



Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## MA Auto Renewal Reminder

06/09/2015

This NEWS FLASH is being issued to remind staff of the following important facts regarding MA auto renewals:

- An application is NOT required for an MA auto renewal
- Additional verification is not required when the customer indicates “no change” on the Auto Renewal form

The auto renewal form (response required) is sent when the MA eligibility cannot be automatically processed in HEAplus. The customer must review the form, indicate whether or not there are changes, then sign and return the form along with any needed verification.

When the auto renewal form is returned indicating the information verified via the Hub is correct or there is no change to previously verified information, additional verification is not required.

Staff are erroneously requesting additional verification. This is causing confusion and some cases are being denied for failure to provide when additional verification is unnecessarily requested and then not provided.

When no changes are reported on the MA auto renewal form the case is ready to be processed.

For additional information on the MA Auto Renewal Process please review MA1401A of the EPM manual (Index: Renewal processes).

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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