

From: MCHA Advocate Update [mailto:martin@mchaccess.ccsend.com] **On Behalf Of** MCHA Advocate Update

Sent: Monday, December 20, 2010 2:50 PM

To: Martin Garcia

Subject: Public Access Health-e App going "live" today; no pending applications will be lost in the system



Maternal and Child Health Access

-MCHA Advocate Update-

December, 2010

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After many messages late last week, MRMIB has added the message, linked below, to the Health-e App website when you log in to submit an application

[Click Here - Suspended HeApps CAA Blast English 12-20-10](#)

"As we implement HeApp Public Access, suspended applications will not be lost and will be available to CAAs through a folder on the new system. The folder will contain a PDF file of the application summary for each suspended application that the CAA has not completed and submitted to-date. The application summary contains all the data that the CAA has entered for that application to date and they can use the application summary to complete the submission process either electronically or by submitting by the hard copy to SPE. So, again no suspended applications will be lost and we are sorry that the original message was not clearer."

Apparently, no individual emails have gone to CAAs or Enrollment Entities. Only when you log into Health-e App do you see this message.

MCHA will send more information as it is known about how the Health-e Public Access will work. If you have any questions, please contact the HeA Help Desk at 1-866-861-3443 or email: HFHeA@MAXIMUS.com.

If you don't think the answers make sense or you need additional help, please contact Liz Ramirez at MCH Access, (213) 749-4261 ext. 317 or by e-mail

(better) lizr@mchaccess.org or Celia Valdez, ext. 316 celiav@mchaccess.org

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