HEAplus User Application Forms

Purpose

AHCCCS uses the User Application forms to track who is requesting approval of HEAplus accounts and insure that HEAplus users have been informed about certain restrictions and responsibilities related to using HEAplus.

These forms are required in addition to actions taken by the organization's Site Administrator in the HEAplus system to add or deactivate HEAplus accounts.

HEAplus Community Partner Organizations have ongoing staffing changes. Therefore you will also submit these forms to update AHCCCS when this happens.

What each form is for

- **HEAplus Organization User Application** form: Completed by the HEAplus designated Site Administrator to request and authorize an HEAplus User be added or deleted from the organization's HEAplus account.

- **HEAplus Individual User Application** form: Completed by each Individual user who is requesting access to HEAplus. The Individual user must complete and sign the HEAplus Individual User Application form.

Click here for New Organization Processing Instructions

- *New organizations with no active HEAplus users*

Click here for Established Organization Processing Instructions

- *Organizations with active HEAplus active users.*

New Organizations:

1. Start with one blank HEAplus Organization User Application form.
2. List only the persons you want to add. Be sure to specify, "add" in the last column of the form.
3. Next, send a copy of the Individual User Application to each user that is requesting access to your Organization's HEAplus account.
4. The Individual User's should review, complete and sign the Individual User Application form.
5. Email completed forms to: HEAAHCCCS@azahcccs.gov by clicking the "Submit By Email" button within the form. Please be sure to include yourself in this initial request.
6. Once a Site Administrator account has been created and approved by AHCCCS, you will be able to create accounts for your users.
7. Please allow 3-4 business days after receipt for AHCCCS to review the documents and check to make sure the user has also completed required training.   The following training is required before account approval:
    - Persons with Assistor or Supervisor of Application Assistors accounts must complete HEAplus New User Training.
    - Persons with only a Site Administrator Acccount must complete Annual HEAplus Security Training.
8. Users will receive two emails one from HEAplus with their new login credentials and one from AHCCCS when their accounts have been approved in HEAplus and are ready for initial log in. Please remind new users to wait for the email from AHCCCS before trying to log in to their accounts.
9. Keep all original documents on file in the event they are required for audit purposes.

Established Organizations:

1. Start with a <u>blank</u> HEAplus Organization User Application form.
2. List <u>only</u> the persons you want to add or remove from your Organization's HEAplus account. Be sure to specify, "add" or "remove" in the last column.
3. Your organization's HEAplus Site Administrator should have already deactivated the user's account in HEAplus for each person listed as "remove."
4. Enter all information on the forms electronically. For your convenience, you can sign the form with an electronic signature.
5. Please be sure to make system changes in HEAplus **BEFORE** submitting these forms;
   - Deactivate accounts for persons you are listing as "removed" users.
   - Create accounts for persons you are adding and requesting account approval.
6. Next, send a copy of the Individual User Application to each user that is requesting access to your Organization's HEAplus account.
7. The Individual User's should review, complete and sign the Individual User Application form.
8. Email completed forms to: HEAAHCCCS@azahcccs.gov by clicking the "Submit By Email" button within the form.
9. Please allow 3-4 business days after receipt for AHCCCS to review the documents and check to make sure the user has also completed required training. The following training is required before account approval:
   - Persons with Assistor or Supervisor of Application Assistors accounts must complete HEAplus New User Training.
   - Persons with only a Site Administrator Account must complete Annual HEAplus Security Training.
10. Users will receive two emails one from HEAplus with their new login credentials and one from AHCCCS when their accounts have been approved in HEAplus and are ready for initial log in. Please remind new users to wait for the email from AHCCCS before trying to log in to their accounts.
11. Keep all original documents on file in the event they are required for audit purposes.
12. Enter all information on the forms electronically. For your convenience, you can sign the form with an electronic signature.