

How to Apply

Type	Criteria	Procedure
In-Person	Available to all clients	<ul style="list-style-type: none"> Schedule appropriate appointment type following scheduling and appointment type rules
MAP Telephone	Available to new and renewal clients except: <ul style="list-style-type: none"> Homeless or living in transitional housing 	<ul style="list-style-type: none"> Schedule a 20 min MAP Telephone appointment at the Northeast Office under the APPOINTMENTS CoverageII, NEA template
MAP Renewal Telephone	Available to clients renewing (must have had MAP before) except: <ul style="list-style-type: none"> Homeless or living in transitional housing 	<ul style="list-style-type: none"> Schedule a 10 min MAP Renewal Telephone appointment under the ADMIN site template in order of call received. Ask and notate answer to two additional questions: <ul style="list-style-type: none"> Do all household members plan to stay in Travis Co.? Does any household member anticipate changes in the next 30 Days? Inform clients that they will receive in the mail additional forms for completion: <ul style="list-style-type: none"> Missing Documents Letter indicating documents that need to be submitted to complete application Applicant Responsibilities which the applicant and spouse (if applicable) must sign and date Zero Income Statement , Other Earned Income/Self-Employment Statement (if applicable)
Mail-In Application	Available to new and renewal clients who meet the following criteria: <ul style="list-style-type: none"> Not self-employed (with business related expenses) Household with NO children Not eligible for Medicaid/CHIP or state grants Not homeless or living in transitional housing 	Inform client: <ul style="list-style-type: none"> Return service is not provided It's a 6 page application requiring additional applicable documentation Must be mailed to P.O. Box 300489 Austin, TX 78703 or Can be faxed to 512-978-9701 for faster processing
Attestations		
MAP Telephone Renewal (Non-Homeless)	Available to clients renewing who meet the following criteria: <ul style="list-style-type: none"> Not homeless or living in transitional housing Household with NO children Not self-employed (with business related expenses) The most recent eligibility track: <ul style="list-style-type: none"> Was not tagged as "Attestation" within the last 12 months from today's date Was not originally issued for 12 months of coverage Does not have an end date more than 60 days from today's date Has not being expired for more than 30 days from today's date 	<ul style="list-style-type: none"> Complete and submit the TCHD MAP Telephone Renewal (Non-Homeless) form and Submit a Non-Homeless Phone Attestation contact Inform client: <ul style="list-style-type: none"> The form will be processed within 3 working days and that they may pick up a card at any MAP office after the 3rd day or wait for it in the mail Offer to client who meets all criteria even if not on attestation list
Online Attestation for MAP Renewal	Same criteria as (MAP Telephone Renewal(Non-Homeless))	<ul style="list-style-type: none"> Refer clients to: http://www.medicalaccessprogram.net/renew/ Clients will need their MR#
MAP Telephone Renewal (Homeless Attestation for MAP Renewal)	Available to truly homeless clients renewing who meet all other attestation criteria (above). <ul style="list-style-type: none"> Client must have previously been truly homeless and Client must still be truly homeless Not available for clients living in transitional housing Clients are truly homeless if: <ul style="list-style-type: none"> Live outdoors Lives in a homeless shelter Stays at various places less than 1 month at a time 	<ul style="list-style-type: none"> Complete and submit the TCHD MAP Telephone Renewal form and Submit a Homeless Telephone Attestation contact Inform client: <ul style="list-style-type: none"> The form will be processed within 3 working days and that they may pick up a card at any MAP office after the 3rd day Offer to client who meets all criteria even if not on attestation list