11 One-e-App Health-e-Arizona Referrals - Overview

REVISION 16
(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

Health-e-Arizona is an electronic application for assistance supported by the One-e-App software system, and available on the One-e-App Health-e-Arizona web site. Health-e-Arizona is an official FAA application for CA, NA, and MA. Health-e-Arizona is also an official AHCCCS application for programs for which AZTECS determines eligibility.

Health-e-Arizona is used by the following:

- Community partner organizations that contract with AHCCCS to use Subscriber Organization user accounts on the Health-e-Arizona web site. Application Assistors at the Subscriber Organizations submit applications and documentation on behalf of their customers.

- Applicants who create a Public Access user account on the Health-e-Arizona web site, and submit applications and documents on behalf of themselves, or as a representative for others.

EXCEPTION

Health-e-Arizona applications submitted by Public Access applicants are not considered referral applications. The date of application for referral applications is the date of signature, since authorized referral agencies are considered to have received an application on behalf of FAA. The date of application for Public Access applications is the date FAA receives the application. However, One-e-App automatically submits all Public Access applications the same day they are signed. Policy and procedures for Health e Arizona Public Access applications are the same as Health-e-Arizona applications submitted by Subscriber Organizations.

Subscriber Organizations include the following:

- Federally Qualified Health Centers and Hospitals
- Hospitals
- Indian Health Services
- Medical facilities and clinics
- Community based organizations
- Food banks
- Community discount medical programs
- Small businesses (profit and nonprofit)

Subscriber Organizations, which are AHCCCS and FAA approved health care providers, have the authority to share and request release of confidential information with AHCCCS and FAA.

FAA staff use the One-e-App system workload screens to receive and monitor submitted applications. The following applies to the One-e-App Health-e-Arizona process:

- Health-e-Arizona applications automatically register in AZTECS through an interface between the One-e-App system and AZTECS.
- The information entered in the Health-e-Arizona application autopopulates in AZTECS.
- Applicants use Health-e-Arizona Fax Cover Sheets to submit verification documents electronically with their application. The documents can be viewed in the One-e-App system.
- The eligibility determination is returned to, and displays in, One-e-App through an electronic interface between AZTECS and the One-e-App system.

Policy and procedures regarding processing Health-e-Arizona applications from Public Access applicants and referral applications from Subscriber Organizations are outlined as follows:

- Accessing One-e-App
- Assigning Health-e-Arizona Applications
- Transferring Health-e-Arizona Applications
- Registering Health-e-Arizona Applications

- Scheduling Health-e-Arizona Interviews
- Health-e-Arizona Eligibility Determination
- Health-e-Arizona Renewal Applications
- One-e-App Screens and Documents
- One-e-App Help Desk

A   Assigning Health-e-Arizona Applications

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When a Health-e-Arizona application is submitted and transfers to an FAA local office, it displays on the UNASSIGNED APPLICATIONS screen the same day it is submitted.

An interface between AZTECS and One-e-App occurs twice daily at midday and midnight that automatically completes the following:

- Registers applications in AZTECS.
- Autopopulates AZTECS screens with the information in the application. (See Keying Health-e-Arizona Applications)

Applications must be assigned from the local office One-e-App system workload into an EI's One-e-App system workload. The applications must be assigned within one workday(g) from receipt. Assign applications as follows:

- Assign applications from Subscriber Organizations to the EI who is to complete the eligibility determination. This ensures the correct EI contact information is provided to the Subscriber Organization in One-e-App.
- EI contact information is not provided to Public Access applicants through One-e-App. However, it is available to FAA and AHCCCS staff in One-e-App. Assign Public Access applications to either of the following:

The EI who is to complete the eligibility determination.
An EI who can assist with the application if contacted by FAA or AHCCCS staff, when the eligibility determination is being completed by staff without a Health e Arizona account.

The applications must also be assigned to the EI in AZTECS. (See Transferring Cases From Unit to Unit) Automatically registered applications transfer into UNIT 9 and CASELOAD 99. (See Caseload, Required)

To assign an unassigned Health-e-Arizona application in One-e-App, see Assign Applications in One-e-App.

Ensure the application is registered in AZTECS following the policy and procedures outlined in Registering Health-e-Arizona Applications.

B   Transferring Health-e-Arizona Applications

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When a Health-e-Arizona applicant's residential ZIP Code is served by an FAA local office that shares the ZIP Code with another local office, the application is submitted to the site code designated as the lead office.

NOTE   An asterisk displays next to the lead office site code in the FAA Policy Manual for shared ZIP Codes. (See Local Offices) In AZTECS LISTCODES, the lead office is the first site code listed for the ZIP Code.

During the process of Assigning Health-e-Arizona applications, when it is discovered that an application belongs to another local office, transfer the application to the correct local office.

NOTE   Applications may also be transferred after they have been assigned. Applicants may also be transferred to KidsCare, SSI-MAO, and Freedom to Work(g).

When it is discovered that an application that has been automatically registered must be transferred to another location, complete the following:

- Transfer the application in One-e-App

- Transfer the case on CARC in AZTECS

To transfer a Health-e-Arizona application in One-e-App, see Transfer Applications in One-e-App.

To access and view transfer history information for transferred applications, see One-e-App Transfer History.

C Registering Health-e-Arizona Applications

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An interface between One-e-App and AZTECS occurs twice daily at midday and midnight, which automatically registers Health-e-Arizona.applications.

Applications that successfully register in AZTECS are listed on the Health-e-Arizona Records Written Daily Report (MR508), available in SARS.

Applications that fail to meet the criteria for a successful registration are listed on the Health-e-Arizona Daily Exception Report (MR509). (See Health-e-Arizona Registration Reports for policy and procedures regarding monitoring the MR508 and MR509 SAR-MR Reports).

Applications that display on the MR509 must be manually registered.

Policy and procedures regarding registering Health-e-Arizona applications are outlined as follows:

- Automatic Registration of Health-e-Arizona Applications
- Manual Registration of Health-e-Arizona Applications
- One-e-App Registration Reports

.01 Health-e-Arizona Automatic Registration

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(01/01/12 - 03/31/12)

For MA after 2013
See the EPM

An interface between One-e-App and AZTECS occurs twice daily at midday and midnight which automatically registers Health-e-Arizona applications.

NOTE   Applications submitted on Friday night, Saturday, and Sunday automatically register Sunday night and are available in AZTECS on Monday morning.

AZTECS registers new applications that One-e-App has identified as potentially eligible for expedited services or processing, for the programs or reasons which display in the HIGH PRIORITY column. These applications display in RED on the UNASSIGNED APPLICATIONS screen. (See Health-e-Arizona Expedited Applications)

Health-e-Arizona applications for Treat and Release MA are subject to the Treat and Release Automated Application Process, when ALL of the following apply:

- The application is automatically registered.
- The application is for MA Only.
- The application is from a Subscriber Organization with any Health-e-Arizona Referral Source Code OTHER than EZ. (See Health-e-Arizona Referral Source Codes)

When the Treat and Release Automated Application Process does not occur, complete the procedures outlined in Health-e-Arizona Treat and Release.

AZTECS registers the application date for CA and NA as the date the Health-e-Arizona application was signed. When the application is submitted outside of regular business hours(g) or on non business days, the effective date of application is the next workday(g).

WARNING

The date that displays in the DATE RECEIVED column on the UNASSIGNED APPLICATIONS screen and the ASSIGNED APPLICATIONS screen is NOT the Health-e-Arizona application date.

This is the date the application was received at the local office site, and may be later than the Health-e-Arizona application date when the application was transferred in One-e-App. (See Application Registration)

An applicant on the Health-e-Arizona application may have an active case, and the residential or mailing address is different than the address in AZTECS. When this occurs, and the application is automatically registered, the address is updated in AZTECS. AZTECS generates the following ACTS alert:

ADDRESS UPDATED HEA

.02   **Health-e-Arizona Manual Registration**

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(10/01/11 - 12/31/11)

For MA after 2013
See the EPM

Health-e-Arizona applications that fail to meet the criteria for a successful automatic registration must be manually registered in AZTECS. (See Health-e-Arizona Registration Reports for policy and procedures regarding monitoring the MR508 and MR509 SAR-MR Reports.)

Complete the following when manually registering Health-e-Arizona applications:

- View the UNASSIGNED APPLICATIONS screen for the following information:

    The Health-e-Arizona application date which displays in the DATE SIGNED column.

    When One-e-App has identified a program or programs on the application as a renewal, the RENEWAL icon displays next to the application. Programs being renewed display on the ADDITIONAL INFORMATION slide-out pane.

    When One-e-App has identified the application as potentially eligible for expedited programs or services, the application displays in red. The programs or reasons display in the HIGH PRIORITY column. (See Health-e-Arizona Expedited Applications)

    The Referral Source Code in the FAA CODE column indicates the source where the application was created.

    Use the information on the ADDITIONAL INFORMATION slide-out pane to search for and review applicant history in AZTECS.

For Treat and Release applications in which the Treat and Release Automated Application Process did not occur, complete the registration procedures outlined in Health-e-Arizona Treat and Release.

- Click in the check box next to the application to select the application.

  Click on the APPLICATION SUMMARY button to display the PI's Health-e-Arizona Application Summary. Upload(g) the Application Summary into OnBase(g).

- FAA programs display on the Application Summary as follows:

  CA displays as "TANF Cash Assistance"

  NA displays as "Nutrition Assistance"

  MA displays as "AHCCCS Health Insurance"

- AHCCCS programs display on the Application Summary as follows:

  KidsCare displays as "KidsCare"

  MSP displays as "Medicare Savings Program"

  SSI MAO displays as "AHCCCS for Seniors and People with Disabilities"

- Using the information on the Application Summary, register the case. In addition to the policy and procedures outlined in Application Registration, complete the following:

  Key the applicable Health-e-Arizona Referral Source Code on RERE, REAP, or APMA. (See Health-e-Arizona Referral Source Codes for keying procedures)

  Key the Health-e-Arizona ID Number from the Health-e-Arizona application on RERE, REAP, or APMA.

  NOTE   One-e-App assigns a new Health-e-Arizona ID Number at renewal.

  Key each applicant's One-e-App Health-e-Arizona Person Sequence Number on RERS, REAP, or APMS.

.03   Health-e-Arizona Application Date

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See the EPM

Key the date the Health-e-Arizona application was SIGNED as the date of application. This date displays in the DATE SIGNED column on the UNASSIGNED APPLICATIONS screen and the ASSIGNED APPLICATIONS screen.

NOTE   For manually signed applications ONLY, when the date next to the applicant's signature on the Application Summary is different than the date in the DATE SIGNED column, use the earlier of the two dates.

WARNING

The date that displays in the DATE RECEIVED column on the UNASSIGNED APPLICATIONS screen and the ASSIGNED APPLICATIONS screen is NOT the Health-e-Arizona application date. This is the date the application was received at the local office site, and may be later than the Health-e-Arizona application date when the application was transferred in One-e-App. (See Application Registration)

.04   Health-e-Arizona Registration Reports

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(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

Use the following One-e-App Registration Reports, available in SARS, to monitor the Health-e-Arizona Automatic Registration process:

- Applications that successfully register in AZTECS are listed on the Health-e-Arizona Records Written Daily Report (MR508).
- Applications that fail to meet the criteria for a successful registration are listed on the Health-e-Arizona Daily Exception Report (MR509). (See SAR- MR Reports for SARS Job Numbers)

The MR509 provides a description of the reason for the unsuccessful registration. Review the exception reason for each unregistered application. Manually register the application, making the necessary corrections, based on the exception reason.

Some of the exception reasons that may display require further action or attention. Complete the procedures for these exception reasons as outlined in One-e-App Report Reasons.

D   Scheduling Health-e-Arizona Interviews

REVISION 16
(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

Schedule Health-e-Arizona interviews as follows:

- Schedule interviews for CA and NA.

- Use the Customer Contact process for MA.

- Determine whether an application has been identified as a Health-e-Arizona expedited application. Schedule the interview or Customer Contact to meet the time frames for expedited services.

- Determine whether the application was submitted by a Representative.

- Review the Application Summary to determine whether the applicant has requested any of the following:

    Waiver of an office interview

    Special appointment day and time

    Interpreter, and the language spoken

    Other special accommodations, such as request for help with seeing, speaking, writing, hearing, or walking

- Process and print the AutoCAR Screening Summary after the registration has been completed, but before scheduling a Health-e-Arizona interview.

- Health-e-Arizona applications for Treat and Release MA are subject to the Treat and Release Automated Application Process, when ALL of the following apply:

The application is automatically registered.

The application is for MA Only.

The application is from a Subscriber Organization with any Health-e-Arizona Referral Source Code OTHER than EZ. (See Health-e-Arizona Referral Source Codes)

When the Treat and Release Automated Application Process does not occur, complete the procedures outlined in Health-e-Arizona Treat and Release

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WARNING

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

.01 Health-e-Arizona Referral Source Code

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For MA after 2013
See the EPM

The applicable Health-e-Arizona Referral Source Code displays in One-e-App to indicate the source that created and submitted the application. The Referral Source Code displays in the FAA CODE column on the UNASSIGNED APPLICATIONS screen and the ASSIGNED APPLICATIONS screen as follows:

- EB - Referred by a small business or community based organization (CBO)

- EH - Referred by a hospital

- EP - Referred by a Public Access user

- ER – Referred by a Regional Behavioral Health Authority (RBHA) provider office

- EZ - Referred by a Federally Qualified Health Center or a Federally Qualified Hospital

The applicable Health-e-Arizona Referral Source Code autopopulates REAP during the Health-e-Arizona Automatic Registration process for new applications and RERE for renewal applications. When the

application is not automatically registered, key the Referral Source Code on APMA or RESE.

The referral source also displays on the Application Summary as one of the following One-e-App Organization Type Codes:

- BSFP - Referred by a for-profit small business (EB)
- BSNP - Referred by a nonprofit small (EB)
- CBO - Referred by a CBO (EB)
- FQHC - Referred by a Federally Qualified Health Center (EZ)
- HOFQ - Referred by a Federally Qualified Hospital (EZ)
- HOSP - Referred by an approved hospital (EH)
- PUB - Referred by a Public Access user (EP)
- RBHA - Referred by a RBHA provider office

.02   Expedited Health-e-Arizona Applications

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(01/01/12 - 03/31/12)

For MA after 2013
See the EPM

One-e-App identifies new applications screened as potentially eligible for expedited services or processing. These applications displays in RED on the UNASSIGNED APPLICATIONS screen and the ASSIGNED APPLICATIONS screen. The programs or reasons for expediting the application display in the HIGH PRIORITY column.

One-e-App displays the appropriate HIGH PRIORITY reason type, when any of the following occur:

- GD - An applicant is identified as eligible for CA Grant Diversion.
- HOSP - An MA applicant is keyed as hospitalized (seven calendar days). (See Expedited MA Services).
- IA – An applicant is identified as submitting an NA identifiable application.
- KS - A CA application is identified as eligible for Kinship Care (five workdays(g)).

- NAX - An NA applicant is identified as eligible for NA expedited services (seven calendar days). AZTECS automatically registers as an expedited application.
- PG - An MA applicant is keyed as pregnant (20 calendar days).
- T&R – An MA applicant is identified as being treated and released.
- TP - A CA application is identified as eligible for TPEP (five calendar days).

E   Determining Health-e-Arizona Eligibility

REVISION 16
(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

Determine eligibility for Health-e-Arizona applications as follows:

- For MA applications, complete the eligibility determination using the Customer Contact process.
- For all other applications, complete the interview.

Contact information is available on the Health-e-Arizona Application Summary as follows:

- The Household Address section displays four types of telephone numbers and an e-mail address, when the applicant has provided the information.
- The Follow Up Interview Details section displays a follow-up daytime telephone number, when the applicant has provided one.
- The applicant may also provide the contact information for someone who knows them well, and for their landlord, in the Contact Information section.

Applicants often provide verification requested by FAA and AHCCCS to the Subscriber Organization that submitted their application. The Subscriber Organization FAXes the documentation into One-e-App. Review Health-e-Arizona for new unread FAXes before completing the eligibility determination. (See ASSIGNED APPLICATIONS screen).

Contact and inform the Subscriber Organization when FAXed documents are not viewable. A Message can be sent directly to the Application Assistor from the APPLICATION DETAILS screen.

Whenever possible, FAX permanent documents received in the local office into One-e-App. Permanent documentation is retained in One-e-App indefinitely, and is available when an applicant applies or renews through Health-e-Arizona.

Health-e-Arizona applications are not subject to the DES policy and procedures for Voter Registration. Voter registration information is reported electronically.

Additional policy and procedures for determining eligibility for Health-e-Arizona applications are outlined as follows:

Policy and procedures for determining eligibility for Health-e-Arizona referral applications are outlined as follows:

- Health-e-Arizona - Required Signatures
- Health-e-Arizona Keying Procedures
- Health-e-Arizona Treat and Release (T&R) Determination
- Health-e-Arizona Applications with No Signature

.01   Health-e-Arizona - Required Signatures

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(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

ALL submitted Health-e-Arizona applications must contain the signature of the applicant or representative. Electronic signatures are displayed on the Application Summary. Manually signed applications are FAXed with the permanent verification documents. (See FAXed Documents Summary)

WARNING

When an unsigned Health-e-Arizona application is received, follow the procedures outlined in Health-e-Arizona Applications with No Signature.

Request signatures for additional applicants, when needed. (See Signing the Application)

.02   Keying Health-e-Arizona Applications

REVISION 16
(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

One-e-App autopopulates AZTECS with the information keyed into a Health-e-Arizona application when a new application successfully registers during the automatic registration process. Complete the following:

- Use the Application Summary to complete the interview, when an interview is needed, and to complete the eligibility determination.
- Review each screen in the AZTECS Roadmap Screens using the key as you go process. Make any necessary corrections to the autopopulated information.
- The following fields display ?? for new applications and new entries on renewal applications:

  Resource Type Code fields on all AZTECS resource screens.

  Verification Code fields on all AZTECS resource, income, and expense screens.

  NOTE   All other Type and Verification Code fields are blank.

  Key over ??, as each resource eligibility factor is verified, with the appropriate Resource Type Code.
  Key over ??, as each income and expense eligibility factor is verified, with the appropriate Verification Code.

  NOTE   When ?? displays in the VR field on EAIN, EXNS, or UNIN, key over the ?? to allow the work screen to display.

When an application does not automatically register, complete the following:

- Use the Application Summary to complete the interview, when an interview is needed, and to complete the eligibility determination.
- Ensure the One-e-App Health-e-Arizona Identification (ID) Number was keyed when registering. (See Registering Health-e-Arizona Applications) Key the ID Number when it was not keyed at registration.
- Ensure each applicant's One-e-App Health-e-Arizona Person Sequence Number was keyed when registering. Key the Person Sequence Number in AZTECS when it was not keyed at registration.

- Ensure the date the Health-e-Arizona application was SIGNED is the date of application.
- Key the applicable Health-e-Arizona Referral Source Code on APMA or RESE when it was not keyed at registration.

.03 Health-e-Arizona Treat and Release Applications

REVISION 16
(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

Current Treat and Release policy, procedures, and time frames apply to Health-e-Arizona MA Treat and Release applications.

Health-e-Arizona applications for Treat and Release MA are not subject to the Treat and Release Automated Application Process, when any of the following apply:

- The application is not automatically registered.
- The application is also for CA or NA.
- The application is from a Subscriber Organization with the Health-e-Arizona Referral Source Code EZ. (See Health-e-Arizona Referral Source Codes)

When AZTECS does not complete the Treat and Release Automated Application Process for a Health-e-Arizona MA Treat and Release application, complete the following:

- Send the M010 notice to the participant when both of the following apply:

  The application is for MA Only.

  The application is from a facility that has NOT been granted the right to complete the FAA interview.

  The application is from a Subscriber Organization with any Health-e-Arizona referral Source Code OTHER than EZ.

- Schedule an interview and send the C900 notice to the participant when there are other programs requested.
- Key the Treat and Release information on MAGH. When this occurs, and the interview has not been completed, send the M010 notice.

- When completing the interview, document directly on the Health-e-Arizona Application Summary any information collected or revised during the interview. When the interview is conducted by telephone, complete the following:

    Copy the Application Summary.

    Send the original Application Summary to the PI to attest to the accuracy of the information documented. Instruct the PI to sign below the signature on the Application Summary, and return it to FAA.

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

REVISION 16
(04/01/11 - 06/30/11)

For MA after 2013
See the EPM

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

- The Subscriber Organization submits the application, but fails to include the manually signed Application Summary in the FAXed verification documents. (See APPLICATION DETAILS Screen)
- The Subscriber Organization 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 Subscriber Organization 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 Subscriber Organization submits the application in error.
- A Public Access applicant keys an entry in the MY NAME electronic signature field that does not appear to be the PI's name, nor any variation of the PI's name.

When a Health-e-Arizona application is received from a Subscriber Organization without a valid signature, or the application appears to be a questionable submission, contact the Application Assistor at the

Organization 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 Subscriber Organization failed to include it in the FAXed documents, send an e-mail to the Application Assistor at the Organization. Request that the Application Assistor FAX a copy of the signed Application Summary into One-e-App.
- When the Subscriber Organization 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, or returned not signed, deny benefits using the NS Denial or Closure Reason Code.

  NOTE   When the Application Assistor at the Subscriber Organization 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 Subscriber Organization submits the application in error, complete the following:

   Contact the Application Assistor and resolve between the Organization 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 drop-down list in the REASON FOR DENIAL field. Click on the SUBMIT button to remove the application from One-e-App.

   Destroy any printed documents from the application.

When a Health-e-Arizona application from a Public Access applicant is received without a valid signature, or the application appears to be a questionable submission, complete the following:

- Review the Application Summary for Other Names Used to determine whether the applicant has provided other names they are known by (legal name, nick names, maiden name, aliases, etc.).

- Review ALMA in AZTECS to determine whether there are other names listed that the applicant is known by. (See ALMA Overview)

- When further clarification on whether the information entered by the PI in the MY NAME field can be accepted as a valid signature is needed, request that local office management elevate the application to the FAA Policy Support Team.

F **Health-e-Arizona Renewal Applications**

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See the EPM

Health-e-Arizona applications screened as a renewal for one or more programs are identified in One-e-App by the Renewal icon on the UNASSIGNED APPLICATIONS and the ASSIGNED APPLICATIONS screens. Programs being renewed display on the ADDITIONAL INFORMATION slide-out pane.

One-e-App screens Health e Arizona applications for program renewal as follows:

- For CA and NA, the applicant is asked whether the applicants are currently receiving benefits in Arizona. When YES is answered for a program, One-e-App does not screen for the program and submits the application to FAA as a renewal of eligibility for the program.

  The applicant may indicate incorrectly whether they are currently receiving CA or NA. When this occurs, a CA or NA application may display in One-e-App with the incorrect new or renewal status.

- For MA, One-e-App conducts an AHCCCS Records Check to determine whether applicants are currently receiving MA. The AHCCCS Records Check is an interface between One-e-App and PMMIS that searches records for applicants for whom the following information is entered:

  Date of birth

  Social Security Number or AHCCCS ID Number (or both)

  When the Records Check results are returned, the applicant must indicate whether the records found are correct. When at least one applicant is currently receiving MA, and the results of the Records Check are accepted as correct, One-e-App identifies the application as a MA renewal. The applicants who are currently receiving MA are not screened for MA, and the application is submitted to the agency that is maintaining the case.

  NOTE   When the applicant is attempting to renew eligibility for an MA program for which Health-e-Arizona does not screen, an edit message displays. The edit message informs the applicant they cannot renew eligibility through Health-e-Arizona. The message indicates the applicant will be contacted by the appropriate agency. MA programs not screened by Health-e-Arizona include Arizona Long Term Care Services (ALTCS) and the Breast and Cervical Cancer Treatment Program (BCCTP).

When any of the following occur, an application may display in One-e-App as a new MA application for a case that is in renewal status:

The applicant does not provide enough information to conduct the Records Check.

The applicant does not accept the results of the AHCCCS Records Check, and continues the application with the information entered.

One-e-App is unable to complete the Records Check because PMMIS is not available, and the applicant chooses to continue the application with the information entered.

Complete the following:

- Treat the application as a renewal application when the case is due for renewal. (See Renewal Application)
- Treat the application as a change when the case is not due for renewal. (See Changes Overview)