



HEAplus Community Partner-Assistor Organization Program

How to become a Community Partner and Gates of Communication

Community Partnership – Background

- Today there are over **150 Community Partner organizations** throughout the state using HEAplus to help Arizonans apply online for AHCCCS Health Insurance, Nutrition Assistance and TANF Cash Assistance.
- Application assistors from these organizations complete HEAplus applications during an interactive interview with the customer. The customer only needs to sign the application at the end.
- With improved access to electronic data sources, HEAplus is often able to verify much of the information that is needed for an eligibility decision. When electronic sources do not verify all information needed, assistors can help customers submit documents to their HEAplus application electronically.
- Assistors can track the progress of the application and help their customers throughout the application process.
- No application fee is required to join the Community Partner Assistor Organization Program

Community Partnership – Advantages

Some advantages to becoming an HEAplus Community Partner-Assistor Organization (CP-AO) include:

- Provide personalized support to your customers in their own community.
- Help your customers apply for multiple programs in one process.
- Receive real-time electronic verification of many eligibility factors.
- Receive a customized, detailed list of the documents needed from the customer.
- Electronically submit your customer's documents to ensure quick and secure receipt.
- Track application status, including final eligibility results, without contacting state agencies.
- Easily monitor applications through the HEAplus Workload Management features.
- Access to a special call center that helps assistors resolve problems with their applications.

Community Partnership – Steps to Joining

Become an HEAplus Community Partner-Assistor Organization (CP-AO) by following the below steps:

1. Submit an HEAplus Community Partner Application.
2. Sign and return the HEAplus Community Partner Agreement.
3. Submit user application forms.
4. Complete online training to receive initial system access.
5. Start helping customers!

<https://www.azahcccs.gov/Resources/CommunityPartners/HEAplus.html>

How to Become a HEAplus Community Partner Assistor Organization

Here are the steps involved in becoming a HEAplus Community Partner:

AHCCCS may, in its sole discretion, deny an HEAplus Community Partner Agreement application.

1. **Submit a HEAplus Community Partner Application** form telling us about your organization and how you would like to use HEAplus. Each organization must have a HEAplus Site Administrator who will control access to the system by your staff. You will need to identify this person on the application form.

[HEAplus Community Partner Application Form](#) 

2. **Sign a HEAplus Community Partner Agreement with AHCCCS:** After we receive your information, we will draft the agreement for your signature and send it to you by e-mail.

3. **User Application Forms:** User application forms are required from **both *the organization and each individual user*** before account access is approved in the HEAplus system. Links to information about submitting these forms and the required forms are available below.

[Information About HEAplus User Application Forms](#) 

[Organization User Application Form](#) 

[Individual User Application Form](#) 

4. **Initial System Access:** The following items must be received from your organization and processed before your organization can start using HEAplus:

- o A signed HEAplus Community Partner Agreement
- o Organization User Application form
- o Individual User Application forms

5. **Complete Training:** The Health-e-Arizona Training Team offers initial and ongoing training to your staff. Monthly HEAplus training is provided through e-learning and web conferences. Ongoing training opportunities are available monthly.

For more information about becoming a Community Partner - Assistor Organization, email the CP-AO Operations team at CP-AOperationsTeam@azahcccs.gov.

Assistor Seminars

Attendance of all Bi-Monthly Ask an Expert and Quarterly Information Exchange seminars are required for a Site Administrator (or a designee) from each Community Partner - Assistor Organization.

Ask an Expert Seminars create a platform where assistor organizations ask questions relating to the Community Partner - Assistor Organization Program and HEAplus Application Assistance to a panel of experts.

- Bi-Monthly
- Takes place on the 2nd Friday of the month

Quarterly Information Exchange seminars communicate crucial information shared by the CP-AO Operations team. Typically there are Special Guest Speakers relevant to the CP-AO program. In addition, Annual Security Training and other training information is also reviewed.

- Quarterly
- Takes place on the last Friday of the month

Site administrators can email us at CP-AOOperationsTeam@azahcccs.gov to request the link to access recorded assistor seminars. Site administrators can share the link with active assistors within their organization

CP-AO Call Center

Option 1 (applications)

- Discrepancies between HEAplus and AHCCCS Online
- Demographic changes on pending applications
- Overdue application processing requests
- Review of application decisions
- Requests to expedite applications for medical emergencies

Option 2 (tech support)

- HEAplus application not responding
- HEAplus application displays an error message
- HEAplus is running slow
- HEAplus hard break or the system is down
- Other HEAplus system issues

Available Mon-Fri 8:00 am to 5:00 pm MST
(602) 542-5802

Communication – CP-AO Operations Team

CP-AOOperationsTeam@azahcccs.gov

Reserved for Site Administrators

- HEAplus account form processing (Individual and Organization User Application forms)
- HEAplus training requests
- HEAplus subscription agreements
- Other urgent issues the Site Administrator is unable to resolve

HEAplus Security Incidents

All assistors must report security incidents (e.g. documents uploaded incorrectly to HEAplus) immediately by email at:

CP-AOOperationsTeam@azahcccs.gov

- This email is available to all Site Administrators and Application Assistors
- Please be sure to specifically identify the documents and to promptly respond to any inquiries from the HEAplus Security Incidents Team.

Constant Contact Emails



Is the platform used to communicate important information and notices to assistors.

Remember to:

- Check spam or trash folders
- **Make sure to stay subscribed**

Subscribe to our emails at

www.azahcccs.gov/Resources/CommunityPartners/HEAplus.html



Community Partner - Assistor Organization Program (CP-AO)



About the CP-AO Program

Today there are over 200 Community Partner organizations throughout the state using HEAplus to help Arizonans apply online for AHCCCS Health Insurance, Nutrition Assistance (formerly Food Stamps) and TANF Cash Assistance.

Application assistors from these organizations complete HEAplus applications during an interactive interview with the customer. The customer only needs to sign the application at the end. With improved access to electronic data sources, HEAplus is often able to verify much of the information that is needed for an eligibility decision. When electronic sources do not verify all information needed, assistors can help customers submit documents to their HEAplus application electronically. Assistors can track the progress of the application and help their customers throughout the application process.

Advantages

Some advantages of being a HEAplus Community Partner Organization include:

- Provide personalized support to your customers in their own community
- Help your customers apply for multiple programs in one process
- Real-time electronic verification of many eligibility factors
- Receive a customized, detailed list of the documents needed from the customer
- Electronically submit your customer's documents to ensure quick and secure receipt
- Track application status, including final eligibility results, for your customers without contacting state agencies
- Access easy monitoring of applications through the Workload Management features
- Access to a special call center that helps assistors resolve problems with their applications.

Health-e-Arizona Plus Fact Sheet | Rich Text Version

Questions?

Thank You.