



**NA, CA and MA Renewals**

**04/17/2015**

This NEWS FLASH is being issued to inform staff that when they are completing a renewal for Nutrition Assistance (NA) or Cash Assistance (CA), always complete a search in HEAplus and see if the Medical Assistance (MA) is due for renewal. When a renewal is needed for MA, it must be completed at the same time as the NA or CA renewal.

Complete a search for the customer from the Basic Search screen. Fill in the customer's first name, last name and date of birth fields. This will take you to the Search Results screen.

**Search Results**

*You have chosen to search for persons that match the following criteria:*

Last Name that contains [REDACTED]  
 First Name that contains [REDACTED]  
 Date of birth that matches [REDACTED]

Filter:  [Add Filter](#)

Rows per Page:  ▼

Person ID	Name	Gender	SSN	Date of Birth	Application ID	Created Date	Average Score
399 <a href="#">App</a> <a href="#">Sum</a>	[REDACTED]	Rachel	Female	[REDACTED]	201228	[REDACTED]	10/07/2012 100.00%
399	[REDACTED]	Rachel	Female	[REDACTED]	201331	[REDACTED]	11/07/2013 100.00%
399	[REDACTED]		Female	[REDACTED]	201421	[REDACTED]	10/24/2014 100.00%
399	[REDACTED]	Rachel	Female	[REDACTED]	201429	[REDACTED]	10/24/2014 100.00%
399	[REDACTED]		Female	[REDACTED]	201506	[REDACTED]	03/06/2015 100.00%

There may be multiple applications listed. Usually you will be looking for the application with the most recent creation date. However, at times multiple applications may need to be reviewed.



When inquiring on an application you will see the "Information Belongs To:" pop up window. The "Type" field and "Application Source" indicate that this is a renewal application.

When an MA renewal needs to be completed, complete the following:

- Determine which application needs to be processed. The application must display that it is a renewal.
- Select the application from the "Information Belongs To:" pop up window.
- Click on the "Process Application" link for the appropriate application.

Application ID	Name	Creation Date	App Received Date	Type	Status
2015064184209	[REDACTED]	[REDACTED]/2015	[REDACTED] 2015	Renewal	Submitted

Home Address: [REDACTED]  
Mailing Address: [REDACTED]  
Application Source: Auto Renewal

Person ID	Name	Date of Birth	Relationship
399 [REDACTED]	Calvin [REDACTED]	[REDACTED]	Other Related
399 [REDACTED]	Caitlyn [REDACTED]	[REDACTED]	Daughter
399 [REDACTED]	Caleb [REDACTED]	[REDACTED]	Son

[View Application Summary](#)  
[Eligibility Information Status \(Verification Factor Page\)](#)  
[Report A Change](#)  
[View Fair Hearing Request Summary](#)  
[Request a Fair Hearing](#)  
[Upload or View Documents to Support Verifications](#)  
[View Disposition History](#)  
[Add to Intake](#)  
[Review Notes](#)  
[View Customer Visit History](#)  
[View Case Summary](#)  
[Re-Print Document Coversheet](#)  
[View Notice Summary](#)  
[View Notification History](#)  
[Refer to Quality Assurance](#)  
[View Budget Worksheet](#)  
[Process Application](#)

Indicators that this is a renewal application

To process the selected application take this link.



Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

You will be redirected to the Summary View - PROCESS APPLICATION screen. The screen will look similar to the screen shot below.

	Program Selection	<input type="button" value="View/Edit"/>
	Applicant Details	
	Applicant	<input type="button" value="View/Edit"/>
	Main Contact	<input type="button" value="Start"/>
	Household Details	
	Household Members	<input type="button" value="Start"/>
	Member Information	<input type="button" value="Start"/>
	Household Tax Details	
	Household Tax Information	<input type="button" value="Start"/>
	Share Food Details	
	Share Food Information	<input type="button" value="Start"/>
	Persons in Application	<input type="button" value="Start"/>
	File Clearance	<input type="button" value="Start"/>
	Additional Household Details	
	Race, Ethnicity and American Indian Information	<input type="button" value="Start"/>
	Prior Medical Expenses	<input type="button" value="Start"/>
	Residency and Incarceration Information	<input type="button" value="Start"/>
	Citizenship/Immigration and SSN Verification	
	SSN Verification	<input type="button" value="Start"/>
	Citizenship/Immigration Verification	<input type="button" value="Start"/>
	Additional Person Details	
	Pregnancy Information	<input type="button" value="View/Edit"/>
	Parent Information - Medical Assistance	<input type="button" value="Start"/>
	Parent Information - Cash Assistance	<input type="button" value="Start"/>

When any of the batteries are NOT the same color green as the “Program Selection” battery above, and information was provided at the NA/CA renewal interview, the area the information pertains to must be updated. The information is updated by clicking on the “Start” or “View/Edit” buttons on the Summary View - PROCESS APPLICATION screen.

When all the information required to complete the MA renewal is provided at the NA/CA interview, determine eligibility for MA, complete the determination for MA and send the appropriate letter.

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

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