



# JOB AID: WITHDRAW AN APPLICATION

April 14, 2014

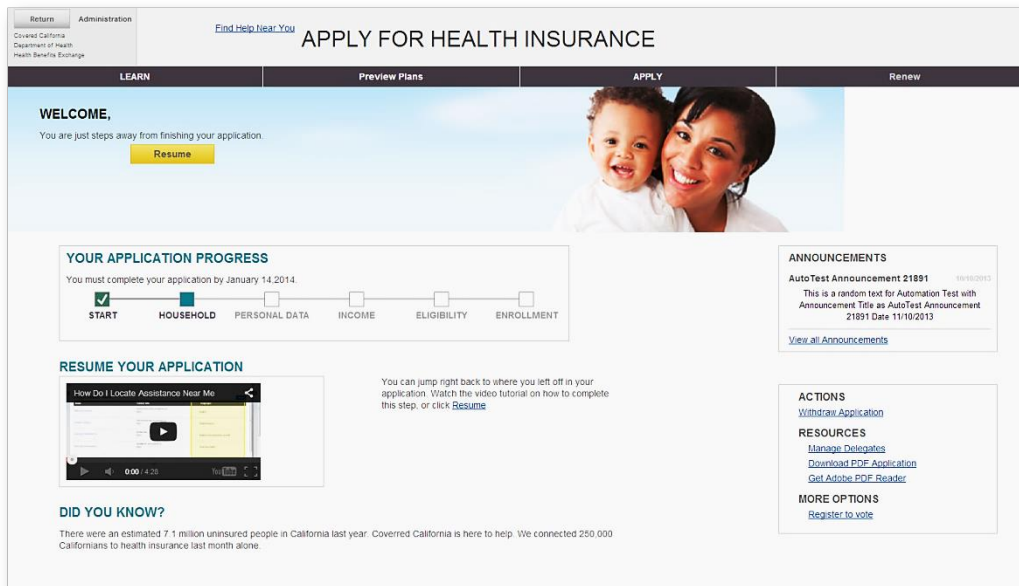
Your destination for affordable, quality health care, including Medi-Cal

The purpose of this document is to help you handle questions about how and when a Consumer or Service Center Representative / County Eligibility Worker can withdraw an application.

An application can **ONLY** be withdrawn during the Initiated and Submitted phases of the Application process:

Can I withdraw an application?				
	Pre-Application	Application Initiated	Application Submitted	Successful Plan Enrollment
Withdraw Application	No	Yes	Yes	No

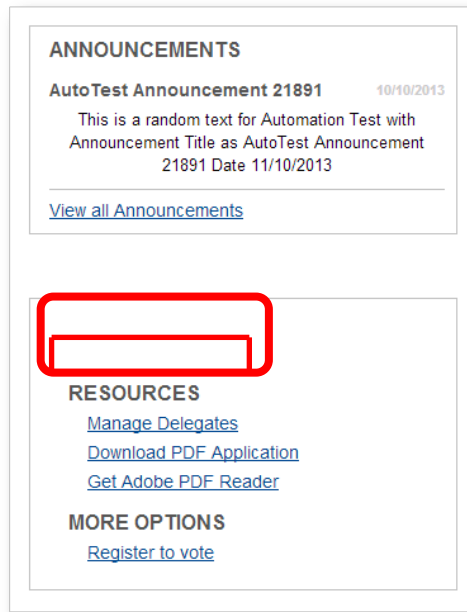
1. To withdraw an application, navigate to the Consumer's home page by searching for the Consumer and clicking the **View Home** button.



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2. Then scroll to the **Actions** section on the lower right hand section of the page. Click the **Withdraw Application** link.



3. Click the **Yes** button on *the Withdraw Application Confirmation* popup to finalize the withdrawal.

