

HEAplus User Application Forms

Purpose

AHCCCS uses the User Application forms to track the persons who are approved have HEAplus accounts, check the security measures required by the organization in hiring the individuals, and insure that each organization's number of active users remains within the limitations of that organization's HEAplus Subscription Agreement. These documents also contain information about restrictions and responsibilities related to organization user accounts.

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

New Organizations

Before anyone from your organization is granted access to a HEAplus account, AHCCCS must receive the following user application forms:

- **One (1) Organization User Application** form completed and signed by a person who has been granted the authority to determine the staff within the organization who should have access to HEAplus. This may be the organization's HEAplus Site Administrator.

This form should list all of the person's for whom the organization is initially requesting access to HEAplus. They should all be identified as persons to "Add" in the left-hand column.

- **Individual User Application** forms completed and signed by each person for whom the organization is requesting authorization to use HEAplus. This form provides more detailed demographic information about the individual and by signing the form, the individual is attesting that they have read and understand the restrictions and responsibilities related to having a HEAplus user account with a Community Partner organization.

Established Organizations

HEAplus Community Partner Organizations typically have ongoing staffing changes. You will need to submit new forms to update your initial Organization User Application when this happens.

- **NEW Organization User Application** form: Use a new Organization User Application to add or delete persons from your organization's list of approved users.
 1. Start with a blank Organization User Application form.
 2. List only the persons you want to either add or delete from your list of approved users. Be sure to specify "add" or "delete" in the left-hand column.
 3. Your organization's HEAplus Site Administrator should have already deactivated the user's account in HEAplus for each person listed as a "delete".
- **Individual User Application** form: For each person you list as an "add", submit an Individual User Application form completed and signed by the individual.

Submitting User Application Forms

1. Enter all information on the forms electronically, then print the form so it can be signed and dated.
2. Scan and save the signed documents to your computer. Saving the documents in PDF format is recommended.
3. Established Organizations: Please be sure to make system changes in HEAplus **BEFORE** submitting these forms;
 - Deactivate accounts for persons you are asking to be removed as approved users.
 - Create accounts for persons for whom you are requesting account approval.
4. Email completed forms to: HEAAHCCCS@azahcccs.gov. To facilitate processing of these forms, it is best to submit together in one email the Organization User Application form and all of the Individual User Applications related to it.
5. Please allow 3-4 work days after receipt for AHCCCS to review the documents and update HEAplus to authorize accounts.
6. Users will receive an email from AHCCCS when their accounts have been approved in HEAplus and are ready for initial log in. Remind new users to wait for the email from AHCCCS before trying to log in to their accounts.
7. Keep all original documents on file in the event they are required for audit purposes.