02   New Applications - Overview

REVISION 03
(01/01/08 – 03/31/08)

For new applications each local office must complete application screening to determine the following:

- The benefits for which applicants are potentially eligible.

- The time frames for scheduling and interviewing. In the following situations applicants are scheduled and interviewed within specific scheduling time frames:

    Expedited Applications

    Grant Diversion

    Kinship Care child only applications

    Kinship Foster Care child only applications

    Pregnant Applicants

    Two parent CA applicants (See TPEP Application Process)

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MA EXCEPTION

Health-e-Arizona referral applications from Federally Qualified Health Center (FQHC) facilities are not scheduled an FAA interview. The date of interview is the date the application was SIGNED. (See Keying Health-e-Arizona)

For applications turned in for hospitalized applicants, see Hospitalized Applicants.

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An application for CA or NA is considered to be an application for MA, unless the I DO NOT WANT AHCCCS HEALTH INSURANCE E box on the application is checked.

A single application may be used for multiple-month determinations and multiple programs, based on the applicant's circumstances.

> ### WARNING
>
> DO NOT delay processing any program when eligibility requirements have not been met for other programs.
>
> When an application is denied for any program, continue processing other program determinations using the documentation and verification already received.

Interviews are required to be completed in one of the following manners:

- In the local office.

- At the applicant's home. (See Scheduling Home Visits)

- A telephone interview.

- Representatives may complete or assist with the interview. The CA PI must be present for the interview.

- The applicant may be interviewed by approved outside agencies who then refer the application to FAA.

Interviews for new applications must be scheduled to allow completion of the determination within specific time frames by program.

Sufficient time must be given to allow the PI to provide verification. The PI must be given at least ten calendar days from the date of the information request to provide the verification.

- Attempt to schedule the interview by the twelfth calendar day following the date of application, but no later than the twentieth day. Document CADO with the reason the interview cannot be scheduled by the twentieth day.

(See Waiver of Office Interview)

Schedule interviews to meet specific application processing time frames as outlined below:

- CA and MA applications must be scheduled to allow an eligibility determination to be completed within 45 calendar days from the date of application. The 45-day period begins the day following the day the application is received.

- NA new and untimely renewal applications must be scheduled to allow determination completion within 30 calendar days from the date of application. The 30-day period begins the day following the day the application is received.

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CA EXCEPTION

The A742 notice must be sent within three calendar days to allow applicants to participate with JOBS in accordance with Two Parent Employment Program (TPEP) policies.

NA EXCEPTION

Applications screened potentially eligible for NA expedited services must have an eligibility determination completed so that benefits are received within seven calendar days when they are eligible.

MA EXCEPTION

Pregnant applicants must have an eligibility determination completed within 20 calendar days after the date of application.

Hospitalized applicants must have an eligibility determination completed within seven calendar days after the date of application.

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Scheduling flexibility must include nontraditional hours such as the following:

- Before 8:00 AM

- After 5:00 PM

- During lunch hours

- Weekends

When a change of address is reported before the scheduled interview, and the move is outside of the area served by that local office, follow the policy and procedures outlined in Moving Within the State, Pending Applications.