

Welcome Introduction
to AHCCCS Connect

Application Kickoff
Sent when an initial application is submitted

Application Submission Reminder
Sent if initial application is missing verifications

Application Decision
Sent when a decision is made on an initial application

Update Contact Info
Sent **100 days before a renewal is due** to ensure renewal is mailed to correct address

Renewal Packet Sent
Sent **5 days after renewal packets are mailed**

Returned Mail
Sent if **mailed renewal is undeliverable or returned** due to wrong mailing address

Change Reporting Reminder
Sent **6 months after an initial or renewal approval** to remind members of change reporting requirements

Satisfaction Survey
Sent after a renewal decision is made **requesting feedback on the texting service**

Discontinuance Outreach
Sent **3 days after a renewal is discontinued** if decision is due to procedural reasons

Renewal Decision
Sent when a **decision is made on a renewal application**

Renewal Submission Reminder
Sent **7 days before a member's request for information is due** when there is pending required information

Change Reporting Missing Info
Sent if there are **missing verifications for a change reported**

Change Reporting Decision
Sent when a **decision is made on a change reported**

Newborn Missing Info
Sent when a **newborn is added to application and is missing information**
Reminder: after 3 weeks
Second Reminder: after 5 weeks
Final Reminder: after 5 months

SUN Bucks Eligibility Notice
Sent in **summer** to inform families of S-EBT benefits and **request latest contact information**

SUN Bucks Benefits Notice
Sent **1 month after** to inform S-EBT **eligible families of mailed benefit cards**