.04 Health-e-Arizona - Applications Received With No Signature or Submitted in Error

Reasons a Health-e-Arizona application may be received without a signature, or submitted in error, include the following:

- The intake facility submits the application, but fails to include the manually signed Application Summary in the FAXed verification documents. (See APPLICATION DETAILS Screen)

- The facility submits the application, but includes the manually signed Application Summary in the TEMPORARY FAXed verification documents. When this occurs, change the status of the Application Summary from TEMPORARY to PERMANENT. (See Health-e-Arizona Change FAX Status)

- The facility submits the application, but fails to have the applicant manually sign the Application Summary. The Application Summary may be included in the FAXed verification documents, but is unsigned.

- The facility is using One-e-App only for internal program calculation, and submits the application in error.

When a Health-e-Arizona application is received without a signature, contact the facility intake interviewer within ONE workday(g) after registration. Determine whether or not any of the following apply:

- The Application Summary was manually signed but not FAXed with the verification documents

- No signature was taken at all

- The application was submitted in error

Complete the following, as applicable:

- When the Application Summary was manually signed, but the intake facility failed to include it in the FAXed documents, send an e-mail to the facility intake interviewer. Request that they FAX a copy of the signed Application Summary into One-e-App with a new Health-e-Arizona FAX Cover Sheet.

- When the facility failed to have the applicant manually sign the Application Summary, complete the following:

Register the application using the Health-e-Arizona date of application, even though the application has not yet been signed.

NOTE   AZTECS uses the Health-e-Arizona date of application for automatically registered applications.

Send a copy of the Application Summary to the PI to attest, sign, and return.

Send a C011 notice giving the PI ten calendar days to return the signed Application Summary. Complete the following:

- When the Application Summary is returned signed, complete the eligibility determination. FAX the signed application into One-e-App. (See Health-e-Arizona FAX - FAA)

- When the Application Summary is not returned signed, deny benefits using the NS Denial or Closure Reason Code.

NOTE   When the facility intake interviewer indicates that they are able to contact the PI and obtain and FAX the signature, allow them to make the attempt. The Application Summary and the C011 MUST STILL BE SENT in these instances.

- When the facility is using One-e-App only for an internal program calculation, and submits the application in error, complete the following:

Contact the facility intake interviewer and resolve between the facility and the FAA local office.

Delete the application in AZTECS on DECA.

Access and complete the DISPOSITION APPLICATIONS screen for the application. Select DUPLICATE APPLICATION (ONE-E-APP ONLY) from the scroll-down menu in the REASON FOR DENIAL field. Click on SUBMIT to remove the application from One-e-App.

Destroy any printed documents from the application.