



Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Treat and Release Process in HEAplus

06/19/2015

This NEWS FLASH is being issued to inform staff that effective 06/22/15 all **signed** Treat and Release applications must be entered into Health-e-Arizona-Plus (HEAplus). Staff will enter data from information on the paper application into HEAplus. This is to ensure that all Medical Assistance (MA) applications are processed through HEAplus.

HEAplus routes these cases into the Statewide Pool. An auto Request for Information (RFI) will be sent to the customer when additional information is needed.

When the customer responds to the auto RFI and provides verification, the case will then be routed to the Statewide Queue for an eligibility worker to complete.

When the customer fails to respond to the auto RFI, HEAplus will auto deny the case.

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

Please consider the environment before printing this broadcast.

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