEW DATE AND TYPE field.

As soon as possible, but no later than three workdays from the receipt of the application, complete the following:

- Review the application
- Review the case file and print the following, when applicable:
  - BAGI
  - CAP1
  - CAP2
  - CAP3
  - HOSU
  - ININ screens (includes BDXI, SDXI, WTPY, and QCRE)
  - MABH
  - SVES screens (includes HOSC)

- When the application is INCOMPLETE, complete the following:  
Send the [M007](#) notice requesting the participant come in to the local office to complete the application and provide missing mandatory verification.

Send the [M011](#) notice, when citizenship has not been verified.

NOTE When the application is not completed, allowing for the mail request period, key the NS Denial or Closure Reason Code in the DEN/CL REASON field on [MADA](#). Send the appropriate [denial notice](#).

When the participant comes into the local office, continue the Customer Contact process.

When the participant is unable to come into the local office, complete the Customer Contact process by telephone. (See [telephone interviews](#))

- Identify inconsistencies on the application
- Contact the sources provided on the application, or alternative sources, to verify information
- Contact the participant, via telephone when possible, to request verification or to resolve any inconsistencies
- Key HPNS in the AHCCCS HEALTH PLAN CHOICE field on INDA when no health plan preference is listed on the application
- When all eligibility factors have not been verified, send the [C011](#) notice or the [M011](#) notice, as applicable

When the verification is provided, determine eligibility and send the appropriate approval notice.

When the mandatory verification is not provided, allowing for the [mail request period](#), complete the following:

- Deny the participant or application, as appropriate, for failure to provide using the appropriate denial or closure reason code
- Send the appropriate denial notices (See [Citizenship Verification MA](#) prior to denial, when citizenship has not been verified)

When additional programs are requested during the Customer Contact process, follow [Standard Organizational Procedures](#) (SOP) and complete the following:

- Send the [C900 notice](#) for the additional programs only
- Complete the Customer Contact process for MA
- Send the [C011](#) requesting additional verification for the additional programs
- Follow the region approved process for completing the additional program eligibility determinations

**WARNING**

All applicants may have an interview when requested. When the MA Only applicant requests an interview, schedule the interview.