



POLICY CHANGE ALERT #15-027F

TITLE: DOCUMENTATION IN HEALTH-E-ARIZONA PLUS (HEAPLUS)

ISSUE DATE: 08/17/2015

EFFECTIVE DATE: EFFECTIVE IMMEDIATELY

Summary

Programs Impacted: NA and CA

This Policy Change Alert is being issued to inform staff that HEAplus screens and case notes have been added to the list of examples where documentation may be written or keyed. This is being changed to help avoid case read errors.

Revision Details

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

POLICY REFERENCE: FAA2.A06 – Required Documentation

Documentation must support determinations of eligibility and benefit level. Documentation must contain sufficient detail to allow a reviewer to decide that the determination is reasonable and accurate.

Written documentation must be legible and placed in the [case file\(g\)](#).

The following are examples of where documentation may be written or keyed:

- Application Documentation Addendum (FA-001-D)
- Addendum Participants (FA-001-R) - for listing additional applicants
- Grid #3 Addendum (FA-001-O) for absent parents when there is not enough space on the FAA application
- AZTECS screens including, but not limited to, CADO or the CADO Extension Form (CEF)
- Noncitizen Desk Aid (FAA-1261A) for completing information for cases with noncitizens
- **HEAplus screens including, but not limited to, case notes and any screen in HEAplus that allows documentation**

NOTE FAA program forms are located in the [digital library](#).



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Copies of documents used to verify eligibility must be placed in the [case file\(q\)](#).

EXCEPTION

When unable to copy verification, see [visually viewed verification](#) for documentation requirements.

When a [collateral contact](#) is made, document the following:

- Name, phone number and the title of the contact.
- Information provided by the collateral contact (e.g., dates and amounts of pay, financial account balance, names of persons living at the address, etc.).
- When obtaining verification through automated systems, verify that the information used to obtain the verification can be identified as the participant's (account numbers, etc.) and document the information.
- Date of contact.

NOTE The collateral contact's address information should be obtained when it is available.

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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