

Hospital Presumptive Eligibility FAQs

Q: Can a hospital's outpatient clinics also make HPE determinations?

A: A qualified hospital's outpatient clinics can make HPE decisions only when the clinic is owned by the hospital and the hospital has included the clinic location in their Hospital Presumptive Eligibility Agreement.

Q: Are hospitals operating outside of Arizona eligible to submit Hospital Presumptive Eligibility applications?

A: No. The Hospital and all hospital-owned clinics included in the Hospital Presumptive Eligibility Agreement with AHCCCS must operate within the State of Arizona.

Q: How long does it take to get approval to be a HEAplus Subscriber?

A: It depends on how quickly the organization completes all of the steps required to become a HEAplus subscriber. More information is available at:
<http://www.azahcccs.gov/community/Health-e-Arizona/HEAplus.aspx>

Q: Is on-site assistance available?

A: Technical assistance and information is available by using the contacts that are already available to Community Partner Organizations.

Q: What type of ongoing continuing education is available?

A: Additional information and/or training will be provided when there are changes in HPE policy or procedures.

Q: Who should I contact for questions about becoming an AHCCCS provider/HEAplus Subscriber?

A: Send inquiries to HEAAHCCCS@azahcccs.gov

Q: Can persons in an Institution for Mental Disease (IMD) be eligible for Hospital Presumptive Eligibility?

A: No.

Q: Can a hospital delegate eligibility determinations to subcontractors?

A: Yes, however, ultimately, the hospital is responsible for HPE eligibility determinations. Additionally, any clinics authorized by the hospital to make HPE eligibility determinations must be physically located in Arizona.

Q: How long does it take for a HPE eligibility decision?

A: The hospital makes the eligibility decision. An approval is effective on the day the decision is made.

Q: How soon will the eligibility information be available in AHCCCS Online?

A: If an HPE application for an eligible customer is submitted in HEAplus before 5:00 pm, the eligibility information will be in AHCCCS Online the following day. If the application is submitted in HEAplus after 5:00 pm, the eligibility information will be in AHCCCS Online in two days.

Q: When will the customer get an approval letter?

A: The hospital is responsible for issuing the decision letter. The hospital should give the customer a decision letter as soon as the application is completed.

[Decision Letter](#)

Q: Does AHCCCS need a copy of the decision letter issued by the hospital?

A: Yes, the Assistor must upload, email or fax a copy of the decision letter to the customer's HEAplus HPE application.

Q: Can additional locations, such as clinics, be added to the hospital's HPE Agreement.

A: Locations can be added, or deleted from the HPE Agreement through a contract Amendment.