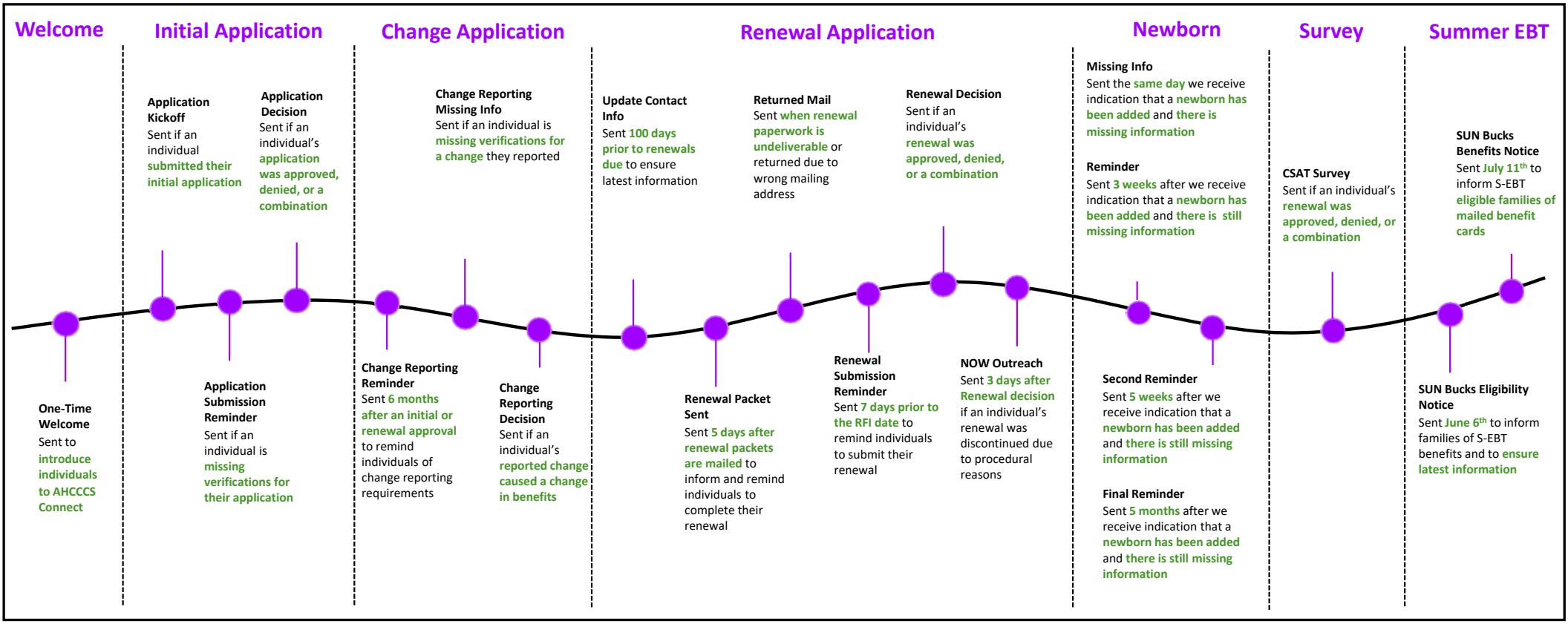
Welcome
Initial Application
Change Application
Renewal Application
Newborn
Survey
Summer EBT
One-Time Welcome
Sent to introduce individuals to AHCCCS Connect
Application Kickoff
Sent if an individual submitted their initial application
Application Submission Reminder
Sent if an individual is missing verifications for their application
Application Decision
Sent if an individual's application was approved, denied, or a combination
Change Reporting Reminder
Sent 6 months after an initial or renewal approval to remind individuals of change reporting requirements
Change Reporting Missing Info
Sent if an individual is missing verifications for a change they reported
Change Reporting Decision
Sent if an individual's reported change caused a change in benefits
Update Contact Info
Sent 100 days prior to renewals due to ensure latest information
Renewal Packet Sent
Sent 5 days after renewal packets are mailed to inform and remind individuals to complete their renewal
Returned Mail
Sent when renewal paperwork is undeliverable or returned due to wrong mailing address
Renewal Submission Reminder
Sent 7 days prior to the RFI date to remind individuals to submit their renewal
Renewal Decision
Sent if an individual's renewal was approved, denied, or a combination
NOW Outreach
Sent 3 days after Renewal decision if an individual's renewal was discontinued due to procedural reasons
Missing Info
Sent the same day we receive indication that a newborn has been added and there is missing information
Reminder
Sent 3 weeks after we receive indication that a newborn has been added and there is still missing information
Second Reminder
Sent 5 weeks after we receive indication that a newborn has been added and there is still missing information
Final Reminder
Sent 5 months after we receive indication that a newborn has been added and there is still missing information
CSAT Survey
Sent if an individual's renewal was approved, denied, or a combination
SUN Bucks Eligibility Notice
Sent June 6th to inform families of S-EBT benefits and to ensure latest information
SUN Bucks Benefits Notice
Sent July 11th to inform S-EBT eligible families of mailed benefit cards