



F.Y.I.

from the Policy Unit

FYI-268

Date: March 25, 2020

SUBJECT: Updating the Medical Indicator (MA) on the CAST Screen in ATLAS

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS.POLICYQUESTIONS@azdes.gov or call 602-771-8127

The purpose of this F.Y.I. is to notify staff that requests for changes to the MA indicator field on the CAST screen are not sent to Policy. Staff should submit a Cherwell ticket to request the code change. When requesting a change in medical status, it is required to attach a copy of the Health-e-Arizona Plus (HEAplus) benefits screen as verification. The only time Help Desk will instruct staff to refer a medical change request to Policy is when there is a discrepancy, and it is unclear from the documentation that the medical status should be updated.

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

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