



# HEAplus Program Informational Update

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# HEAplus Program team

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# What is HEAplus?

HEAplus went live in October 2013

- Integrated Nutrition Assistance (SNAP) and Temporary Cash Assistance (TANF) screening in 2014.
- Integrated the Arizona Long Term Care (ALTCS) Program in Nov 2017.

Sole system for all Medicaid eligibility determinations

Supporting Arizona Families

- Approximately 2.5 Million active Medicaid members.
- Approximately 67,235 active Medicaid members in the ALTCS program.
- 1.5 Million Medicaid Renewals done in 2022.

# Who are the users of HEAplus?



## Three user portals:

1. General public
2. State Workers
3. Community Assistor Organizations

- 79% of applications are submitted by **Non-state** employees including Health-e-Arizona Plus Community Assistor Organizations.
- In 2022 approximately 2.7 million people applied for Medical, SNAP and Cash Assistance using Health-e-Arizona Plus

# Automation

- Ability to upload and store documents for verification
- Over **13** Real-Time electronic data sources for verifications.
- Over **20%** of new Medicaid applications are dispositioned in Real Time
- Over **75%** of renewals are completed with NO worker intervention
- Over **5 million** automated notices/letters were generated out of HEAplus in 2022

# Enhancements

## General areas include:

- Supported multiple federal changes
- Improved the user experience to prepare for unwinding of the public health emergency (PHE)
- Implemented legislative changes

## Recent projects include:

- Medicaid and SNAP household renewal date alignments
- Simplified Self-Service Password Reset capability for better member experience during the unwinding period
- Compacts of Free Association (COFA) immigrant Changes

## Potential future enhancements:

- Upgrading multiple CMS interface communication methods to JSON/REST
- Continue to update portal to be mobile responsive
- HEAplus performance improvement – Database optimization, Stored Procedure Updates

\*Will follow normal PIJ rules

# HEAplus Funding Model

## Benefiting Programs & Federal Matching Rates:

- Medicaid (90% for DDI; 75% for M&O)
- SNAP (50% for all)
- TANF (No Federal Match)

## Cost Allocation Drivers:

- DDI = Numerous methodologies based on type of change and benefiting programs.
- M&O = Based on application and renewal data, updated every six months.

Questions?



Thank You.

# HEAplus Dashboard

## Total HEAplus Projects

Total Number of HEAplus Projects

# 21

[View Report \(HEAplus - All Projects\)](#)

## HEAplus - Budget

Project Budget Including Operational

# \$22M

[View Report \(HEAplus - Budget\)](#)

## HEAplus - Budget

Project Development Budget

# \$8.8M

[View Report \(HEAplus - Budget\)](#)

## HEAplus - Budget

Development Budget Remaining

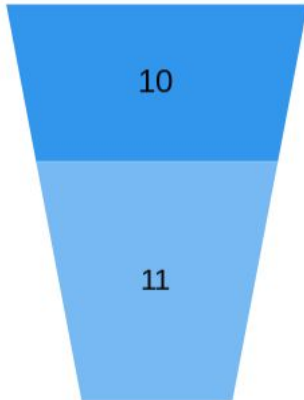
# \$5.5M

[View Report \(HEAplus - Budget\)](#)

## HEAplus Project

Sub-Status of All HEAplus Projects

Record Count 21

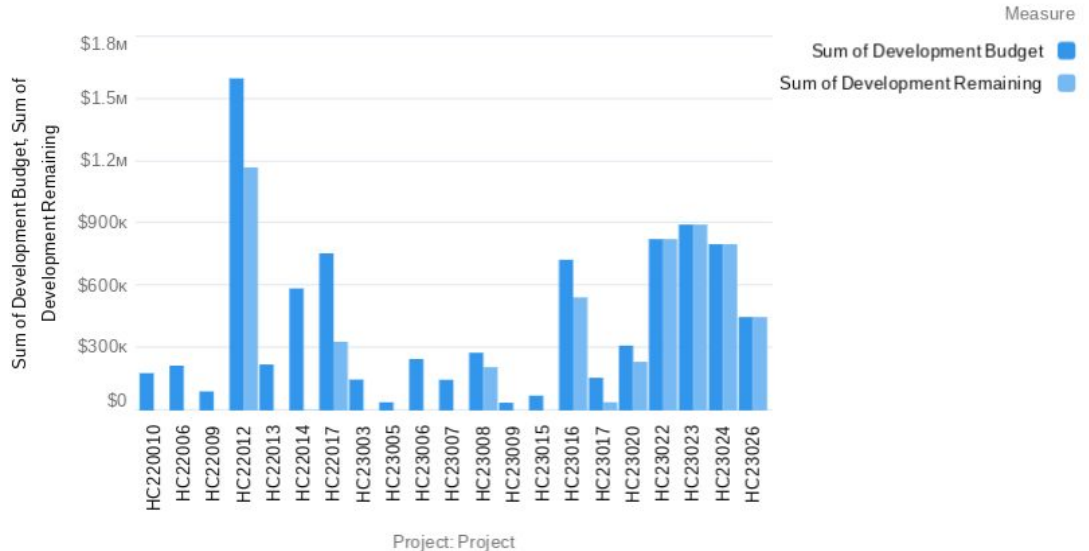


Sub-Status

- Completed
- In Progress

[View Report \(eLicensing - Projects by Sub-Status\)](#)

## HEAplus - Development Budget



[View Report \(HEAplus - Budget\)](#)