



Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## Documentation Reminder

02/16/2016

This NEWS FLASH is being issued to remind staff that documentation must support all actions taken in AZTECS and HEAplus.

HEAplus includes multiple programs. Some of these programs involve other agencies. It is important that all actions for Medical Assistance are supported through documentation in HEAplus.

The case file must contain sufficient detail to allow a reviewer to decide that the determination made is reasonable and accurate. For more information on required documentation, see FAA2.A06 of the FAA Policy Manual (Index: Required documentation).

Staff must resolve inconsistent information prior to making a determination. Consider all circumstances when deciding whether information is questionable. Document the case file to support how the issue was resolved. For more information on resolving questionable information, see FAA2.A04 of the FAA Policy Manual (Index: Questionable Information).

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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