An Introduction to

Health-e-Arizona

What is
Health-e-Arizona?

What does
Health-e-Arizona do?

How does
Health-e-Arizona work?

Who is using
Health-e-Arizona?

How do Community Partners benefit from using
Health-e-Arizona?

Some
Health-e-Arizona statistics!

What is Health-e-Arizona?

What is Health-e-Arizona?

- An on-line electronic application for benefits.

- Supported by the One-e-App system, on a web site.

- Community Partner Organizations can use Health-e-Arizona to help their customers apply for benefits.

  Organizations create accounts.

  Staff complete and submit Health-e-Arizona applications.

  DES and AHCCCS are authorized to share information with referring organizations

What is Health-e-Arizona?

- Applicants can create public user accounts.

  Public user accounts are not the same as organization staff accounts.

- ALL accounts are secure and encrypted.

What is Health-e-Arizona?

Health-e-Arizona has been an on-line, electronic application for:

- AHCCCS Health Insurance since 2002

- Nutrition Assistance and TANF Cash Assistance since 2006

- Public users since 2008

What does Health-e-Arizona do?

Health-e-Arizona screens for:

- AHCCCS Health Insurance (including Emergency Services)

- AHCCCS for Seniors and People with Disabilities (SSI MAO)

- KidsCare

- Freedom to Work

- Medicare Savings Programs

- Nutrition Assistance (Food Stamps)

- Temporary Assistance to Needy Families (TANF) Cash Assistance

- Discounted Community Medical Programs

Apply or Renew Eligibility

What does Heatlh-e-Arizona do?

Send the applicant's verification electronically.

- Health-e-Arizona fax cover sheets can be used to fax verification documents to the Health-e-Arizona fax number.

- Verification documents can also be uploaded to Health-e-Arizona.

- Staff from the organization, DES, and AHCCCS can view the documents in Health-e-Arizona.

View the eligibility determination.

How does Health-e-Arizona work?

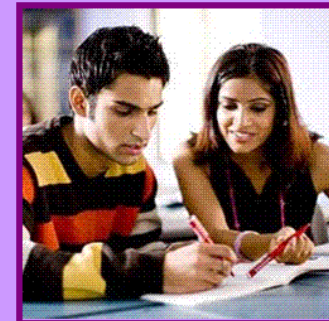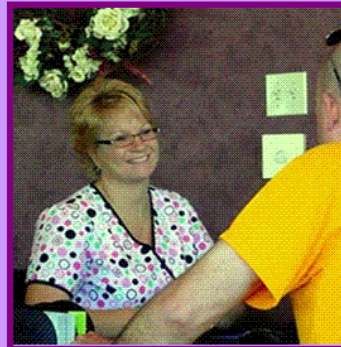# How does Health-e-Arizona work?

Health-e-Arizona

Documentation Needed to Complete Your Health-e-Arizona Application

If you are applying for the first time, or reapplying the items listed below may be needed to determine your eligibility. **Keep your appointment**, even if you do not have all the documents on this list.

☐ **Social Security Cards:** Social Security Numbers for everyon

☐ **Identification (for everyone)**
- Drivers License
- Photo ID issued by federal state or local government
- Tribal ID
- School ID with picture

☐ **Citizenship (for everyone)**
- U.S. Birth Certificate or Certified copy
- U.S. Naturalization Certificate
- U.S. Passport
- Official Military Record of service showing U.S. place of

☐ **Immigration Status:** Proof of immigration status, usually fro
but are legally residing in the U.S.

☐ **Residency/Residential Address:** A statement from a non-rel
names of everyone living with you. The statement must be si
number. Current utility bill with applicant's name and addres

☐ **Income:** All money your household received from any source

☐ **Terminated Income:** Terminated employment and date last p

☐ **Pregnancy:** Proof of pregnancy with estimated date of deliv

☐ **Childcare:** Expense **billed** for childcare for the most recent m

☐ **Medical Expense**
- Medical expenses for the last month and this month, if you are applying for AHCCCS health insurance.
- Medical expenses for those who are age 60 or older or receive disability benefits if applying for Food Stamps.

STEP 1: Inform the applicant what documents to bring. Review the documents at the interview.

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How does Health-e-Arizona work?

STEP 2: Complete the One-e-App Health-e-Arizona application.

How does Health-e-Arizona work?

Medical Assistance

Individual	Program	Renewal	Do You Want to Apply?
Smith, Mary	AHCCCS Health Insurance	N/A	⦿ Yes ○ No
Kenny, Doug	AHCCCS Health Insurance	N/A	⦿ Yes ○ No

Food and Cash Assistance Benefits

Program	Renewal	Do You Want to Apply?
Food Stamps	N/A	⦿ Yes ○ No
TANF Cash Assistance	N/A	⦿ Yes ○ No

Renewal	Do You Want to Apply?
N/A	⦿ Yes ○ No

STEP 3: The applicant decides for which programs to apply.

How does Health-e-Arizona work?

STEP 4: Submit the application.

How does Health-e-Arizona work?

STEP 5: Fax the verification into Health-e-Arizona.

How does Health-e-Arizona work?
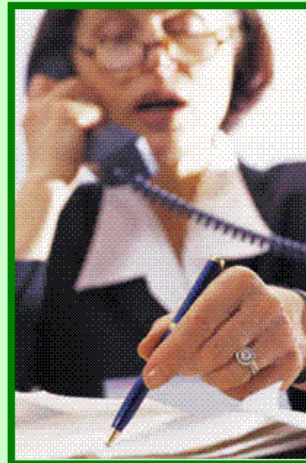
STEP 6: The application automatically downloads and registers at DES or AHCCCS.

How does Health-e-Arizona work?
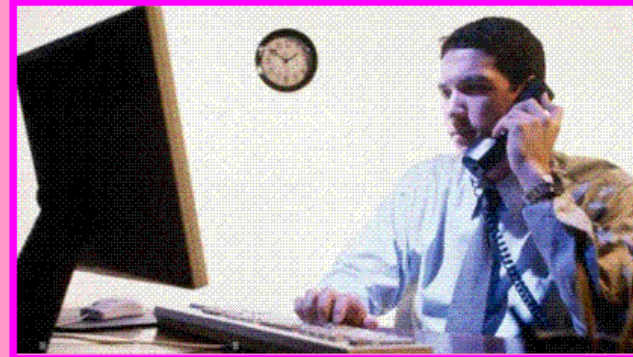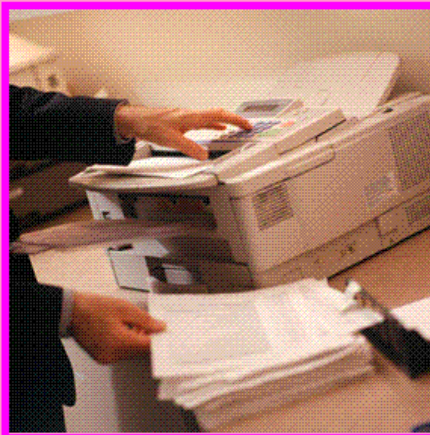
STEP 7: DES or AHCCCS completes the eligibility determination.

How does Health-e-Arizona work?
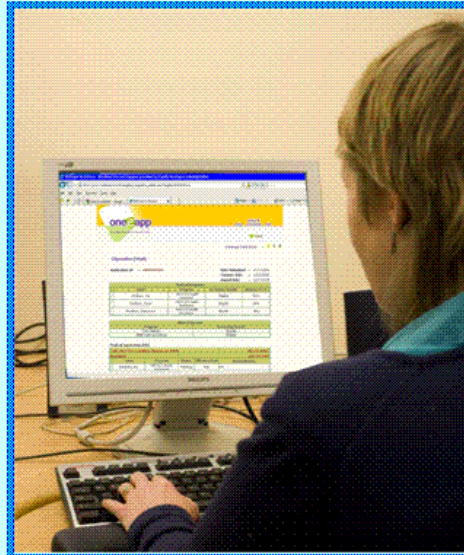
STEP 8: The determination can be viewed in Health-e-Arizona.

How does Health-e-Arizona work?

STEP 9: When possible, assist denied applicants.

Who is using Health-e-Arizona?

- Community Health Centers

- Hospitals

- Native American Facilities

- Behavioral Health Centers and Clinics

- Community Based Organizations

- Food Banks

Who is using Health-e-Arizona?

Community Health Centers

Canyonlands Community Health Center
Chiricahua Community Health Center
Clinica Adelante Community Health Center
Copper Queen Medical Associates
Desert Senita Community Health Center
El Rio Health Center
John C. Lincoln Community Health Center
Marana Health Center
Maricopa Integrated Health System
Mariposa Community Health Center
Mountain Park Health Center
Native American Community Health Center
North Country HealthCare
Regional Center for Border Health
River Cities Community Clinic
St. Elizabeth of Hungary Clinic
Sun Life Family Health Center
Sunset Community Medical Center
United Community Health Center

Hospitals

Benson Hospital
Casa Grande Regional Medical Center
Chandler Regional Medical Center
Copper Queen Community Hospital
Kingman Regional Medical Center
Little Colorado Medical Center
Maricopa Medical Center
Mercy Gilbert Medical Center
Sage Memorial Hospital
University Medical Center
Valley View Medical Center
Yuma Regional Medical Center

Native American Facilities

Fort Defiance IHS Hospital
Fort Yuma Service Unit
Hopi Health Care Center
Gila River Health Care Corporation
Native Americans for Community Action
Pascua Yaqui Tribe
Parker IHS Hospital
Phoenix Indian Medical Center
San Carlos Indian Hospital
Sells IHS Clinic/Hospital
Tuba City Regional Healthcare Corp
Winslow Indian Health Care Center

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An On-line Application for Medical, Food/Nutrition, and Cash Assistance

More!

Who is using Health-e-Arizona?

Regional Behavioral Health Organizations

Community Partnership of Southern Arizona (CPSA)
Casa De Los Ninos
CODAC Behavioral Health
Compass Health Care
Cope Community Services
Easter Seals Blake Foundation
El Rio Sia
La Frontera Center
Marana Health Center
Pantano Behavioral Health
PPEP, Inc.
Providence of Arizona
SAMHC
SEABHS
The Haven

Cenpatico Behavioral Health of Arizona
Helping Associates, Inc.
Horizon Human Services
Pinal Hispanic Council

Magellan Health Services
Community Bridges
Choices Network
Family Service Agency
Jewish Family and Children's Services AZ
New Leaf
Partners in Recovery Network
People of Color Network
Recovery Innovations of Arizona
Southwest Network
Terros
Urgent Psychiatric Center
Valle Del Sol

Northern Arizona Regional Behavioral Health Authority (NARBHA)
Community Bridges, Inc.
Child and Family Support Services
Community Behavioral Health Services
Community Counseling Center
Verde Valley Guidance Clinic, Inc
West Yavapai Guidance Clinic

More!

Who is using Health-e-Arizona?

Other Organizations

A New Leaf
Area Agency on Aging – Region One
AZ Chapter of the American Academy of
   Pediatrics (Medical Services Project)
Chandler CARE Center
Chandler Christian Community Center
Chicanos Por La Causa
Children's Clinics for Rehabilitative Services
Community Food Bank
Concilio Latino De Salud, Inc.
Empowerment Systems
HealthCare Connect
Helping Families in Need
Integrated Health Management Services
Interfaith Community Services
Interfaith Cooperative Ministries
International Rescue Committee
Keogh Health Foundation

Lutheran Social Services of the Southwest
Neighborhood Ministries
Pima Community Access Program
Pima County Health Department
Phoenix Day Health Links
Phoenix Baptist Hospital School Based Clinics
Pio Decimo Center
Rio Vista Center
South-Eastern Arizona Governments Organization
St. Mary's Food Bank Alliance
United Way of Tucson and Southern Arizona
Women's Health Coalition

How do Community Partners benefit from using Health-e-Arizona?

- Workloads Track Applications

- Contact Information for State Agencies

- Access to Forms

- Desk Aids & Community Resources

- Disposition Results

- Copy to Create Renewal Applications

- Reports

Workloads to Track Applications

Workload Summary for Mariposa Community Health Center

Agency Level

Location Name	Applications in Progress	Signed Applications Pending Submission	Applications Submitted (60 days)	Submitted Application with No Documents
Family Health Center	0	0	0	0
Mariposa Community Health Center	2	1	157	0
Mariposa Community Health Center, Inc	3	0	73	0
Mariposa Community Health Center, Inc. Rio Rico	0	0	2	0

Workload Summary for Mariposa Community Health Center

Location Level

User Name	Applications in Progress	Signed Applications Pending Submission	Applications Submitted (60 days)	Submitted Application with No Documents
Pier, Alejandra	2	0	86	0
Carrillo, Nicky	0	1	70	0

Individual Assistor Level

Applications In Progress for Alejandra Pier

		Due Date	Creation Date	Applicant Name	Application Id
☐		8/31/2011	8/17/2011	George, Miriam	201122853353
☐		9/5/2011	8/22/2011	Sanchez, Jose	201122854796
☐		9/13/2011	8/30/2011	Phillips, Rochelle	201122857257

HEALTH -e- ARIZONA
An On-line Application for Medical, Food/Nutrition, and Cash Assistance

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Contact Information for State Agencies

Office Location and Worker Contact Information

Medical Application (MA)

230C, 1493 W Commerce Ct, Tucson, AZ, 85746			520-578-8456
Ball, Theresa		TBall@azdes.gov	520-578-8456 X 5202

	Name	Program	Status	Effective Date	Comments
	Foster, Laura	AHCCCS Health Insurance	Approved	8/1/2011	
	Foster, Benjamin	AHCCCS Health Insurance	Approved	8/1/2011	

Agency Liaison Contacts

Contacts

Type	Category	Contact Name	Phone	Email
Organization	Assistance from DES/FAA	Region Liaisons , See Links For List	N/A	gcrawford@azdes.gov
Organization	Assistance from AHCCCS	Sponagle , Kathy	602-417-4561	kathy.sponagle@azahcccs.gov
Organization	Immediate Technical Assistance	One-e-App , Help Desk	866-429-1979	healthearizona@oneapp.org
Organization	Assistance from KidsCare	Padilla , Cathy	877-764-5437	cathy.padilla@azahcccs.gov
Organization	Assistance from SSI-MAO	Armendariz , Nancy	800-528-0142	Nancy.Armendariz@azahcccs.gov
Organization	Contact Health-e-Arizona Training Team	Davis , Edna	602-417-4432	Edna.Davis@azahcccs.gov
Organization	Assistance from Freedom to Work	Quezada , Angelica	602-417-6644	angelica.quezada@azahcccs.gov

Access to Forms

Menu

○ Begin Application
○ Conduct Application Search
○ Renew/Change Application
○ View Workload
○ View Reminders
○ Login to AHCCCS Enrollment Verification
○ Print Forms
○ View Notes
○ View Messages
○ Update Applicant Data
○ Upload Documents

Print Forms

Additional Forms in Links & Contacts

FORM - AHCCCS	AHCCCS Information for Applicants (Span)	AHCCCS Information for Applicants (Span).pdf
FORM - AHCCCS	AHCCCS Eligibility Requirements	http://www.azahcccs.gov/community/Downloads/resources/EligibilityRequirements.pdf
FORM - FAA	FAA - Your Change Reporting Requirements (PAF-558) (Span)	https://www.azdes.gov/InternetFiles/Reports/pdf/PAF-558-PDS.pdf
FORM - FAA	FAA Change Report (FA-412) (Span)	https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/FA-412-FFS.doc
FORM - FAA	DES FAA Forms (FA-053, FA-059, FA-065)	DES Forms (2010).doc
FORM - FAA	FAA - Information to Complete Your Case (BUF-032)	https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/BUF-032.pdf
FORM - FAA	FAA Change Report (FA-412) (Eng)	https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/FA-412-FF.doc
FORM - FAA	FAA - Your Change Reporting Requirements (PAF-558) (Eng)	https://www.azdes.gov/InternetFiles/Reports/pdf/PAF-558.pdf
FORM - FAA	FAA Assistance Programs: What You Need to Know (PAF-001-B)	https://www.azdes.gov/InternetFiles/Pamphlets/pdf/PAF-001-B.pdf
HEALTH-E-ARIZONA - Declarations	Health-e-Arizona Declarations (Eng)	Declarations (Eng).pdf
HEALTH-E-ARIZONA - Declarations	Health-e-Arizona Declarations (Span)	Declarations (Span).pdf
HEALTH-E-ARIZONA - Form	Documentation Needed to Complete Your Interview (Eng)	Documentation Needed To Complete Your Health-e-Arizona Application-English.pdf
HEALTH-E-ARIZONA - Form	Documentation Needed to Complete Your Interview (Span)	Documentation Needed To Complete Your Health-e-Arizona Application-Spanish.pdf

Desk Aids and Community Resources

Desk Aids

DES Region Liaisons	DES Region Liaisons	DES Region Liaisons.pdf
DESK AID	Application Household Desk Aid (Span)	Application Household Desk Aid (Span).pdf
DESK AID	Application Household Desk Aid (Eng)	Application Household Desk Aid (Eng).pdf
DESK AID	Immigration Status Desk Aid (Eng)	Immigration Status Desk Aid (Eng).pdf
DESK AID	Immigration Status Desk Aid (Span)	Immigration Status Desk Aid (Span).pdf
DESK AID	Organization Account Profiles Chart	Organization Account Profiles.pdf
DESK AID	Who You Gonna Call? Help Deskaid	WHO YOU GONNA CALL (One-e-App) - Help DeskAid.pdf
DESK AID	Fax Tips	Fax Tips.pdf
DESK AID	DES Region Liaisons	DES Region Liaisons.pdf
DESK AID	Acceptable Verification Documents	One-e-App - FAA Acceptable Verification.pdf
DESK AID	Take Charge of Your Benefits (Eng)	https://www.myahcccs.com/TakeChargeOfYourBenefits_English.pdf
DESK AID	Take Charge of Your Benefits (Span)	https://www.myahcccs.com/TakeChargeOfYourBenefits_Spanish.pdf
DESK AID - Print for Folder	Desk Aids for Applicants	Binder Applicants Desk Aid.pdf
DESK AID - Print for Folder	Desk Aids for Application Assistors	Binder Application Assistors Desk Aid.pdf

Community Resources

RESOURCES - CHILD CARE Application (Send to Child Care Office)	Application for Child Care Assistance (CC-001) (Eng)	https://www.azdes.gov/cms400min/InternetFiles/InternetProgrammaticForms/pdf/CC-001-PD.pdf
RESOURCES - CHILD CARE Application (Send to Child Care Office)	Application for Child Care Assistance (CC-001) (Span)	https://www.azdes.gov/cms400min/InternetFiles/InternetProgrammaticForms/pdf/CC-001-PDS.pdf
RESOURCES - CHILD CARE Offices	Child Care Offices by County	https://www.azdes.gov/main.aspx?menu=128&id=2724
RESOURCES - COMMUNITY SERVICES	ACAA Peoples Information Guide	http://www.azcaa.org/publications/peoples-info-guide
RESOURCES - FOOD	Food Assistance Programs (Eng)	EN-025 Food Assistance Programs English 12-07 (2).pdf
RESOURCES - FOOD	Food Assistance Programs (Span)	EN-025-S.pdf
RESOURCES - PRESCRIPTIONS	Arizona CoppeRx Card (application / temporary card) - FREE Prescription Discounts for Family & Pets	http://azgovernor.gov/coppercard/
RESOURCES - UTILITIES	LifeLine Telephone Discount Program (application)	https://egov.azdes.gov/cmsinternet/intranet.aspx?id=2346&menu=34
RESOURCES - VOTER REGISTRATION	Voter Registration Handout (Eng)	

Disposition Results

Application Level

Medical Application (MA)

230C, 1493 W Commerce Ct, Tucson, AZ, 85746					520-578-8456
Ball, Theresa			TBall@azdes.gov		520-578-8456 X 5202
	Name	Program	Status	Effective Date	Comments
	Foster, Laura	AHCCCS Health Insurance	Approved	8/1/2011	
	Foster, Benjamin	AHCCCS Health Insurance	Approved	8/1/2011	

Worker and Agency Level

Applications with final disposition for All

Application Id	Name	DOB	Prilimnary Eligibilty	Date Submitted	Status	Program	Date of Eligibility	Date of Denial	Reason for Denial
201015343506	Victoria Zillman	9/23/1986	Nutrition Assistance	6/3/2010	Approved	Nutrition Assistance	12/2/2009		
201024446878	Phillip Widner	10/15/1982	AHCCCS Health Insurance	9/2/2010	Approved	AHCCCS Health Insurance	9/2/2010		
201024446878	Phillip Widner	10/15/1982	Nutrition Assistance	9/2/2010	Approved	Nutrition Assistance	9/2/2010		
			Disabilities			Disabilities			
201024446993	Victoria Henderson	6/27/1985	AHCCCS Health Insurance	9/2/2010	Approved	AHCCCS Health Insurance	9/2/2010		
			AHCCCS			AHCCCS			

Copy to Create Renewal Applications

Search Results

To retrieve and continue with an application, click on the applicant's name. Applications that you are authorized to coauthor are highlighted.

Submitted Applications

		Applicant Name	Created By	Creation Date	Retrieve Fax Cover Sheet	Application ID	Person ID	Score		View Documents
☑		Samuel Widner	Kathy Sponagle	09/02/2010	N/A	20102444687	899000242441	100.00		N/A

🔲 Search   🔴 Begin New Application   🔴 Renew/Modify   🔴 View Clipboard

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Reports
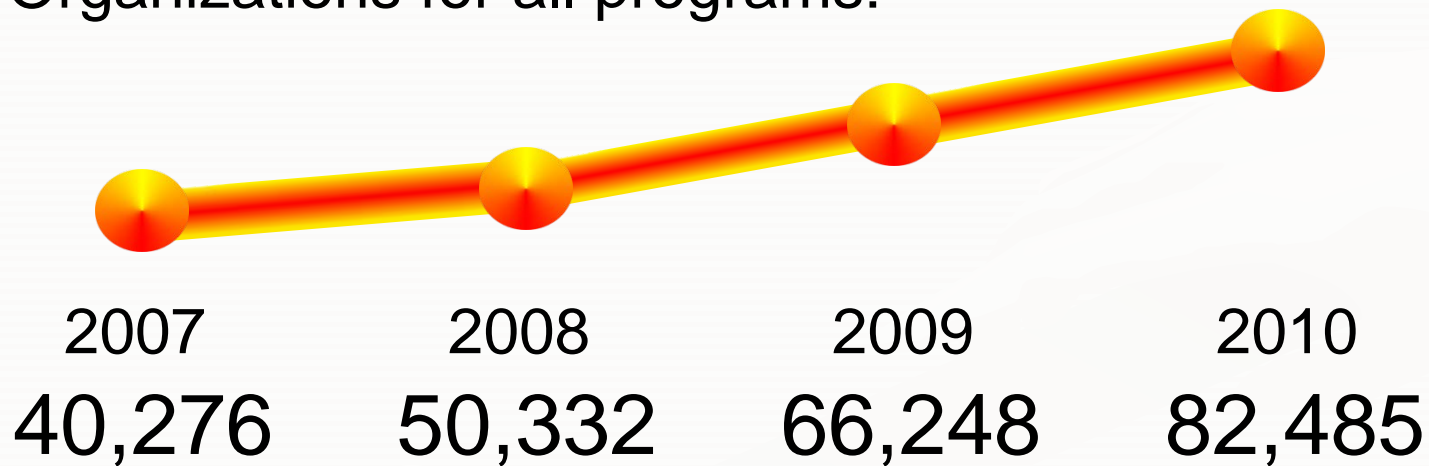
Some Health-e-Arizona Statistics!

- Total number of applications submitted by Organizations for all programs:

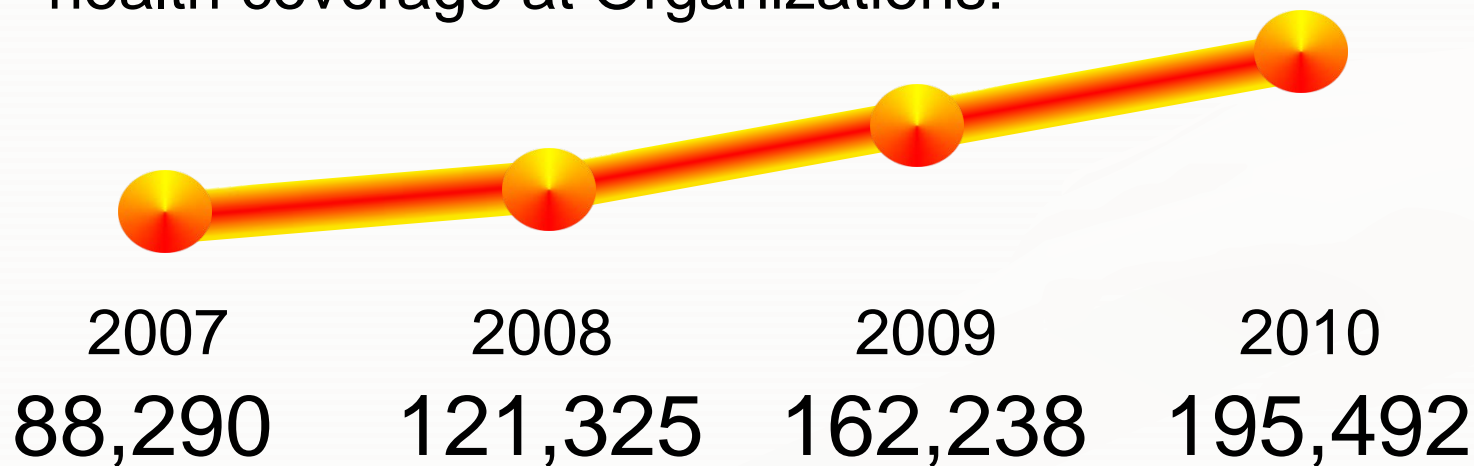| 2007	2008	2009	2010
40,276	50,332	66,248	82,485

2010

Total number of applications renewing one or more programs:
16,252

Some Health-e-Arizona Statistics!

- Total number of applicants who applied for health coverage at Organizations:
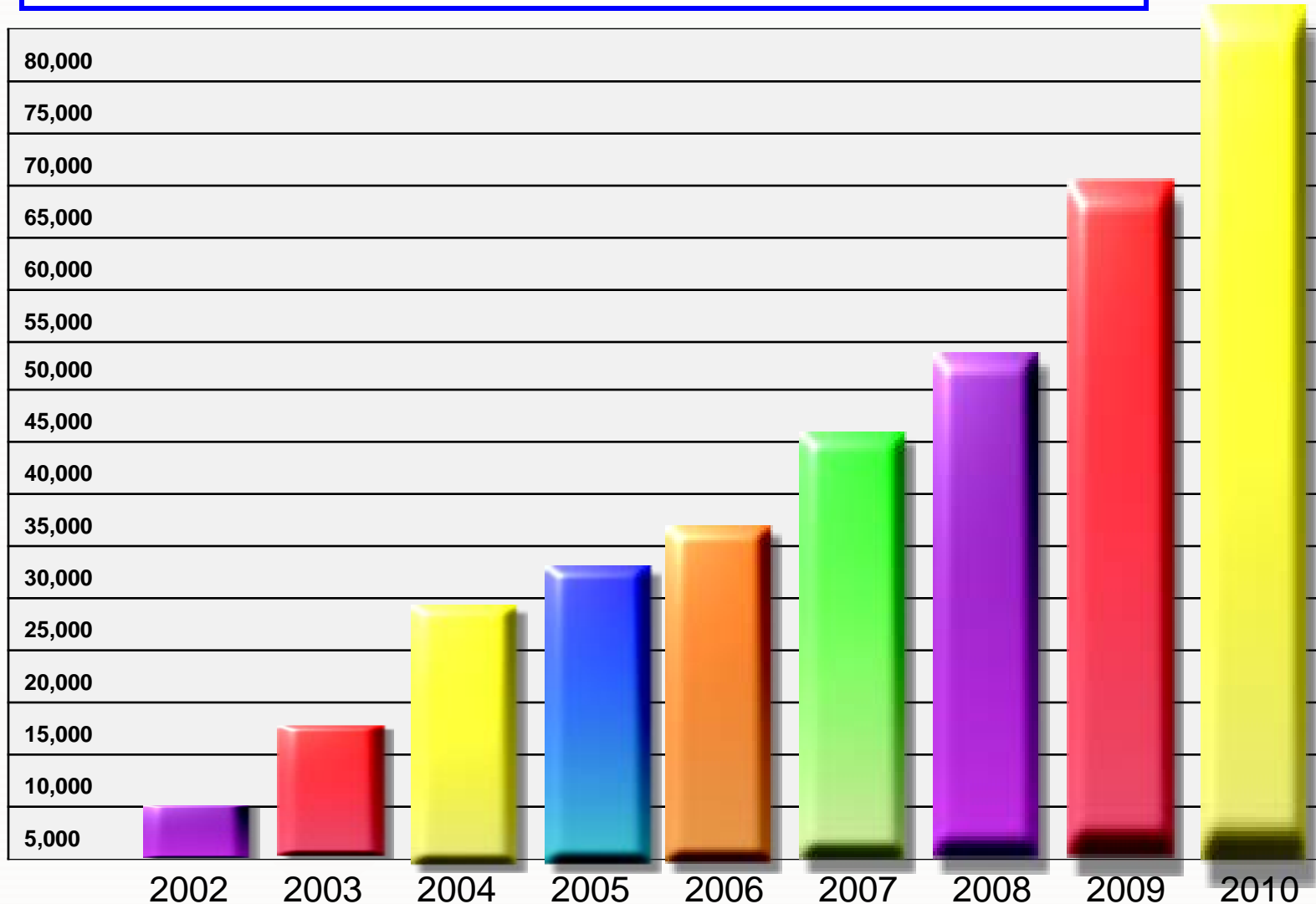
2007	2008	2009	2010
88,290	121,325	162,238	195,492

Total number of applications:

	2007	2008	2009	2010
Nutrition Assistance	8,006	11,578	19,461	35,515
TANF Cash Assistance	2,430	2,669	2,871	3,651

Some Health-e-Arizona Statistics!

Applications Submitted by Community Partner Organizations

Thank you for attending this Health-e-Arizona introduction

Questions?