



Change Your ESA Eligibility with a Private Diagnosis

Once you have a SIGNED Universal ESA contract, you can update your student's ESA funding with a private diagnosis.

Here is what you'll do to upgrade that category (again, not until after you have signed the Universal ESA contract):

- Login to your ESA portal
- Click Submit a Helpdesk request on the right hand side (it's a blue hyperlink)
- Click on "Request a service"
- Choose "ESA Enrollment" as your template, it should look like this:

A screenshot of a web browser showing a 'Create a service request' form. The browser address bar shows 'helpdesk.azed.gov/app/itdesk/HomePage.do'. The form is titled 'Create a service request' and has a sub-header 'ESA Enrollment'. The form fields include: 'Request Type' (Service Request), 'Status' (Open), 'Category' (ESA Enrollment), 'Sub Category' (Question), 'Item' (Question), 'Subject' (ESA eligibility category), and 'Description' (I am submitting a private diagnosis for my child to change his ESA eligibility category. Child's Name and ID #). There is also a 'Requester Details Section' with fields for 'Requester Name' (White, Lindsey), 'Phone', 'Department', 'Job Title', and 'Assets'.

- In the description box - type "I am submitting a private diagnosis for my child to change their ESA eligibility category."
- Include your child's name and ESA ID#
- Scroll down slightly and attach the PDF of the diagnosis and you will need to print or go online to get the certification of the doctor who did the exam. If an MD signed the exam, you can find the license [here](#). If it was a psychologist or neuropsychologist who signed the exam, you can find the license [here](#). Make sure it is the entire evaluation, including the signature pages.
- Once that is submitted you will see your request as "pending" on your Helpdesk homepage
- The ESA program should upgrade funding and then send another contract to sign
- Review the new contract and sign. Then you will be all set!

