
Policy Update
PPU 09-08-003
August 12, 2009

SUBJECT: Re-opening Closed Cases for the MAO Project

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

The IV-D PARTNERS should send POLICY inquiries directly to DCSE-POLICYQUESTIONS@azdes.gov

In response to the questions that have been raised about the medical assistance cases recently received from AHCCCS, Policy and SAA have worked together to streamline the procedures for re-opening closed cases in which the CP and child(ren) are now receiving medical assistance only (MAO). Do not create a new suffix for these cases. Instead, follow the procedures below when re-opening an existing IV-D case.

Add the I0311 NO IVD APP REQUIRED-MAO ONLY CAAL narrative to identify the case as being re-opened for MAO purposes. Document in the narrative that DCSE has received a MAO referral from AHCCCS.

Cases that were previously closed with a soft closure code can be manually re-opened by staff. To re-open cases which were previously closed with a hard closure code, submit an e-mail request to the Help Desk mailbox at *DCSE-SAA-HD. Include the ATLAS case number and indicate the case is now MAO. Add the I0311 CAAL narrative prior to submitting the request to Help Desk. Below is a list of hard closure codes that must be re-opened by Help Desk:

- 002
- 003
- 827
- 882
- 883
- 884
- 885
- 886
- 887
- 901
- 911
- 916
- 921
- 923
- 934
- 935

(Note: All requests to reopen cases for MAO that were previously submitted through Policy have been forwarded to the HelpDesk. Do not resend.)

Staff are urged to view this information directly on OPPM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2009.