

# APPLYMN WORKER PROCESS GUIDE

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This guide provides information on how to access and process online applications and how to assist ApplyMN applicants.

Also review [Bulletin #12-21-04, ApplyMN: Online Application for Health Care, Cash Assistance, Nutrition Assistance, Child Care Assistance and Emergency Help](#).

This guide includes steps for county and tribal agencies to access documents received in their agency's MN-ITS ("Minutes") mailbox. Not all workers have access to MN-ITS to retrieve, review, or assign ApplyMN applications – each worker must determine their role in regards to ApplyMN application processing. MinnesotaCare Operations accesses ApplyMN differently and will continue to follow the current FileNet process.

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## ApplyMN Routing

ApplyMN applications are routed to each agency's OLA (Online Application) folder, within MN-ITS, based on a variety of factors. It is the processing agency's responsibility to monitor, review, re-route, and assign applications in a timely manner, following current policy and agency requirements.

### **How applications are routed to processing agencies:**

Applicants initially select an application type from the following list on the Application Type Selection screen:

- Minnesota Family Planning Program (MFPP)
- Medical Assistance for Breast or Cervical Cancer (MA-BC)
- Payment of services in a Long-Term Care Facility (LTCF)
- Combined application [cash assistance, Supplemental Nutrition Assistance Program (SNAP), health care coverage including MA payment of home and community-based waiver services, Child Care Assistance and/or emergency help].

Applications are sent to a processing agency or agencies (county, tribe or MinnesotaCare Operations), based on:

- "County" of residence as selected by the applicant (on the Contact screen).
- program(s) being applied for on the Program Selection screen (or based on the application type selected).

Note: Households who request "health care" receive the option of applying for "all health care programs" (meaning MA and MinnesotaCare) or "MinnesotaCare Only."

- response to Tribal TANF question (on the Program Selection screen).

It is possible for ApplyMN applications to be routed to more than one agency.

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For example, applicants who request county-administered programs and “MinnesotaCare Only” may have their application sent to both a county agency’s OLA Folder and MinnesotaCare Operations’ FileNet system based on whether the resident county processes MinnesotaCare applications. Based on programs requested, an application may be sent to the Mille Lacs Band of Ojibwe for cash assistance processing and the county of residence for child care assistance.

Though an application may be routed to more than one agency, only one application appears in each agency’s mailbox – no matter how many programs are requested. Each agency must determine which program will be processed in their agency based on the programs requested. Determine how you will share the application within your agency if more than one worker within the agency will process the application based on the programs applied for.

### Basic routing rules:

Programs applied for:	Routed to:
Cash, Supplemental Nutrition Assistance Program, child care, emergency, health care including waivers, LTCF or MA-BC	County agency
MinnesotaCare Only	MinnesotaCare Operations or MinnesotaCare county enrollment site
MFPP	MinnesotaCare Operations
Cash with Tribal TANF selection	Mille Lacs Band of Ojibwe
Combination applications with Tribal TANF selection	<ul style="list-style-type: none"> <li>• Mille Lacs Band of Ojibwe (for cash, Supplemental Nutrition Assistance Program and “all health care” requests),</li> <li>• County agency (for child care requests and MinnesotaCare Only requests if the county processes MinnesotaCare applications) <i>and/or</i></li> <li>• MinnesotaCare Operations (for MinnesotaCare Only requests if the county does not process MinnesotaCare applications)</li> </ul>

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Combination applications with request for MinnesotaCare Only	County, or county and MinnesotaCare Operations
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## Example:

Stephanie and her three children apply for cash assistance, Supplemental Nutrition Assistance Program, CCAP (Child Care Assistance Program), and MinnesotaCare. She is a member of the Minnesota Chippewa Tribe and she lives in Hennepin County. She requests Tribal TANF. ApplyMN simultaneously routes the application to Mille Lacs Band of Ojibwe, Hennepin County and MinnesotaCare Operations. The same application will appear in each agency's mailbox.

## Action:

Review the application to determine which programs the applicants are requesting. Determine which programs your agency is responsible for processing. Mille Lacs Band of Ojibwe determines eligibility for cash assistance and Supplemental Nutrition Assistance Program. Hennepin County determines eligibility for CCAP. Since Hennepin County does not process MinnesotaCare eligibility, MinnesotaCare Operations determines eligibility for MinnesotaCare. When processing eligibility determine if another agency may have any needed information and coordinate according to the [Shared Applications](#) section of this Guide.

[MinnesotaCare county enrollment sites](#) that process MinnesotaCare applications are listed on the DHS Website. To manually link to this page, go to:

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id\\_006967](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_006967).

Applications routed to an incorrect agency in error must be re-routed to the correct agency using MN-ITS or FileNet. See the section in this guide titled, [MN-ITS and Transferring Cases Between Agencies](#), for transfer procedures. **Process applicants who appear eligible for expedited Supplemental Nutrition Assistance Program and issue benefits before transferring the case to the other county.**

## **MN-ITS Mailbox Access**

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Full instructions for how to access ApplyMN applications or create, modify and assign MN-ITS user accounts are found using this link: [ApplyMN MN-ITS User Guides](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_165505) ([http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16\\_165505](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_165505)).

See the [FAQs](#) section of this guide for MN-ITS contact information and issues.

Follow your agency's process to access MN-ITS. (Only certain workers in each agency have access to MN-ITS.) To log on or view the MN-ITS Home page, go to: <https://mn-its-stst.dhs.state.mn.us/GatewayWebUnprotected/index.faces>.

Use your assigned logon ID and password. See your agency's MN-ITS administrator for this information.

## **Quick Access steps:**

1. On the MN-ITS Home page, enter your Username and Password and select "Login" or press the "Enter" key on your keyboard.
2. Select "Mailbox" from the list on the left side of the window to expand your options and then select "Miscellaneous Received".
3. Modify the Quick Search date range (Start and End Date fields), as needed. Select the "OLA" File Type and select "Search" or "Enter".
4. From the OLA folder, select applications and related attachment files as needed by clicking on the file name. Applications are sent to the OLA mailbox in both a PDF format and an XML format. The XML file is for agencies with an Electronic Document Management System (EDMS). Attachments submitted with the application are filed by MN-ITS in the data format of the source documents (Word, PDF, etc.).
  - Agencies with an existing EDMS can write their own script by pulling the XML file from their MN-ITS mailbox and push it directly into their EDMS workflow. Additional steps may be required for each attachment depending on the format in which it is received.

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- Agencies without an EDMS system access the PDF-formatted applications from their MN-ITS mailbox to download and print.

For more information, see the “ApplyMN – Retrieving OLA Files” section of the [MN-ITS User Guides](#):

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16\\_165505](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_165505)

## **MN-ITS Updates:**

MN-ITS updates specific to ApplyMN are communicated on the County/Tribal Human Services home page:

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id\\_00\\_9315](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_00_9315).

To be notified of changes to MN-ITS and sign up for email alerts, go to the Provider Email Lists page:

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16\\_143894](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_143894).

From this page:

- check the “County/Tribal Human Services” box option,
- select a Subscription Type,
- enter your email address,
- select “Subscribe”, and
- then press “Submit Request”.

Messages are also sent to each worker’s Links folder within the MN-ITS mailbox.

General updates are communicated on these web pages or on the MN-ITS Home page as linked in this section:

## **Provider News:**

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id\\_01\\_0109](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_01_0109).

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## Provider Updates:

[http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id\\_010495](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_010495).

## The OLA (Online Application) Folder

Each processing agency is responsible for checking their MN-ITS mailbox on a **daily** basis for newly submitted applications that must be reviewed and assigned for processing. Use the Quick Search date range fields to easily identify newer applications.

- Files remain in the “inbox” for 90 days even if the document was viewed.
- Files are visible in the OLA folder for 30 days, but by adjusting the date range search fields, documents less than 90 days old will appear.
- Files are listed chronologically with the most recent at the top of list.

Attachments associated with an application appear as separate files within the OLA folder. The attachment contains the same online application number as the application. No more than 20 attachments, with a size limit of 1MB (megabyte) each, can be attached to an application.

Unread or unopened applications and attachments are in **bold font**. Once opened by someone who has access to the mailbox, the document is no longer in bold. An item can be marked as unread by selecting the item with an “X” in the checkbox and then clicking on the “Mark as Unread” button. This returns the selected item to bold font. Usage of bold font may be a useful agency option for folder management.

The OLA folder has four columns (Name, Date, Size, and Description) as well as a checkbox for each file. An envelope symbol displays in front of the checkbox if the file is unread or has been “Marked as Unread”. The number of files and pages within the folder are listed at the top. Agencies may sort the files by clicking on the column name. Use the sort features as needed in your agency.

It is possible to search the file list (one page at a time) by pressing the CTRL+F keys (Find). In the “Find:” field that appears at the top of the window, enter information to search – using the Previous and Next buttons as needed. Items that match the Find field are highlighted. It is possible,

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for example, to search for only a portion of a confirmation number to find it quickly on the page. If not found, move to the next page or adjust the date range fields above the mailbox contents.

To find new applications containing potential expedited food need (SNAP) (including cash assistance requests) or emergency help, enter “\_F”, “\_K”, “\_KF” or “\_E” in the Find box. Or look for these letters in the Program Code portion of the file name. Details of the file name are in the next section of this guide.

To open files or attachments, click on the file name.

## Name Column (ApplyMN Naming Conventions)

The file-naming format identifies the date and time the application was submitted, the application’s confirmation number and the program(s) being applied for.

The Name column translates as follows for an application file:

Agency NPI#\_OLA\_date(YYYY/MM/DD)\_time(hour/minute/seconds)\_application confirmation number\_**PROGRAMCODE**.pdf or .xml

The Name column translates as follows for an attachment file:

Agency NPI#\_OLA\_date(YYYY/MM/DD)\_time(hour/minute/seconds)\_application confirmation number\_**PROGRAMCODE/upload\_(name of attachment)**.attachment format type (pdf, doc, docx, etc.)

Application and attachment “Name” examples as they actually appear:

- A400011101 OLA 20120116 2220001440 KFH.pdf
- A400011101 OLA 20120116 2220001440 KFHupload bank stmt.doc

Program Codes and the order they are listed within the file name:

Program Name	Program Code
MN Family Planning	<b>MFPP</b>
MA for Breast and Cervical Cancer	<b>MABC</b>
Emergency help	<b>E</b>

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Cash Assistance	<b>K</b>
Supplemental Nutrition Assistance Program (SNAP)	<b>F</b>
Child Care	<b>C</b>
MinnesotaCare Only	<b>M</b>
All Health Care including LTC	<b>H</b>
None selected/chosen	<b>UNKWN</b>

For all combinations of single-letter program codes, the codes display without spaces in the file name in this order: **EKFCMH**.

- **M** and **H** program codes will never appear in the same file name; a request for health care coverage is household-based and households cannot choose both “All Health Care Programs” and “MinnesotaCare Only.”
- **MFPP** and **MABC** will always appear alone within a file name; a person may not request additional assistance when applying for either of these programs.
- **UNKWN** does not appear with any other combination of program codes. If one household member selects a program, but other household members select “NONE” or leave the program fields blank, program codes appear based on that one household member’s request.

## Naming convention examples:

A request for:

- Cash, SNAP, all health care, child care, and emergency help would be: **EKFCH**
- Cash, SNAP, MinnesotaCare Only, child care, and emergency help would be: **EKFCM**
- MinnesotaCare Only and SNAP would be: **FM**
- Child care, cash, SNAP and all health care would be: **KFCH**
- No programs selected by any household member but the application is submitted: **UNKWN**

Applications submitted with an **UNKWN** program code require follow-up to determine which program(s) applicants want to apply for. In these situations, the application will contain limited information.

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Special attention should be given to applications for emergency help (**E**) and those which contain an **F** or **K** (due to potential expedited food need) in the file name in regards to the agency assignment and review process. See the question regarding this in the [FAQs section](#) of this guide.

## OLA Folder example:

(Check box)	Name	Date	Size	Description
<input type="checkbox"/>	<u>A000055500 OLA 20110817 2 220001440 H.pdf</u>	08/17/11 08:55 AM	43.7 KB	PDF representation of Online Application #2220001440
<input type="checkbox"/>	<u>A000055500 OLA 20110817 2220001440 H.xml</u>	08/17/11 08:55 AM	12.6 KB	XML representation of Online Application #2220001440
<input type="checkbox"/>	<u>A000055500 OLA 20110817 2 220001440 Hupload release of info.docx</u>	08/17/11 08:55 AM	40.8 KB	Attachment for Online Application #2220001440
<input type="checkbox"/>	<u>A000055500 OLA 20110805 1 04000416 EKF.pdf</u>	08/05/11 03:57 PM	29.8 KB	PDF representation of Online Application #1040000416
<input type="checkbox"/>	<u>A000055500 OLA 20110805 1 04000416 EKF.xml</u>	08/05/11 03:57 PM	27.0 KB	XML representation of Online Application #1040000416

In the above folder example, the agency received two applications, one on August 17 and one on August 5.

- The August 17 application is for health care only and includes one Word (docx) attachment. The application appears in both a PDF and XML format and is in bold since it is unread. (An envelope symbol is visible in front of each checkbox for unread files in the real folder.)
- The August 5 application is for emergency help, cash and Supplemental Nutrition Assistance Program. Both PDF and XML formats display with no attachments.

Applications and corresponding attachments should appear consecutively within the OLA folder. If they do not, try re-sorting based on “Description.”

## **Date Column (ApplyMN dates and times)**

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There are numerous dates and times involved with ApplyMN applications:

- The date and time in the “Date” column of the OLA folder,
- The date and time in the “Name” column (the file name), and
- The date and time (“Date Received” field) found on the ApplyMN application form (PDF or EDMS-system versions).

The Date column indicates the date and time the application or attachment was received in the MN-ITS mailbox. It does not indicate the date of application. The time in this column may vary slightly from the time in the file name.

The date in the Name column is displayed in YYYY-MM-DD format and the time is displayed using military time. Example: 20110801 145516 = 8/1/2011 at 2:55:16 PM. This is the same date and time format used in the document name and on the application file.

**Do not use the OLA Folder date and time found in the file name or in the Date column as the date of application.** These dates differ from the “Date Received” field on the application – which *is* the application date to use for eligibility determination. See subsection “[Date of Application](#)”, later in this guide, for specific information on the date of application.

## Size Column (ApplyMN file sizes)

The file size of applications and attachments are indicated in the Size column. Attachments are limited to one megabyte each and up to 20 attachments per application.

## Description Column

The Description column includes the confirmation number the applicant received upon submitting the application. This number is displayed to the applicant on the ApplyMN Submission Confirmation screen and on the Home screen within their user account list of submitted applications. Use this number to confirm which files comprise one submitted application.

Attachments are identified as “Attachment for Online Application” and the confirmation number. Attachments to an application display in the document format (.doc, .docx, .pdf) in which they were attached to the application.

## MN-ITS and Transferring Cases between Agencies

ApplyMN applications may be routed in error to an incorrect processing agency. This may occur if the applicant selects an incorrect county of residence. Review and transfer files to the proper agency on the same date that files are received in the OLA folder, when possible. Only workers with MN-ITS access may transfer (re-route) applications and attachments to another agency.

To transfer files to another agency:

1. Logon to MN-ITS following steps 1-3 under “MN-ITS Mailbox Access” earlier in this guide.
2. Mark the checkbox next to **each** file you want to transfer. Transfer all documents associated with the same application Confirmation # (PDF, XML, and all attachments) if you are transferring one item. For example, if you check a PDF application file, also select the XML file and all attachments for transfer.

Note: If a file to be transferred has been opened (read) by someone in your agency, you must “refresh” your screen before you can select the file and transfer to another agency (or log out of MN-ITS and log back in to “refresh”) if you are not able to transfer a file to the proper agency.

3. In the “To County:” field, select the correct processing agency from the drop list of options.
4. Select the “Forward” button to send the file(s) to the new agency’s MN-ITS OLA mailbox. (If more than one file is being sent, you may receive an error message that states that no more than one item can be transferred at a time. Ignore this message; multiple files may be transferred at once.)

Upon successful transfer, the following message appears in RED at the top of the screen: “Document(s) are successfully forwarded to another county. However, you may have to wait for a few minutes before file(s) actually disappear from your county folder.”

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Note: Follow current application and expedited Supplemental Nutrition Assistance Program policy for accepting and processing applications routed to an incorrect processing agency. Re-route ApplyMN applications to the proper agency upon completion of required actions. See the [Shared Applications](#) section of this guide for more information.

## **MFPP Presumptive Eligibility and ApplyMN**

Certified MFPP Providers may use ApplyMN to submit MFPP applications and presumptive eligibility (PE) determinations. Electronic copies of verifications can be attached to ApplyMN. The submitted ApplyMN MFPP application, PE determination and attachments electronically route to the MinnesotaCare state office. This eliminates the need to fax the presumptive eligibility determination and mail or fax the paper application and attachments to the MinnesotaCare state office. MFPP applications always route to MinnesotaCare Operations for processing, no matter the application format used. Follow current agency procedures for processing MFPP PE approvals.

ApplyMN does not replace the paper MFPP application. Certified MFPP Providers may continue to use the paper MFPP application and the paper PE process. Certified MFPP Providers may use ApplyMN for some applicants and the paper application for others. However, if an applicant uses the paper application, use the paper PE process. If an applicant uses ApplyMN, use the ApplyMN PE process.

Certified MFPP providers submit the MFPP application and PE determination by following these steps:

1. Help the applicant create a user account if the applicant does not have an account.
2. Help the applicant log in to the user account and complete the application up to the Application Summary screen.

Note: On the Contact screen, applicants should select “I am completing this application for myself.” Certified MFPP Providers should not select “I am a Community Partner or

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other outreach organization assisting with this application” when completing MFPP applications.

3. Review the Application Summary screen and determine if the applicant is presumptively eligible following current presumptive eligibility guidelines.

Note: The application no longer asks if the applicant is a migrant worker. ApplyMN asks if the applicant plans to make Minnesota his or her home. If the answer is “No” the applicant is asked to explain. If the applicant explains that he or she is a migrant worker, is involved in work of a transient nature, or goes from state to state seeking employment the applicant meets the residency requirement for the PE determination.

4. At the bottom of the Application Summary screen, answer “Yes” to the question “I am or I am being helped by a Certified MFPP Provider.” Complete the fields in the Provider Details section. Select “Continue.”
5. Scan and electronically attach any supporting documents. Alternatively, mail or fax supporting documents. Include the applicant’s name, date of birth, SSN, and application confirmation number on any documents that are mailed or faxed.
6. Allow applicants to review and acknowledge they reviewed the disclosure statements and electronically sign the application. Print a copy of the disclosure statements on the Disclosure screen, if the applicant requests a copy.
7. Select “Submit.”
8. Print a copy of the application from the Submission Confirmation screen, if the applicant requests a copy. The applicant may view the date, time and confirmation number of the submitted application if they access their user account.
9. Give the applicant the Short Term Approval or Short Term Denial Notice, the Minnesota Family Planning Program (MFPP) brochure ([DHS-4750](#)) and the MFPP fact sheet ([DHS-4793](#)). Give the applicant the form, MFPP – Giving Permission for Someone to Act on My Behalf ([DHS-3437A](#)), if the applicant requests an authorized

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representative. The applicant and the authorized representative should complete the form and return it to MinnesotaCare Operations. The DHS-3437A could also be electronically attached to the application in Step 5 if the applicant and the authorized representative complete it at the time of application.

10. Do not mail or fax a copy of the application or electronically attached documents to DHS.
11. Do not fax a copy of the PE determination to DHS.

### **Differences between ApplyMN and Paper Applications**

Unless otherwise stated, follow current program application policies.

#### **Signatures:**

ApplyMN allows one person to sign the application electronically by typing his or her name in the signature field and attesting (using the checkbox provided) they understand the electronic signature has the same legal effect as a written signature. The electronic signature is a legally valid signature.

Accept the electronic signature as entered into ApplyMN, if the name and spelling entered reasonably represents one of the allowable applicant signees in the household. Follow each program's policies to determine if the correct person signed the application and whether additional signatures are required. If additional signatures are required to complete the application or to designate an authorized representative, mail the appropriate form to collect the additional signatures or follow up during the interview (if applicable). Additional signatures may be required if applicants must be set up as separate household ("breakaway") cases. Follow each program's current policy for applications shared between more than one household, or case file, and the signatures required for each. See Health Care Programs Manual (HCPM) section [07.15.05 - Application Signature](#) and Combined Manual (CM) section [0005.12.06 - Who Must Sign Applications](#).

The following signature policy applies to **health care applications**:

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Effective with ApplyMN, all applications and renewals require only one signature per household to consider the application or renewal complete. The head of household can sign the application on behalf of the entire household. Do not require all health care applicants age 18 or older to sign the application.

Note: A parent, stepparent, other relative caretaker or guardian may sign on behalf of 18, 19 or 20 year olds living in their household. Applicants age 18, 19 or 20 living with a parent, stepparent, other relative caretaker or guardian may also sign on their own behalf (but they cannot sign on behalf of a parent, stepparent, other relative caretaker or guardian).

Example:

Mary applies for health care for herself, her husband and her 22-year-old son, Eli. Mary signs the application.

Action:

Mary's signature completes the application signature requirements for Mary's household which includes herself and her husband. Mary's husband's signature is not required. However, Eli must sign the application since he is an adult and must be in a separate household. Send a Minnesota Health Care Programs Signature Page ([DHS-3417A](#)) to collect Eli's signature.

Signature policy for child applicants has not changed. Continue to require a signature from one parent, stepparent, other relative caretaker or guardian for households consisting of adults and children who are applying only for the children under age 18. For households consisting only of people under age 18 who are applying on their own behalf, only require a signature from the primary applicant under age 18. See the Health Care Programs Manual (HCPM) section [07.15.05 - Application Signature](#).

## **If a third party completes ApplyMN for an applicant household:**

Community partners, social workers, MRL liaisons and other people who are completing ApplyMN for applicants who are not physically present have two options for electronically signing and submitting the application:

### **Option 1:**

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The application assistor may enter “Did Not Sign” in the signature box. This will allow the application to be submitted and the processing agency will follow-up to obtain the needed signature.

This option does not set the date of application for cash assistance, Supplemental Nutrition Assistance Program, emergency help or Child Care Assistance Programs. An applicant signature is required to set the date of application for these programs but not Minnesota Health Care Programs.

### **Option 2:**

The application assistor enters everything up to the Disclosure Screen and then saves the partially completed application and logs out. The applicant must then log in to their account, open the partially completed application, check the disclosure boxes, enter their name in the signature box and submit the application.

### **Authorized Representatives:**

#### For Minnesota Health Care Programs:

Health care policy that allows a designated authorized representative to sign the application on behalf of the household has not changed. See HCPM section [07.15.05 - Application Signature](#). Health care policy for designating an authorized representative has not changed. See HCPM section [07.15.10 - Authorized Representatives](#). However, because ApplyMN only allows one electronic signature on the application, follow-up may be required to either complete the authorized representative designation or to complete the application.

- If the person named on ApplyMN as an authorized representative has previously been designated as an authorized representative, then either the applicant or the authorized representative may sign the application. No additional signatures are required.
- If the person named on ApplyMN as an authorized representative has not previously been designated as an authorized representative, and the applicant signs the application, then the applicant’s signature completes the application; however, the authorized representative’s signature is required to complete the authorized representative designation. Send Minnesota Health Care Programs

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– Giving Permission for Someone to Act on My Behalf ([DHS-3437](#)) or MFPP - Giving Permission for Someone to Act on My Behalf ([DHS-3437A](#)) to obtain the authorized representative's signature.

- If the person named on ApplyMN as an authorized representative has not previously been designated as an authorized representative and that person signs the application, then neither the designation nor the application are complete. The applicant's signature is required to complete the authorized representative designation and to complete the application. Send the MHCP Application Signature Page ([DHS-3417A](#)) with the Request for Signature Letter ([DHS-3555](#)) for the applicant to sign.

Exception:

If the applicant is incapacitated or incompetent and cannot sign the application or designate an authorized representative, follow current procedures for appointing an authorized representative.

For cash programs and Supplemental Nutrition Assistance Program:

The process for authorizing a representative has not changed for cash and Supplemental Nutrition Assistance programs. Since an interview of some type (in-person or phone) is required for these programs, any clarifying information regarding the authorized representative can be obtained during the interview process.

### **Incomplete Applications:**

Applicants may submit their application at any time during the ApplyMN process. Applications submitted by the applicant prior to the Disclosure Page, which bypass any required questions, are incomplete applications. Note that incomplete ApplyMN applications include an electronic signature from the applicant or the authorized representative, unless "Did Not Sign" is entered in the signature box by a third party assistor. Only those questions displayed to the applicant during completion of the online application will appear in the worker's PDF file version. Questions may not display to the applicant because:

- The question is not relevant based on the program(s) requested.
- Household composition rules do not dictate the need for the question.

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- The applicant answered “No” to a prior question or failed to respond to a prior question. Some questions trigger additional requests for information based on the applicant’s response.
- The applicant submitted the application early and the question was not displayed to the applicant.

**Example:**

A health care applicant submits the application from the Expenses Information screen. The application the agency receives will not contain questions regarding other health coverage since these questions were not displayed to the applicant.

**Action:**

Send a request for information to the applicant to obtain other health care coverage information.

**Example:**

An applicant household consists of a father and his 2-year-old daughter. The question regarding pregnancy will not appear to the applicants.

**Action:**

When reviewing the application, the pregnancy question will not appear on the PDF file. No follow-up is needed by the worker.

**Example:**

Applicants indicate no income from employment.

**Action:**

Employment-related insurance questions will not appear on the PDF. Review for questions about non-employer, private insurance or coverage provided by a non-household member, such as an absent parent to his or her children.

When reviewing the ApplyMN PDF or EDMS (formatted from the XML file) version, “Yes/No” questions displayed to the applicant but left unanswered, are valued with “NR” on the ApplyMN PDF or XML file. NR means “No Response”. Other questions requiring data field entry or check box designation displayed to the applicant, but left unanswered, contain a blank field next to the question.

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Information entered by the applicant appears as the applicant typed it, including capitalization and spelling.

**Note:** When reviewing an incomplete ApplyMN application, compare to a corresponding paper (or eDocs) application form if uncertain of questions skipped by the applicant. Follow-up responses may be needed to determine program eligibility. Remember that related subsequent questions may not appear if applicants respond “No” to a topic’s introductory question.

Example:

Applicants answered that they have no vehicle to report. Detailed questions about vehicle type, year, their usage, etc., will not appear to the applicant and will not show on the PDF file.

Follow current program policy and procedures to obtain and track missing information required for eligibility determinations, including responses to unanswered application questions. Send the applicant a [DHS-5223](#) (Combined Application Form) if no programs are selected on the application. As needed send a request for information form, other supplemental forms, or clarify by phone, or through an interview, any information needed for eligibility determinations. See the PDF File Layout information on the next page for how questions appear within ApplyMN.

**Note regarding MA LTCF and EW applications:** Information on community spouse and allowable dependents’ income and community spouse assets may be needed for LTCF and Elderly Waiver eligibility. When community spouse income or asset information and dependent income information is required, ApplyMN adds this additional text to income and asset-related questions, “Include the following people: (community spouse and/or dependents’ names).”

This additional text appears on the application proper and the application Summary pages but does not appear on the PDF version of the application. However, if the applicant indicates “Yes” to an income or asset question that applies to a community spouse or allowable relative dependents and reports the community spouse’s or dependents’ income or assets, this information displays on the PDF document. Follow-up is not required to obtain a response to income and asset questions for a community spouse or allowable dependents unless the PDF indicates an “NR” (no response) or a corresponding field is blank.

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## PDF File Layout:

The ApplyMN PDF format lists information in the following order and organized by sections. Information displayed in each section is noted.

Not all sections and corresponding information appear for all application types. For example, MFPP and MABC applications do not contain all sections listed.

- Office Use Only
  - Date received (date of application)
  - ApplyMN Confirmation number
- Tell us who is completing this application
  - Applicant/person completing application
  - MNCAA and other organization information
- Expedited Food (Supplemental Nutrition Assistance Program) questions
- Contact
  - Primary applicant's name
  - Address where you live
  - Mailing address
  - Phone numbers
  - Homeless status
  - Indian reservation information
- Household
  - Dates of birth/Social Security numbers
  - Gender
  - Relationship to applicant
  - Marital status
  - Temporary absence
- Program Selection
  - Programs being applied for by each household member
  - Health care program applied for
- Authorized Representative
  - Guardianship/Power of Attorney
  - AREP details
- Additional Household Information (Residence, Citizenship & Ethnicity)
  - Minnesota residency
  - Citizenship
  - Immigration
  - Race and ethnicity

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- Language preferences
- Education
  - Last grade completed
  - Student status
  - School details
- Additional Household Information (Health Related)
  - Pregnancy
  - Disability status
  - Accident/injury
  - Prescribed diets
  - Retroactive health care coverage
- Program Details
  - LTCF or waiver needs
  - Military/veteran statuses
  - Emancipation status
  - Recent assistance from cash or food programs
  - Household composition (MFPP/MABC only)
- Additional Household Information (Other)
  - Non-disability-related work ability
  - Recent employment changes
  - Recent military tour of duty
  - Who buys, prepares and eats together
- Additional Household Information (Parental Details)
  - Parent status
  - Absent parent details
  - Household changes
- Income (Jobs Information)
  - Self-employment
  - Jobs
- Income (Sources other than a job)
  - Unearned income details
- Income (Changes to Income)
  - Expected income changes
  - Earned income that ended in last 12 months
- Asset Information
  - Liquid assets
    - Bank accounts, bonds, trusts, stocks, annuities, retirement accounts, life insurance, burial contracts, contracts for deed
  - Vehicles
  - Real Estate
  - Other

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- Annuity interest, trusts, buying items, asset assessment (LTC/EW)
  - Transfers
- Expenses
  - Family Care
    - Child or adult care expense details
  - Housing
    - Rent/Mortgage
    - Homeowner's insurance
    - Real estate taxes
    - Room and/or board
  - Utilities
  - Job-related expenses
  - Other expenses
    - Child/medical support paid information
    - Spousal support and tax dependent cost details
    - Medical expenses
- Health Insurance Information (Recent Changes)
  - Coverage from another state
  - ESI questions
- Health Insurance Information (Current Insurance)
  - Current health insurance details including Medicare
  - Insurance premium costs
- Principal Wage Earner/Penalties
  - Principal Wage Earner designation
  - Disqualifications for public assistance, duplicate assistance, fleeing felons, drug felonies and conditions of parole status
- Almost Done!
  - Voter registration card
  - Anything else applicants want to report
- Disclosure page information
  - Disclosures reviewed by applicants
  - Status of verifications for MNCAA-assisted applications
  - Statement of understanding
  - Applicant signature and date

Each PDF file may appear differently based in part on household size, amount of information provided, application type selected, assistance programs applied for, and whether the application is complete. (For example, Supplemental Nutrition Assistance Program applications will not contain the health insurance section.)

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Inquire within your agency regarding the EDMS-translated layout of the XML file.

## **Date of Application:**

Follow current program policies regarding the date of the application and requests for coverage. To submit an application, ApplyMN applicants are required to provide an address even if the address is a shelter, facility or mail-drop location. They must also electronically sign the application. Therefore, each submitted ApplyMN application, even if incomplete, is usually sufficient to set the date of application.

Exception: If “Did Not Sign” was typed in the signature field or the signature did not reasonably represent the name of someone allowed to sign the application, the application cannot be used to set the date of application for cash assistance, SNAP or CCAP.

Note: Current health care policy allows applicants to set their date of application by providing their name and a means to contact them such as an address or phone number. Continue to use this criterion to set the date of application for paper and ApplyMN requests for coverage that do not contain a signature for health care.

ApplyMN applications are electronically date-stamped upon submittal. The date and time of submittal appears in the “Date Received” field in the PDF version of the application. **Use the date valued in the “Date Received” field as the date of application.** If viewing an EDMS file version, use the date translated from the “SubmitDate” field of the XML file.

See the subsection ([Instructions for Agency Staff Processing ApplyMN Applications](#)) regarding the date of application for applicants who use a Multilingual Referral Line (MRL) service for assistance in completing ApplyMN.

## **Limited English Proficiency (LEP) Applicants and the Multilingual Referral Line (MRL):**

Applicants with LEP may receive help with ApplyMN. On the ApplyMN Welcome Page there will be an option for an individual with LEP to select “No English.” If the applicant chooses “No English”, he or she will be

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directed to instructions ([DHS-3535E](#)), available in ten different languages, to call the MRL service. If the person with LEP does not speak any of the ten languages listed, he or she will need to contact the county directly. Apply processes established in your agency's LEP plan for accepting and triaging requests from individuals with LEP.

If a person with LEP calls the MRL service or processing agency within or outside of normal business hours and leaves a message, the phone mail boxes will record the date and time of the message. **The date of the first contact**, including messages left during regular working hours or after hours with either the MRL service or the county, **is considered the date of application** for ApplyMN or paper applications.

The MRL service will use their current procedures for making the referral to the processing agency.

### **Instructions for Agency MRL Liaisons Using ApplyMN**

Upon receipt of a request from the MRL service, the MRL liaison should contact the applicant using the procedures established in your agency's LEP plan. The applicant can choose to apply for benefits using ApplyMN or a paper application. If the applicant wants to apply for benefits via a paper application, use the procedures established in your agency's LEP plan. If the applicant wants to apply for benefits via ApplyMN, follow the steps below.

1. Help the applicant create a User Account in the applicant's name. If the applicant already has a User Account, use the applicant's user name and password to access ApplyMN.
2. Select the type of application.
3. On the ApplyMN - Contact screen select: "I am a Community Partner or other outreach organization assisting with this application."
4. In the "Organization Name" field enter "MRL liaison."
5. Complete the application up to the Application Summary page.

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6. At the bottom of the Application Summary page, enter the following information in the “Is there anything else you would like us to know?” field:
- the date and time the LEP individual contacted the MRL service.
  - a statement that this date and time should be used as the application date.
  - the MRL liaison contact name and phone number.

## **Instructions for Agency Staff Processing ApplyMN Applications**

1. Review the application. Determine if an MRL service was used for the application.
2. If “MRL liaison” is entered in the “Organization Name” field, use the MRL service contact date and time entered in the “Is there anything else you would like us to know?” field near the end of the application file, as the date of application. Use that date when entering the date of application on MAXIS, MMIS and MEC<sup>2</sup>.
3. Case note that the application was an MRL service contact and that the date of application is the date of the MRL service contact rather than the application received date. Include the MRL service contact date and MRL liaison’s name and contact information.

## **Community Partners:**

Community partner information, including Minnesota Community Application Agent (MNCAA), is below the date received field of the application.

Example:

<b>Office Use Only</b>		
<b>DATE RECEIVED</b>	<b>CASE NUMBER</b>	<b>WORKER NUMBER</b>
2011-12-15 13:04:56		
<b>Tell us who is completing this application</b>		
<b>Person completing this application</b> Community Partner		
<b>Organization Name</b> Hennepin County Medical Center - HCMC	<b>MNCAA ID</b> 778	<b>MNCAA Agent ID</b> 251

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MNCAA information is listed in the “Tell us who is completing this application” section of the application file. The MNCAA ID and MNCAA Agent ID are in those corresponding fields. Enter the MNCAA ID in the proper “Referral Source” fields on MAXIS (STAT/PROG) and MMIS (RCAD).

## **Processing Periods and other Application Policies:**

Treat ApplyMN applications the same as applications received in person or via the mail.

Follow the same program processing guidelines including:

- Interview policy.
- When to enter information into MAXIS or MMIS.
- How long an application is valid.
- When and how to share an application between agencies.

## **ApplyMN Applications Received at Renewal:**

Accept an ApplyMN application from a current enrollee as a renewal or recertification if received within the renewal or recertification processing period and update the appropriate systems following current program policy. Follow-up with the applicant for verifications, forms, or other information needed to process the renewal.

If an ApplyMN application submitted during the renewal or recertification processing period contains a request for a new assistance program, process ApplyMN as a new application for that new program. See HCPM Section [08.10 - Renewal Forms](#) or CM Section [0009 - Recertifications](#).

## **Shared Applications:**

“MinnesotaCare Only” requests in combination with a request for another program (cash assistance, Supplemental Nutrition Assistance Program, Child Care Assistance or emergency help) may result in the application simultaneously routing to two different processing agencies. This may require coordination between MinnesotaCare Operations and the county or tribal agency to minimize duplicate requests for information.

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1. Review MAXIS, MEC<sup>2</sup> and MMIS screens and case notes to determine if the other agency has received the needed information.
2. If it is clear the other agency received the needed information, contact the other worker by SIR email to request a copy of the information for your case file. Document all actions taken in case notes.
3. If the other agency has not received the information, request the information from the applicant. Update MAXIS, MEC<sup>2</sup> or MMIS as appropriate. Document all actions taken in case notes.

Follow current date of application policy on shared applications.

Follow current application and expedited Supplemental Nutrition Assistance Program policy for accepting and processing applications routed to an incorrect processing agency. Re-route ApplyMN applications (via MN-ITS) to the proper agency upon completion of required actions. For expedited Supplemental Nutrition Assistance Program, issue benefits, document actions in MAXIS case notes, provide the applicant the address and phone number of the servicing agency, and advise them to contact that agency for further assistance.

Transfer MHCP applications within five working days from the date the application was received. The receiving agency should request any required verifications from the applicant. (HCPM sections [07.10 - Where to Apply](#) and [07.20.40 - Shared or Transferred Applications](#)).

Use the original ApplyMN date of application as the date of application for any shared applications or for an application re-routed to the correct processing agency.

## **ApplyMN Supplemental Nutrition Assistance Program Applications:**

The U.S. Department of Agriculture, Food and Nutrition Services requires county or state agencies that allow an applicant to apply for Supplemental Nutrition Assistance Program online in their agency to provide a printed copy of the completed application to the applicant. The agency must provide use of a printer to the applicant to allow the applicant to print their application from ApplyMN or the agency must print a copy for the applicant.

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## **New Benefits Requests after Submittal of ApplyMN:**

After applicants submit the online application they cannot electronically amend the submitted application to request a new program. Follow current policy to determine if an applicant can verbally request to add a new program to their ApplyMN application without completion of a new application form.

A new application is required when:

- applicants applying for MHCP (MA or MinnesotaCare) or CCAP request cash assistance or SNAP. The applicant must submit another application requesting these programs.
- recipients receiving cash assistance or SNAP request MA after the agency has acted on the request for cash assistance or SNAP.

A new application is not required when:

- pending cash assistance or SNAP applicants request MHCP (MA or MinnesotaCare).
- cash assistance or SNAP recipients request MinnesotaCare within 11 months of the completed application.

See HCPM Sections [07.05.10 - Application Required](#) and [07.05.15 - Application Not Required](#), and CM Sections [0005 - Applications](#), [0005.09.03 - When People Must Complete a CAF](#), and [0005.09.06 - When Not to Require Completion of a CAF](#).

## **FAQs**

Review the appropriate policy manual or send a PolicyQuest or HealthQuest query for ApplyMN-related policy and other troubleshooting issues not answered in this guide.

**If an applicant submits multiple applications (that is, two or more online applications or an online application in combination with a paper application), how should these be processed?**

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Follow current policy based on each program requested and the information reported.

## **What if an applicant submits an application for one program then modifies the request (different or additional programs or applicants) verbally or by a new ApplyMN or paper application?**

Once the online application is submitted, an applicant cannot electronically amend the submitted application. To request cash assistance or Supplemental Nutrition Assistance Program (SNAP), the applicant must submit another online application requesting these programs or complete a Combined Application Form (CAF). A new application is required if people receiving cash or SNAP request Medical Assistance after the agency has acted on the request for cash or SNAP. If pending cash or SNAP applicants request health care (Medical Assistance or MinnesotaCare) in addition to or instead of the programs they originally requested, allow them to manually amend the pending printed PDF version of the application to include health care. A new application is not required if people receiving cash or SNAP request MinnesotaCare within 11 months of the completed application. See HCPM sections [07.05.10 - Application Required](#) and [07.05.15 - Application Not Required](#).

## **What if the applicant wants the ApplyMN application withdrawn?**

Follow each program's current policy regarding how to withdraw an application. The policy for withdrawing an electronic application is the same as withdrawing a paper application.

## **What if a submitted application is not received by an agency?**

There are several reasons an application may not have been received by an agency. In order to determine the potential status and location of an application:

- Confirm with the applicant that the application was submitted. Applicants can log in to their ApplyMN account to see if the application was submitted. If the application was not submitted, advise the applicant to complete and submit the application.
- Ask the applicant for the confirmation number or the date and time of the submittal. This information is on the ApplyMN Home page under the "My Applications" list when the applicant logs into their user

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account. Once the information is known, your agency's MN-ITS administrator may review the OLA mailbox content by confirmation number or date.

- Ask the applicant for a copy of their Submission Confirmation page. This page lists the name of the processing agency. If different from where the application should be processed, contact the other agency to have the application file(s) transferred via MN-ITS. If the application was routed to the correct servicing agency, give the applicant that agency's contact information.
- If no application is found even though a confirmation number was provided, contact the MHCP (Minnesota Health Care Programs) Provider Help Desk at 651-431-2700, or toll free at 1-800-366-5411, for assistance in locating the application.

If no application and confirmation number are found, the applicant will need to submit a new application.

### **How do I find a confirmation number?**

Contact your agency's MN-ITS administrator with the approximate time and date of the applicant's submittal. The administrator can then review all applications received within that time span. You may also ask the applicant to find the confirmation number via their user account.

### **How do I transfer an application and attachments to the proper agency?**

See the "[MN-ITS and Transferring Cases between Agencies](#)" section of this process guide.

### **When should an application and attachments be transferred?**

Reasons to transfer (re-route) an application may include:

- Applicant selects an incorrect county of residence. This field is a drop list, so the applicant may select an incorrect county in error.
- Application is routed to an incorrect mailbox.
- Agencies mutually decide which agency will process (service) the application and that a transfer is needed.
- For Minnesota Health Care Programs, a county agency determined that some or all household members did not qualify for Medical

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Assistance (MA) and MinnesotaCare determination is required by MinnesotaCare Operations, or vice versa.

- An authorized representative requests the application be processed by the county where the authorized representative resides.

## **How will agencies know that an application contains a request for emergency help or appears eligible for expedited food need?**

It is up to each agency to review applications timely within the MN-ITS mailbox. If emergency help is requested, the file name lists “E” in the program code section of the file name indicating emergency help is being applied for. See the program code translation in the [OLA Folder section](#) of this guide.

Agencies are expected to review all applications received in a timely manner. ApplyMN is formatted so that questions related to expedited food need appear on the first page of the PDF file for applicants who selected to apply for cash or food-related programs. Each agency must determine the best method to review applications for expedited criteria within the process of assigning applications. Based on this information, it may be best practice that applications containing an “F”, “K” and “E” in the file name be reviewed for assignment before those which do not.

## **How should an applicant submit an attachment that is over the 20-document limit?**

The applicant should retain these documents to submit by mail, fax or in person as they would with paper applications. The applicant receives a warning message when trying to attach more than 20 documents to the application.

## **Is ApplyMN an alternative to all current paper application forms?**

No. Applicants for the MinnesotaCare for Volunteer Firefighters and Ambulance Attendants (MVFAA) program must continue to use the MVFAA Application ([DHS-5960](#)). In addition, tribes participating in the American Indian Child Welfare Initiative (AICWI) will continue to use the current paper application process when applying for health care on behalf of AICWI children in foster care. This will ensure these applications remain with the tribes for processing.

ApplyMN is an alternative to the following paper applications:

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- Health Care Programs Application (HCAPP) ([DHS-3417](#))
- Combined Application for Supplement Nutrition Assistance Program,, Cash Assistance and Health Care Programs (CAF) ([DHS-5223](#))
- Application for Payment of Long-Term Care (LTC) Services ([DHS-3531](#))
- MHCP Application/Renewal for Breast and Cervical Cancer Coverage Group (MA-BC) ([DHS-3525](#))
- Minnesota Family Planning Program (MFPP) Application ([DHS-4740](#))
- Minnesota CCAP Application ([DHS-3550](#))

## **Whom do I contact if there are technical issues with or questions about MN-ITS (such as retrieving a missing application or unable to access a folder)?**

Contact the MHCP Provider Call Center. Do not give these numbers to applicants.

### **MHCP Provider Call Center:**

651-431-2700 – select Option 6

Toll free: 1-800-366-5411 – select Option 6

**Callers must have their agency's NPI number available before calling.**  
Enter this number when prompted.

Note: The 1-800 number is blocked from local callers. Those who can call area code 651 without long-distance charges must use the 651 number.

## **When is MN-ITS not available?**

Scheduled downtimes are listed on the MN-ITS home page. If not available at other times, a message will prominently display, "We're sorry, the system is unavailable at this time. Please try back later."

## **How do I remove a file from the OLA folder?**

Files in the OLA folder may only be deleted through contact with the MHCP Provider Help Desk at the numbers listed above. Files remain in the folder for 90 days before they are purged. Files are visible for 30 days, but available for 90 days using the "date range" search function of MN-ITS. Agencies must have a process so that applications and attachments are

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assigned to a worker, then moved to their EDMS system or printed for the case file, prior to the 90-day timeframe. County agencies may delete files sent to their EDMS.

## **How do I request an agency to re-route an application and related attachments for processing?**

Use current processes for these requests. The sending agency may opt to transfer the ApplyMN files electronically or print and mail the documents.

## **How do clients reset their user name or password or unlock their account?**

To request a forgotten username, the user must enter the email address used when they first created their user account. The forgotten user name is sent to this email account. Users are advised that if they are unable to retrieve the username through the indicated email to contact Customer Support at numbers listed below.

To reset a forgotten password, the user must enter their user name and answer the “personal” challenge (security) questions created and answered when they set up their account. A temporary password is given to the user upon successfully answering the “personal” challenge questions. The user enters the temporary password to log in to his or her account. Upon logging in, he or she will be prompted to create a new password. Resetting a password may not necessarily unlock a user account. There is no limit to the number of times a user can fail to answer a security question.

A user account becomes “locked” if the account holder enters five (5) incorrect passwords. The account will be locked for two days. The user can wait for two days and try the password again or can call the MHCP Provider Help Desk to unlock the account. An email is not sent to the account holder when they are locked out of the account.

If locked out, the user receives this message:

## **YOUR ACCOUNT HAS BEEN LOCKED**

You have entered the wrong username and/or password multiple times.  
Please call the following number for help unlocking your account:

**1-800-657-3629**

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This number directs applicants to the MN Health Care Access Line. This 1-800 number works for those also in the local calling area. Though the 1-800 number is available, direct applicants who reside in the local calling area to call 651-431-2283.

## **What are the hours for the MN Health Care Access Line?**

Hours are 8:00 am to 4:30 pm, Monday through Friday.

## **Who can set up a client's ApplyMN user account?**

Anyone can set up a client's user account including community partners, social workers, authorized representatives and other persons who assist clients. Those assisting applicants must create the user account entering the client's name, date of birth, address, email address and phone number – **not their own information**. Phone number and email address are optional fields when creating a user account. If the client does not have an email account, those assisting the client may help the client set up an email account using an internet email service provider.

An email is automatically sent to the email address (if one exists) when the account is created or when changes are made to the user account. DHS will not use the email address entered on the user account for other communications. DHS will not use the phone number entered on the user account to contact applicants. Processing agency workers do not have access to ApplyMN user account data or any information on who created an account.

## **How do I direct applicants to ApplyMN?**

Applicants can access ApplyMN through these websites:

- [www.ApplyMN.dhs.mn.gov](http://www.ApplyMN.dhs.mn.gov)
- [minnesotahelp.info/public/](http://minnesotahelp.info/public/)
- [mnhumanservicesonline](http://mnhumanservicesonline)

Or through a link from the DHS public website:

- [www.dhs.state.mn.us](http://www.dhs.state.mn.us)

## **Can presumptive eligibility determinations for MFPP be submitted using ApplyMN?**

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Yes. Authorized medical providers may submit these requests as part of the ApplyMN application submittals following the process listed under the [Presumptive Eligibility](#) section of this guide.

## **Can presumptive eligibility determinations for MA-BC be submitted using ApplyMN?**

No. Follow current policies and procedures.

## **Where can I make suggestions to improve the ApplyMN application and its process?**

Send an email to "[Process.Improve@state.mn.us](mailto:Process.Improve@state.mn.us)".

## **How will correspondence mailed in or dropped off by the applicant get "attached" to the online application?**

Follow your existing process when receiving correspondence in the mail or in-person.

## **Must applicants use ApplyMN to apply for assistance?**

Applicants are never required to apply using the online application. If an applicant has issues with creating a user account or is not comfortable using computers, then a paper application is recommended.

## **Application Overview**

**This section provides background for workers about ApplyMN and the applicant process. It is not intended to provide thorough details of how applicants create their user account or how to complete an ApplyMN application.**

All ApplyMN requests begin on the initial screen – simply titled ApplyMN. From there, applicants must first create a user account. Upon completing the user account creation process, the applicant may access the online application to make a request for assistance. The questions asked of the applicant may vary, depending on the application type selected, the program(s) being requested, responses to previous questions, or household composition and demographics. Questions appear in the same order (called an application flow) though the questions asked may vary

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based on the factors listed. ApplyMN questions and text may differ from wording and formats used in comparable paper application forms.

There are four application types to choose from on the Application Type Selection screen. Certain programs only allow for one person in the household to apply for benefits using a program-specific application:

- Medical Assistance (MA) for payment of services in a long-term care facility.
- MA for Breast or Cervical Cancer (MA-BC).
- The Minnesota Family Planning Program (MFPP).

Upon selection of one of the program-specific applications, an applicant is only provided the option to apply for him or herself and to follow the application flow specific to that application.

Applicants choosing to apply for cash assistance, Supplemental Nutrition Assistance Program, health care coverage (including MinnesotaCare and waiver services), child care assistance, or emergency help will select the combined (all-program) application.

On the Program Selection screen for the combined application, applicants may select which program(s) they want to apply for. Each household member has the option to apply for a single program, a combination of programs, no assistance, or to not respond and bypass the program selection process. Applicants applying who have a child under age 21 in their household are presented the option to choose between applying for all MHCPs or for MinnesotaCare only.

Online questions and information are grouped into the following topic order, depending on the application selected on the Application Type Selection screen or program(s) selected on the Program Selection screen:

- Contact information
- Household information
- Program Selection
- Program Details
- Authorized Representative
- Education information
- Additional Household Information
- Income information
- Asset Information
- Expenses information

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- Other Health Insurance information
- Principal Wage Earner and Penalties Disclosure
- Application Summary
- Disclosure screen
- Submission Confirmation screen

See the [“PDF File Layout”](#) section of this guide for more details.

On the Application Summary screen, applicants may review what they have entered, edit any responses and print a summary of their completed application, up to that point. On the Disclosure screen, applicants may print the disclosure documents and browse for electronic versions of documentation (up to 20 attachments, one megabyte each) and upload (attach) documentation to the application. Also, applicants may print each screen of the application as it is completed.

The Disclosure screen displays appropriate disclosures based on the programs being requested. Disclosures that may display include:

- Notice of Privacy Practices ([DHS-3979](#))
- Rights and Responsibilities ([DHS-3214](#))
- Authorization for Sharing Information and Medical Assignment of Benefits ([DHS-5959A](#))
- Notice about Income and Eligibility Verification System/Work Reporting System ([DHS-2759](#))
- Important Information Sheet ([DHS-5223B](#))
- Penalty Warnings ([DHS-5959B](#))
- Employment Services Registration ([DHS-5959C](#))
- Domestic Violence Information ([DHS-3477](#))

Applicants must review and agree to all displayed disclosures before the application may be submitted. ApplyMN inhibits application submittals, even early submittals, if the applicant does not review (and check as read) each required disclosure document or fails to enter a complete electronic signature.

The worker’s PDF version (and potentially each agency’s EDMS-translated version) of the application displays questions and responses in the order listed above, with field values that match what the applicant had completed. Workers may add electronic notes to their agency’s EDMS version of the application as they review or follow-up with the applicants, if their EDMS has this feature. The PDF format is constructed so that ample

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space exists, when printed, to add written comments, though it does not contain specific “Agency Use” sections available on some DHS application forms. Always document in MAXIS or MMIS notes all information pertinent to eligibility determination.