Certified Application Assistance Sites (CAAS)

What is a Certified Application Assistance Site (CAAS)?
A Certified Application Assistance Site is an agency that assists families in completing the "Application for Medical Assistance" and is certified to verify citizenship and identification documentation.

How does an agency become certified?

- The agency must fax or mail a completed "Certified Application Assistance Site Application" to: 303-866-2505 or 1570 Grant St. Denver, CO 80203.
- The agency must understand their liability if false documents are knowingly verified, and in this case their certification will be revoked.
- The agency must agree to ensure that all staff assisting with applications are adequately trained on the process for completing an application and the proper procedure for verifying original or certified copies of citizenship and identity documents were presented.
- The agency must be a community-based organization or non-profit organization supporting community and not an individual's interest
- The agency must agree to submit completed applications and all documentation to the client's county department of human/social services where they reside within five business days
- Agencies with multiple locations must complete a "Certified Application Assistance Site Certification Application" for each location requesting certification

What happens once an agency is approved?

- Each approved agency will receive a letter of approval with an assigned certification number
- The agency will be added to the Department's Application Assistance – Mapping Tool on the Department's Web site.

What are the expectations of a CAAS?

- The agency must agree to all of the Department rules, regulations and agency letters.
- The agency must agree to train all staff assisting with applications on the process for completing a "Application for Medical Assistance" and how to verify citizenship and identity documents

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