

Review and Update Electronic Income Information

Step by Step Guidance in HEAplus

1. **Go to the Income screen.** In the application flow, go to the "Confirm Income from electronic sources" screen.

Confirm Income from electronic sources - PROCESS APPLICATION

Confirm Income

The income shown below came from electronic sources. Please check it carefully to make sure it is correct. The amounts shown are BEFORE taxes or deductions

Please check carefully to make sure the income shown is correct.

Name	Income	Is this still Correct?
Elias Pforest	Isla Encantada \$500.00 Monthly	<input type="radio"/> Yes <input type="radio"/> No

Verify Current Income as of 03/05/2026 Last updated on 03/05/2026

2. **Review and Update incomes.**

On the "Confirm Income from electronic sources" page, review income. If the income displayed is correct, check "Yes" under "Is this still Correct?" If an income from electronic sources has ended, check "No" under "Is this still Correct?" for each income that has ended.

3. **Enter additional details.**

For income that has ended, select "No longer receiving income from this source" and enter the appropriate reason. Enter the "Last Received" date. (Information requested on the screen may vary depending upon the reason selected.) Enter the reason the job ended (layoff, quit, seasonal work ended, business closed, etc.)

Confirm Income from electronic sources - PROCESS APPLICATION

Confirm Income

The income shown below came from electronic sources. Please check it carefully to make sure it is correct. The amounts shown are BEFORE taxes or deductions

Please check carefully to make sure the income shown is correct.

Name	Income	Is this still Correct?
Elias Pforest	Isla Encantada \$500.00 Monthly	<input type="radio"/> Yes <input checked="" type="radio"/> No

Verify Current Income as of 03/05/2026 Last updated on 03/05/2026

Please select one

Never received income from this source

No longer receiving income from this source

Reason: Retired

Last Received: 02/26/2026

Income amount / frequency is different or has recently changed

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If additional income will be received, do not enter “No longer receiving income from this source” This will be a change in frequency or amount, first. A change will need to be reported once the income is no longer being received.

4. Continue through the application flow.

Continue the application, updating information as needed.

5. Check the Verification Status Summary.

 Verified Income (Electronic Verification from any Hub Source) Isla Encantada \$500.00 Monthly		Pending <input type="button" value="v"/>	View	<input type="checkbox"/>
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In some cases, employment ending may be system verified by electronic sources. If verification is pending, proof from the employer must include last day worked, last day paid, gross amount of any severance or payout, and the reason for leaving.

How to Provide Proof of Job Ending

Proof of Job ending will be needed when HUB data continues to show income after employment has ended. This occurs when the systems have not been updated.

1. Upload proof of job ending into HEAplus with the income and termination date. Examples include but are not limited to:

- Last paystub showing final pay
- Letter or email from the employer
- Employer separation notice
- Unemployment award or denial letter

2. If proof of the Job ending cannot be obtained because of any of the following:

- The employer is out of business
- The customer has no access to records
- The employer will not respond

A signed customer statement may be submitted.

The statement should include:

- Employer name (address and phone number when possible)
- Employee name
- Last day worked
- Last day paid (final paycheck)
- Confirmation that no additional income is expected (vacation, sick pay, severance)
- Explanation of attempts and why proof cannot be obtained

Help workers apply policy correctly and avoid delays by being honest and detailed.

Review and Update Electronic Income Information

Key Reminders

- Ended income should not continue to count once verified
- Income is counted only through the last paycheck received
- Clear explanations help prevent repeated requests for information
- Customers should respond to any notices by the due date

This handout is informational and intended to support consistent messaging. Eligibility determinations are made by AHCCCS/DES staff based on policy and available information.