

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

DENIAL REVERSAL MONTHLY LOG

If an Application has been denied, CAAs may complete a Denial Reversal to put the Application back into a pending status in order to make updates/corrections to and recertify the Application. CAAs are required to track all Denial Reversals that are completed each month.

The Denial Reversal Log has a tab for each month. Complete each month as listed below:

1. **CAA Name:** Enter CAA Name
2. **CAA Contact:** Enter CAA contact person
3. **CAA Phone:** Enter phone number of CAA contact person
4. **Client #:** Enter the Client # from the Application.
5. **Denial Date:** Enter the date that the Application was denied.
6. **Date Documentation Received From Applicant:** Enter the date the missing/additional documentation was received from the Applicant.
7. **Date of Denial Reversal:** Enter the date of when the Denial Reversal was completed.
8. **Completed By:** Enter the name of the CAA staff person who completed the Denial Reversal.

If there are more than 35 denial reversals completed in a month, CAA's can continue to add rows at the bottom of the form.

On the 20th of each month, CAAs are to upload the Denial Reversal Log to Share file. When submitting the log on the 20th of each month, the data provided will be for the previous full month. Example: When uploading the log on September 20th, CAA's will be submitting for the month of August. Although there will already be some September Denial Reversals completed, CAAs will actually be submitting Denial Reversals for the month of August. Therefore make sure the workbook is saved on the appropriate monthly tab that is to be submitted.