.01   Maintaining Institutions in HEAplus

REVISION 48
(01/01/20 –12/31/20)

To be added to the institutions list in HEAplus, institutions must be approved by the Policy Support Team (PST). When a participant resides in an institution not listed in HEAplus, staff must elevate a request with the following information to PST via email by the end of the workday:

- AZTECS case number

- HEAplus application ID

- NA timely approval date or NA timely denial date for renewals

- Institution name

- Institution telephone number

- Institution address

- Whether the institution provides the participant over 50% of three daily meals

- Type of institution

The institutions in the HEAplus Institution List include the following:

- Domestic violence emergency shelters

- Group Living Arrangement facilities

- Public or private nonprofit shelters for homeless persons

- Drug and alcohol treatment centers

PST completes the following within five calendar days of receiving the request:

- Determine whether the participant in the institution is potentially eligible for NA benefits using one of the following: Domestic Violence Emergency Shelter Qualification Requirements.

    GLA Eligibility Requirements.

    FAA Verification of Meal Provision for the Homeless.

    Drug/Alcohol Treatment Center Requirements.

    NOTE   The Institution Determination Checklist (FAA-1557A) form may be used to assist with the determination.

- Return the email to inform staff whether the participant's residence is an institution to be added to the HEAplus Institution List.

When the institution must be added to the HEAplus Institution List, the PST creates a [Technology Request](#).

Ensure the Technology Request has the original email attached and includes all of the following information:

- Request the institution be added to the Institutions List of HEAplus

- Type of institution

- Name of the institution

- City in which the institution is located

- Phone number of the institution

- The date the institution became eligible

- The date the institution will no longer be eligible

It is the responsibility of the PST to make sure the institutions listed in HEAplus meet all qualification requirements. Qualification requirements must be reviewed at least once every 12 months.

Prior to the eligibility end date of each institution listed in HEAplus, the PST must complete the following:

- Determine whether the institution still meets the qualification requirements.

- When the institution still meets the qualification requirements, request the institution end date be changed to a future date no later than one calendar year.

- When an institution no longer meets the qualification requirements, request the institution end date be changed to the current date.

  NOTE   Changing the end date to the current date removes the institution from the HEAplus Institution List the next day.

To request a change in the end date of an institution in the HEAplus Institution List, the PST creates a [Technology Request](#).

Ensure the Technology Request has the original email attached and includes all the following information:

- Request the end date of the institution be changed

- Type of institution

- Name of the institution

- City in which the institution is located

- Phone number of the institution

- The new eligibility end date

FAA Systems Help Desk elevates all requests to ensure HEAplus is updated appropriately.