

HOW TO- COMPLETE A DENIAL REVERSAL

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.

Follow the steps below once documentation necessary to recertify or correct the Application has been received and HEAP guidelines has been met.

Click 'Change' Button to put Application in Change Mode.

Application - Suzanne MH - Ineligible - Over Income Denied [CHAN... Change New Application Print Client Letter More

Suzanne MH [02/24/2023]

Application Info Benefits History

Confirm Changes Cancel Save Address Approved Save Settings

Comments

Primary Applicant

Client Number: 322576866

Application Status*: Ineligible - Over Income Denied

Agency*: Community Concepts, Inc

First Name*: Suzanne

Middle Name:

Last Name*: MH

Service Street Address*: 393 Test Road

Service Apartment:

Service Address 2:

Service City*: Leeds

Service State*: ME

Service ZIP*: 04263

County*: Androscoggin

Service Address Status: Address Approved

Mailing Same As Service Address

Mailing Street Address*: 393 Test Road

Mailing Apartment:

Mailing Street 2:

Mailing City*: Leeds

Mailing State*: ME

Mailing ZIP*: 04263

Mailing Address Status: Address Approved

Click on the 'Benefits' Tab.

Click the "Down Arrow" on the 'Denied Reason' to open the dropdown.

Application - Suzanne MH - Ineligible - Over Income Denied [CHAN... Change New Application Print Client Letter More

Suzanne MH [02/24/2023]

Application Info Benefits History

Qualify Certify Undo Certify

<input checked="" type="checkbox"/> Denied	Denied Reason	Denied Date
	Over Income	6/13/2023

Select 'None'.

Once this step is completed the Application status will change to Application Pending – Reversed. Application is now ready to have necessary changes made.

Application - Suzanne MH - Ineligible - Over Income Denied [CHAN...]

Suzanne MH [02/24/2023]

Application Info Benefits History

Qualify Certify Undo Certify

Denied Denied Reason Denied Date

Over Income 6/13/2023

none

Over Income

Missing Documentation

CHIP Only

Other

	Additional Benefit	Benefit	Balance	Max Remaining
	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 2023HEAP	\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/> 2023ECIP	\$0.00	\$0.00	\$0.00	\$800.00

Once the necessary changes have been made to the Application, click 'Confirm Changes'. The Application will go into either an Eligible, benefit determined or Qualify Failure status depending on what changes were made.

Application - Suzanne MH - Application Pending - Reversed [CHANGE MODE]

Suzanne MH [02/24/2023]

Application Info Benefits History

Confirm Changes Cancel Save Address Approved Save Settings

Comments

Primary Applicant

Client Number: 322576866 Application Status: Application Pending - Reversed Agency: Community Concepts, Inc

First Name: Suzanne Middle Name: Last Name: MH

Service Street Address: 393 Test Road Service Apartment: Service Address 2:

Service City: Leeds Service State: ME Service ZIP: 04263

County: Androscoggin

Service Address Status: Address Approved

Mailing Same As Service Address

Mailing Street Address: 393 Test Road Mailing Apartment: Mailing Street 2:

Mailing City: Leeds Mailing State: ME Mailing ZIP: 04263

Mailing Address Status: Address Approved

Application - Suzanne MH - Eligible, benefit determined

Suzanne MH [02/24/2023]

Application Info Benefits History

Cancel Save Address Approved Save Settings

▼ Comments

▼ Primary Applicant

Client Number 322576866	Application Status* Eligible, benefit determined	Agency* Community Concepts, Inc
First Name* Suzanne	Middle Name 	Last Name* MH
Service Street Address* 393 Test Road	Service Apartment 	Service Address 2
Service City* Leeds	Service State* ME	Service ZIP* 04263
County* Androscoggin		

Service Address Status

Enter a comment on the Application to clearly explain the reason and justification for processing a denial reversal. The comment should include dates, documents received, action taken, errors that were corrected, etc.

Application - Suzanne MH - Eligible, benefit determined

Suzanne MH [02/24/2023]

Application Info Benefits History

Cancel Save Address Approved Save Settings

▼ Comments

Print Comments Remove Comments

<input type="checkbox"/>	User Name	Comment	Comment from Client	Comment to Client Sent
<input type="checkbox"/>	Lori McPherson	Completed denial reversal. Applicant provided medical expenses on 4/18/2023.		
<input type="checkbox"/>	Crystal Armstrong	Your households total income for 1month is \$3,283.39[NEWLINE]The income guideline for a household of 1 is \$2,572[NEWLINE]Your household is over income by \$711.39		

Comment

Save Comment Show Comments History

Next step is to add the denial reversal information to the Denial Reversal Monthly Log.

