06   Required Documentation

Documentation must support determinations of eligibility and benefit level. Documentation must contain sufficient detail to allow a reviewer to decide that the determination is reasonable and accurate.

Written documentation must be clear and concise and placed in the case file(g).

The following are examples of where documentation may be written or keyed:

- AZTECS screens that allow documentation including, but not limited to, the Case Documentation Screen (CADO)

- Health-e-Arizona Plus screens that allow note entry including, but not limited to, Case Notes

- Program forms

NOTE   FAA program forms are located in the document center.

EXCEPTION

When unable to copy verification, see visually viewed verification for documentation requirements.

When written documentation is not readily available, verbal verification through a collateral contact may be used as a verification source. For more information on what to document, see Required Documentation – Collateral Contact.