

## FAAHEA.A One-e-App Health-e-Arizona

### 01 One-e-App Health-e-Arizona - Overview

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[For MA after 2013](#)  
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Health-e-Arizona is an electronic application for assistance supported by the One-e-App software system, and available on the [One-e-App Health-e-Arizona web site](#). Health-e-Arizona is an official FAA application for CA, NA, and MA. Health-e-Arizona is also an official AHCCCS application for programs for which AZTECS determines eligibility.

This chapter is organized as follows:

- [Accessing One-e-App](#)
- [Assign Applications in One-e-App](#)
- [Transfer Applications in One-e-App](#)
- [One-e-App Screens and Documents](#)
- [One-e-App Help Desk](#)

For policy and procedures regarding Health-e-Arizona applications, see [One-e-App Health-e-Arizona](#).

### B Accessing One-e-App

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The One-e-App system is shared by FAA, [AHCCGS](#), authorized Subscriber Organizations, and Public Access users. To access One-e-App, a user account must be created for the specific user. The user profile for the account defines which [One-e-App screens](#) the user has authorization to access.

Policy and procedures regarding access to the One-e-App system are outlined as follows:

- [One-e-App User Profiles](#)
- [One-e-App User Account Authorization](#)
- [One-e-App User Log in](#)

## .01 One-e-App User Profiles

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User profiles for One-e-App Health-e-Arizona accounts are assigned to FAA staff as follows:

- **Liaison**

This profile is defined in One-e-App as "Agency Supervisor or Liaison." The Liaison Profile is assigned to designated staff to monitor unassigned and assigned Health-e-Arizona applications at ALL FAA local offices. Subscriber Organizations are authorized to contact Liaisons to resolve issues regarding Health-e-Arizona applications.

- **Supervisor**

This profile is defined in One-e-App as "DES or AHCCGS Supervisor." The Supervisor Profile is used to monitor ALL Health-e-Arizona applications at the user's FAA local office. The Supervisor assigns Health-e-Arizona applications to EIs with an EI Profile. The Supervisor can also transfer applications in One-e-App to another FAA local office or to [AHCCGS](#).

**NOTE** The Supervisor Profile is not limited to FAA Supervisors. The local office may decide to activate this profile for OST staff, to allow the staff to assign and register applications.

- Eligibility Interviewer (EI)  
This profile is defined in One-e-App as "DES or AHCCCS Worker." The EI Profile is used to monitor ALL Health-e-Arizona applications assigned to the EI's workload.

To authorize staff to use One-e-App, see [One-e-App User Account Authorization](#).

## .02 One-e-App User Account Authorization

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Authorize user access to the One-e-App system as follows:

- Complete a [J-125 form](#) for the staff. Include the following on the J-125:

Staff's d0 log in ID. The d0 log in ID is used to create the One-e-App User Name.

Staff's site code location.

Staff's [One-e-App User Profile](#). This is necessary to assign the correct account profile in One-e-App.

Staff's e-mail address.

Both of the following:

- "HEALTH-E-ARIZONA"
- "TOPAZ USER" (TOPAZ is software that enables staff to view and print [electronic signatures](#).)

A Supervisor forwards the J-125 to [FAA Data Security](#). When the J-125 for the One-e-App User Account request is received, FAA Data Security completes the following:

- Adds the new user to One-e-App.
- Assigns the User Profile and site code location.
- Activates the One-e-App User Account.

- Contacts the staff by e-mail informing them the account has been authorized and is active, and providing the link to the One-e-App web site.

The e-mail also informs the staff to log in to the new account on the [One-e-App USER LOG IN](#) screen for the first time, as follows:

- Key the staff's d0 log in ID in the USER NAME field.
- Key the temporary password provided by FAA Data Security in the PASSWORD field.

When staff log in for the first time, One-e-App prompts them to complete the following:

- Review and scroll to the bottom of the [Click Agreements](#). Click on I AGREE.
- Change the temporary password provided by FAA Data Security to a new password by completing the following:

Select a new password following the formatting requirements in [Passwords to Secured Systems](#).

Key the new password in the NEW PASSWORD field.

Key the new password again in the CONFIRM PASSWORD field.

- Choose and answer a [secret question](#).

#### WARNING

Do NOT use another staff's User Name and password to access the One-e-App system. Information returned through One-e-App is secured and confidential. Misuse of the authorized access to One-e-App is a security violation.

Once a user account is active, ensure that electronic signatures can be viewed. When the electronic signatures do not display, contact the [FAA Information Technology \(IT\) Unit](#) to determine whether the TOPAZ software must be installed.

One-e-App accounts expire and deactivate as follows:

- New accounts that have not been activated by staff within 30 calendar days of creation deactivate on the 30th day.

- Active accounts in which staff has not logged in within the past 60 calendar days deactivate on the 60th day.

To reactivate expired accounts, contact [FAA Data Security](#).

To remove staff from the One-e-App system, see [Deleting Security Profiles](#).

### .03 One-e-App User Log In

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To log in and access the One-e-App system, complete the following:

- Access the [One-e-App web site](#). The One-e-App USER LOG IN screen displays. Complete the following:

Key the staff's d0 log in ID in the USER NAME field.

Key the account's password in the PASSWORD field.

Click on NEXT, or press ENTER.

- The One-e-App Main MENU screen displays, featuring options based on the [One-e-App User Profile](#).

#### **WARNING**

Do NOT use another staff's User Name and password to access the One-e-App system. Information returned through One-e-App is secured, and is confidential. Misuse of the authorized access to One-e-App is a security violation.

When staff are unable to remember their password or their account is disabled, complete either of the following:

- When a [secret question](#) was previously selected, complete the following:

Click on CLICK HERE on the USER LOG IN screen.

When the REACTIVATE YOUR ACCOUNT screen displays, complete the following:

- Key the answer to the selected secret question.

- Key the last name for the account.
- Click on NEXT, or press ENTER.

When the CHANGE PASSWORD screen displays, create a new password.

- Contact [FAA Data Security](#) to have the password reset.

Staff are required to review and agree to One-e-App user license and confidentiality conditions, referred to as the Click Agreements. The Click Agreements are required when any of the following occur:

- Staff log in to the One-e-App system for the first time.
- The password expires, is changed, or reset.
- The secret question is changed or used to log in.

The Click Agreements display on the following screens:

- USER LICENSE AGREEMENT FORM
- USER CONFIDENTIALITY AGREEMENT

Scroll to the bottom of the Click Agreement text to enable the agreement check boxes, and click on I AGREE.

## C Assign Applications in One-e-App

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When Health-e-Arizona applications are first received by an FAA local office, the applications display on the local office's [UNASSIGNED APPLICATIONS screen](#). Applications must be moved from the UNASSIGNED APPLICATIONS workload screen to the [ASSIGNED APPLICATIONS workload screens](#) for staff within the same local office. Use the [ASSIGN APPLICATION\(S\) screen](#) to assign applications in One-e-App to staff. (See [Assigning Health-e-Arizona Applications](#) for procedures)

Make every attempt to assign applications in One-e-App as follows:

- Assign applications from Subscriber Organizations to the EI who is to complete the eligibility determination. This ensures the correct EI contact information is provided to the Subscriber Organization in One-e-App.
- EI contact information is not provided to Public Access applicants through One-e-App. However, it is available to FAA and AHCCCS staff in One-e-App. Assign Public Access applications to either of the following:

The EI who is to complete the eligibility determination

A worker who can assist with the application if contacted by FAA or AHCCCS staff

## D Transfer Applications in One-e-App

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Health-e-Arizona applications may be received that must be processed at another FAA local office or at AHCCCS. When this occurs, transfer the application in the One-e-App system to the correct location. The [TRANSFER APPLICATION screen](#) is used to transfer unassigned or assigned Health-e-Arizona applications into the One-e-App system workload of another FAA local office or AHCCCS. (See [Transferring Health-e-Arizona Applications](#) for procedures)

Transferred applications display on the receiving location's [UNASSIGNED APPLICATIONS screen](#). Transfer History displays on the [APPLICATION DETAILS screen](#) for the application.

## E Disposition Applications in One-e-App

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When a Health-e-Arizona application is dispositioned, the following occurs:

- The eligibility determination is transmitted from AZTECS to the One-e-App system. This allows the Subscriber Organization or Public Access applicant to view whether benefits were approved or denied.
- The application is removed from the EI and local office [ASSIGNED APPLICATIONS workload screen](#).

Health-e-Arizona applications automatically disposition when ALL of the following information is keyed in AZTECS:

- Health-e-Arizona application ID number (REAP, APMA, RERE)
- Each applicant's Person Sequence Number (REAP, APMS, RERS)

(See [Registering Health-e-Arizona Applications](#))

The automatic disposition occurs the day following the day action is completed in AZTECS.

When the application does not automatically disposition in One-e-App, the application must be manually dispositioned using the

~~[DISPOSITION APPLICATIONS screen](#). (See [Dispositioning Health-e-Arizona Applications](#) for procedures)~~

## 02 *One-e-App Screens and Documents*

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~~All Health-e-Arizona users log in to the One-e-App system on the [Health-e-Arizona web site](#), but, depending on the user profile, the user views specific screens and documents, as follows:~~

- ~~• FAA and AHCCCS access a menu that allows agency staff to monitor and process received Health-e-Arizona applications.~~
- ~~• Subscriber Organizations access a menu that allows Organization staff to submit Health-e-Arizona applications and monitor application workloads.~~
- ~~• Public Access applicants access the applicant's My Health-e-Arizona home page, from which the applicant can submit and monitor Health-e-Arizona applications.~~

~~NOTE — To view screen shots of the Health-e-Arizona application roadmap screens as viewed by Subscriber Organization staff and Public Access applicants, see the [Health-e-Arizona Screen Guide](#).~~

The screens in the One-e-App system for FAA are as follows:

- [USER LOG IN](#)
- [One-e-App Main MENU](#)

The Main MENU options access the following screens:

- SEARCH FOR AN APPLICATION
- ASSIGNED APPLICATIONS
- UNASSIGNED APPLICATIONS
- Local Office WORKLOAD SUMMARY
- MESSAGES
- REMINDERS
- UPDATE PROFILE INFORMATION
- CHANGE PASSWORD
- CHANGE SECRET QUESTION
- CHANGE FONT SIZE
- AGENCY WORKLOAD SUMMARY (Liaison Only)
- VIEW HELPDESK REPORTS (Liaison Only)
- REPORTS (Liaison Only)
- ASSIGN APPLICATION(S)
- TRANSFER APPLICATION
- DISPOSITION APPLICATIONS
- APPLICATION DETAILS
- DISPOSITION DETAILS
- FAX SUMMARY DETAILS
- LINKS & CONTACTS

Documents accessible from the One-e-App screens are as follows:

- Health-e-Arizona Application Summary
- Health-e-Arizona FAX COVER SHEETS

Navigate through One-e-App as follows:

- Select an option from the main MENU screen.
- Click on the MENU link to access any of the following:
  - Main MENU screen
  - MAIN TASKS menu
  - OTHER TASKS menu
- Click on the NEXT button to advance to the next screen or return to the Main MENU screen.
- Use the BACK button on the browser toolbar to display the previous screen.

## B Main MENU

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The One-e-App main MENU screen displays the following options:

- [Search for Applications](#)
- [Assigned Applications](#)
- [Unassigned Applications](#)
- [Workload Summary](#)
- [View Notes](#)
- [View Messages](#)
- [View Reminders](#)
- [Modify Profile](#)
- [Change Password](#)
- [Change Secret Question](#)
- [Change Font Size](#)
- [View Agency Workload Summary](#) ([Liaison](#) only)
- [Helpdesk Reports](#) (Liaison only)
- [View Reports](#) (Liaison only)

The main MENU screen also displays the following information in a scrolling banner at the top of the screen:

- Broadcast Messages sent to users. Click on the message subject in the banner to display the Broadcast Message.

NOTE The message can also be reviewed in the Broadcast pop-up box when it displays.

- Messages set by the user. Click on “You Have New Ticklers” in the banner to display the [MESSAGES screen](#).

The main MENU screen can be accessed from the MENU link which displays on each screen.

## C SEARCH FOR AN APPLICATION

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The SEARCH FOR AN APPLICATION screen can be accessed from the [One-e-App main MENU screen](#), and is used to locate and display information regarding pending and dispositioned Health-e-Arizona applications in One-e-App. The screen also displays when the VIEW NOTES option is selected from the main MENU screen.

Key applicant information in the search criteria fields to search for an applicant. Key more information to narrow the search that is completed.

NOTE Key at least TWO search criteria fields.

To search for an application, key at least ONE Unique Identifier field.

Click on the SEARCH button to complete the search and display the [SEARCH RESULTS screen](#).

## D SEARCH RESULTS

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When a search is completed on the [SEARCH FOR AN APPLICATION](#) screen, the SEARCH RESULTS screen displays. The SEARCH RESULTS screen displays all applications that match the search criteria keyed as follows:

- Unassigned Applications
- Assigned Applications
- Dispositioned Applications

Place the cursor over the applicant's name in the APPLICANT NAME field to display a mouse-over that includes the following:

- The applicant's name, gender, date and place of birth, and other names used.
- The names of other applicants in the application.
- Whether the applicant for whom the search was conducted is the PI, or an applicant in the application.

For more information about an application, click on either of the following to display the [APPLICATION DETAILS](#) screen:

- The applicant's name in the APPLICANT NAME field.
- The FAX information in the FAXES field.

Click in the check box next to an applicant and click on one of the following buttons to perform the applicable function:

- To display the [DISPOSITION APPLICATIONS](#) screen, click on either the DISPOSITION MEDICAL or DISPOSITION FS AND CA buttons.
- To print [Health-e-Arizona FAX COVER SHEETS](#) for an application, click on the FAX COVER SHEET button.
- To display the [Application Summary](#), click on the APPLICATION SUMMARY button.

To clear criteria keyed before processing a search, click on the RESET button.

## E ASSIGNED APPLICATIONS

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The ASSIGNED APPLICATIONS screen can be accessed from the [One-e-App main MENU screen](#) and displays information based on the [One-e-App User Profile](#) as follows:

- For the EI Profile, all Health-e-Arizona applications that have been assigned to the EI can be displayed.
- For the Supervisor Profile, all Health-e-Arizona applications that have been assigned to all One-e-App users in the local office can be displayed.

To display application information on the ASSIGNED APPLICATIONS screen, complete either of the following:

- Key the applicable search criteria fields, and click on the SEARCH button to display specific applications.
- Click on the LOAD ENTIRE WORKLOAD button to display all assigned applications.

To display the information on the ASSIGNED APPLICATIONS screen in a spreadsheet, click on the EXPORT TO EXCEL button. To display all assigned applications in a spreadsheet without displaying the applications on the ASSIGNED APPLICATIONS screen, click on the EXPORT ENTIRE TO EXCEL button. Print or save the spreadsheet.

NOTE — Features on the ASSIGNED APPLICATIONS screen are also available on the [UNASSIGNED APPLICATIONS screen](#).

## F UNASSIGNED APPLICATIONS

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The UNASSIGNED APPLICATIONS screen can be accessed from the [One-e-App main MENU screen](#) and displays all unassigned Health-e-Arizona applications that have been submitted to the local office.

NOTE — Features on the UNASSIGNED APPLICATIONS screen are also available on the [ASSIGNED APPLICATIONS screen](#).

The UNASSIGNED APPLICATIONS screen is used to monitor Health-e-Arizona applications as follows:

- The Renewal icon (a yellow square with the letter R) displays next to an application that has been identified as a renewal application for one or more programs.
- The Health-e-Arizona Referral Source Code displays in the FAA CODE field. Place the cursor over the Referral Source Code to display a mouse-over. The mouse-over provides the name of the Subscriber Organization, or indicates that the application is from a Public Access applicant.
- The date the application was signed displays in the DATE SIGNED field, along with the number of calendar days since the signature date. (See [Health-e-Arizona Date of Application](#)) Applications display on the UNASSIGNED APPLICATIONS screen from the oldest to the newest, based on the date in the DATE SIGNED field.
- The date the application was received at the FAA local office displays in the DATE RECEIVED field.

NOTE — This is the date that the application was submitted or transferred to the local office for which the UNASSIGNED APPLICATIONS workload belongs. It is NOT necessarily the date the application was received by FAA. (See [Transfer History](#))

- The programs applied for display in the PROGRAM(S) field. When the eligibility determination is completed for a program and other programs are still pending, the completed program no longer displays in the field. When all programs identified as potentially eligible for expedited services or processing have been completed, the application no longer displays in RED.

Place the cursor over the information in the PROGRAM(S) field to display a mouse-over. The mouse-over displays all of the programs for which the applicant has applied.

- Applications identified as potentially eligible for expedited services or processing display in RED and sort at the top of the UNASSIGNED APPLICATIONS screen.

Codes display in the HIGH PRIORITY column indicating the expedite reason or program, as follows:

- GD (Grant Diversion)
- HOSP (Inpatient)
- KS (Kinship Care)
- NAX (Nutrition Assistance Expedite)
- PG (Pregnant)
- T&R (Treat and Release)
- TP (TPEP - Two Parent Employment Program)

Place the cursor over the codes to display a mouse-over that provides the HIGH PRIORITY reasons.

Applications subject to standard processing display in BLACK, and sort at the bottom of the UNASSIGNED APPLICATIONS screen.

- The FAXES field displays information regarding the number of FAX submissions received for an application, and whether any have been accessed and viewed. Faxes that have not been viewed are indicated as UNREAD. Place the cursor over the FAX information in the FAXES field to display a mouse-over. The mouse-over provides the date each FAX submission was received.

To view the FAXed documents, click on the FAX information in the FAXES field. The [APPLICATION DETAILS screen](#) displays.

Access more information about an application on the UNASSIGNED APPLICATIONS screen as follows:

- The Additional Information icon (a blue circle with the letter i) displays to the left of each application. Click on the icon to display the Additional Information slide-out pane. The Additional Information slide-out pane displays the following:

The number of applicants

The name of the submitting Subscriber Organization or Public Access applicant

The AZTECS case number (when the applicant has previously applied for and received a determination through the One-e-App system)

Programs being renewed

Each applicant's name, date of birth, and gender, and, when keyed in the application, Social Security Number and place of birth

- Place the cursor over the applicant's name in the APPLICANT NAME field to display a mouse-over. The mouse-over provides the name, date of birth, and, when keyed in the application, the Social Security Number, of each applicant on the application.
- Access the [APPLICATION DETAILS screen](#) for an application by clicking on either of the following:

The applicant's name in the APPLICANT NAME field

The FAX information in the FAXES field

The UNASSIGNED APPLICATIONS screen is also used to complete the following:

- [Assign Health-e-Arizona applications.](#)
- [Transfer Health-e-Arizona applications.](#)
- [Disposition Health-e-Arizona applications.](#)
- View the [Application Summary](#) for an application
- Print [Health-e-Arizona FAX COVER SHEETS](#) for an application.
- [Reminders](#) for an application. The Reminder icon (a yellow notepad with an exclamation point) displays when a Reminder has been added to the application.
- To display the information on the UNASSIGNED APPLICATIONS screen in a spreadsheet, click on the EXPORT TO EXCEL button. Print or save the spreadsheet.

Click on the heading of any column on the UNASSIGNED APPLICATIONS screen to sort the column. Click again to switch between ascending or descending order.

## G Local Office WORKLOAD SUMMARY

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The Local Office WORKLOAD SUMMARY screen can be accessed from the [One-e-App main MENU screen](#) and displays the following information:

- The names of the staff assigned to the local office in the USER NAME field.
- The following information from each staff member's One-e-App system workload:

Number of pending assigned Health-e-Arizona applications in the APPLICATIONS IN PROCESS field

Number of dispositioned Health-e-Arizona applications in the APPLICATIONS COMPLETED field

Total number of pending assigned and dispositioned Health-e-Arizona applications in the TOTAL APPLICATIONS field

- The following current information regarding the local office:

Number of assigned Health-e-Arizona applications

Number of unassigned Health-e-Arizona applications

Number of pending assigned and unassigned Health-e-Arizona applications

Number of total Health-e-Arizona applications processed year to date

Number of total Health-e-Arizona applications processed life to date

## H MESSAGES

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The MESSAGES screen can be accessed from the [One-e-App main MENU screen](#), and is used to add, schedule, and view messages.

When a message is added and scheduled, a NEW TICKLER alert scrolls across a banner at the top of the main MENU screen on the scheduled start date. The alert continues to display until the scheduled end date.

NOTE — One-e-App creates a message to remind staff when their password is about to expire. (See [Passwords to Secured Systems](#))

To add and schedule messages, complete the following:

- On the MESSAGES screen, click on the ADD NEW MESSAGE link, or the ADD MESSAGE button.
- Key a title for the message in the SUBJECT field.
- Key the message in the DESCRIPTION field.
- Key a start date in the START DATE field.
- Key an end date in the END DATE field.
- Click on the SAVE button.

To view messages, complete either of the following:

- Click on the NEW TICKLER scrolling banner at the top of the main MENU screen.
- Click on VIEW MESSAGES on the One-e-App main MENU screen.

The following can be completed on the MESSAGES screen after a message has been added:

- To remove a message after the scheduled begin date, but before the scheduled end date, click on the MARK AS READ link.
- To edit a message before the scheduled begin date, click on the CHANGE MESSAGE link.

- To remove message before the scheduled begin date, click on the REMOVE MESSAGE link.

## I REMINDERS

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The REMINDERS screen can be accessed from the [One-e-App main MENU screen](#), and displays all application Reminder messages added to applications on the [UNASSIGNED APPLICATIONS](#) or [ASSIGNED APPLICATIONS](#) screens.

To print a list of Reminders, click in the check box next to each Reminder message to be included in the list, and click on the PRINT button.

To add a Reminder to an application from the UNASSIGNED APPLICATIONS or ASSIGNED APPLICATIONS screen, complete the following:

- Click in the check box next to the applicant's name.
- Click on the REMINDERS button to display the ADD REMINDER pop-up window.
- On the ADD REMINDER pop-up window, key the text for the Reminder message and the due date in the DUE DATE field.
- Click on the SAVE button to save the Reminder and close the pop-up window.

To view, edit, or remove Reminders for an application, click on the REMINDER icon next to the applicant's name to display the REMINDERS pop-up window. Complete the following:

- Click on the PREVIOUS and NEXT buttons to view multiple Reminders attached to the application. Click on the CLOSE button to close the pop-up window.
- Click on the EDIT button to edit the text for the Reminder, or change the due date. Click on the SAVE button to save the changes and close the pop-up window.
- Click on the RESOLVE button to remove the Reminder.

## J UPDATE PROFILE INFORMATION

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The UPDATE PROFILE INFORMATION screen can be accessed from the [One-e-App main MENU screen](#), and allows staff to modify the contact information in their One-e-App account. FAA staff MUST modify their account information when any of the following changes in information occur:

- Name
- Telephone number
- E-mail address

## K CHANGE PASSWORD

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The CHANGE PASSWORD screen can be accessed from the [One-e-App main MENU screen](#), and allows staff to change their password.

The One-e-App system prompts staff to change their passwords every 45 calendar days. (See [Passwords to Secured Systems](#))

NOTE — When staff forget their password, or disable their account, see [One-e-App User Log In](#).

## L CHANGE SECRET QUESTION

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The ~~CHANGE SECRET QUESTION~~ screen can be accessed from the [One-e-App main MENU screen](#), and allows staff to select and answer a new Secret Question.

When staff forget their password, or disable their account, staff must key the answer to their Secret Question to reactivate their account. (See [One-e-App User Log In](#))

~~NOTE~~ Answers to Secret Questions are not case sensitive.

## M CHANGE FONT SIZE

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The ~~CHANGE FONT SIZE~~ screen can be accessed from the [One-e-App main MENU screen](#), and allows the size of the wording on the screen to be changed to larger or smaller.

## N AGENCY WORKLOAD SUMMARY (Liaison)

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The ~~AGENCY WORKLOAD SUMMARY~~ screen can be accessed from the [One-e-App main MENU screen](#) by users with the [Liaison Profile](#), and displays the following information for each FAA local office site code:

- The total of unassigned applications.
- The total of assigned applications.
- The total of unassigned and assigned applications.

Click on the site code in the LOCATIONS field to display the local office's [UNASSIGNED APPLICATIONS workload screen](#).

On the UNASSIGNED APPLICATIONS screen, click NEXT to display the local office's [ASSIGNED APPLICATIONS screen](#).

**O VIEW HELPDESK REPORTS (Liaison)**

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[For MA after 2013](#)  
[See the EPM](#)

The VIEW HELPDESK REPORTS screen can be accessed from the [One-e-App main MENU screen](#) by users with the [Liaison Profile](#), and displays links to One-e-App Help Desk Reports. The Help Desk Reports are updated each Sunday night, and provide the following information:

- A list of open Help Desk tickets
- A list of Help Desk tickets closed during the prior 30 days

**P REPORTS (Liaison)**

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The REPORTS screen can be accessed from the [One-e-App main MENU screen](#) by users with the [Liaison Profile](#), and provides access to the following reports:

- [Application Statistics Report](#)
- [Disposition Statistics Report](#)
- [Application Creation vs. Signature Date Report](#)

**.01 Application Statistics Report**

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The Application Statistics Report displays the following information:

- Number of applications submitted
- Number of new applications by program
- Number of renewal applications by program

To generate and view an Application Statistics Report, complete the search criteria fields for the application statistics to be displayed, as follows:

- Select the user type (SUBSCRIBER or PUBLIC) from the APPLICATION TYPE drop-down list.
- For Subscriber Organizations, select either the specific Organization or ALL ORGANIZATION from the ORGANIZATION drop-down list.
- When a specific Organization is selected from the ORGANIZATION drop-down list, select either a specific location or ALL LOCATIONS from the LOCATIONS drop-down list.
- Complete the DATE RANGE fields. Do not enter a date range for more than 12 months.
- Click the SEARCH button to generate and display the report.

## .02 Disposition Statistics Report

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The Disposition Statistics Report displays the following information:

- Number of applications dispositioned
- Number of applications approved
- Number of applications denied
- Average number of days from submission to disposition

To generate and view a Disposition Statistics Report, complete the search criteria fields for the disposition statistics to be displayed, as follows:

- Select the user type (SUBSCRIBER or PUBLIC) from the APPLICATION TYPE drop-down list.
- For Subscriber Organizations, select either the specific Organization or ALL ORGANIZATION from the ORGANIZATION drop-down list.
- When a specific Organization is selected from the ORGANIZATION drop-down list, select either a specific location or ALL LOCATIONS from the LOCATIONS drop-down list.
- Select one of the following program(s) from the PROGRAM drop-down list:

KIDSCARE  
DES AND DES-MED  
SSI-MAO AND MCS  
FREEDOM TO WORK  
FOOD STAMPS AND TANF

- Complete the DATE RANGE fields. Do not enter a date range for more than 12 months.
- Click the SEARCH button to generate and display the report.

### .03 Application Creation vs. Signature Date Report

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

Selecting this option displays the APPLICATION INTERVIEW DURATION REPORT screen. The Application Interview Duration Report displays the following information:

- Health-e-Arizona Application ID Number
- Creation and Signature Date
- Number of days between either Creation and Signature Date, or Signature and Creation Date

- Name of person who created the application
- Whether the application was electronically signed

To generate and view an Application Interview Duration Report, complete the search criteria fields for the statistics to be displayed as follows:

- Select the user type (SUBSCRIBER or PUBLIC) from the APPLICATION TYPE drop-down list.
- For Subscriber Organizations, select either the specific Organization or ALL ORGANIZATION from the ORGANIZATION drop-down list.
- When a specific Organization is selected from the ORGANIZATION drop-down list, select either a specific location or ALL LOCATIONS from the LOCATIONS drop-down list.
- Select either a specific user or ALL USERS from the SYSTEM USER drop-down list.
- Complete the DATE RANGE fields. Do not enter a date range for more than 12 months.
- Select whether the report is for the number of days from creation to signature date, or signature to creation date.
- Click the SEARCH button to generate and display the report.

## Q ASSIGN APPLICATION(S)

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The ASSIGN APPLICATION(S) screen is used to transfer unassigned or assigned Health-e-Arizona applications into the One-e-App system workload of staff within the same local office. (See [Assign Applications in One-e-App](#))

To assign an unassigned Health-e-Arizona application in One-e-App, complete the following:

- Review to ensure the application is at the correct local office, as follows:

On the UNASSIGNED APPLICATIONS screen, click in the check box next to the application to select the application.

Click on the APPLICATION SUMMARY button to display the PI's [Health-e-Arizona Application Summary](#).

Review the Application Summary to determine the residential ZIP Code.

When the ZIP Code is served by another FAA local office site code, [transfer the application](#) to the correct local office.

**NOTE** — When it is determined that an automatically registered Health-e-Arizona application must be transferred to another site, the case must also be transferred in AZTECS on CARC.

When the application is at the correct local office assign the application.

- More than one application can be assigned to an EI at the same time. On the UNASSIGNED APPLICATIONS screen, click in the check box or boxes next to the application or applications to be assigned.

Click on the ASSIGN button.

- The ASSIGN APPLICATION(S) screen displays, and lists the applications selected from the UNASSIGNED APPLICATIONS screen as follows:

For CA and NA applications, the PI displays separately for each program.

For MA, each applicant in the application displays.

- Complete either of the following:

Click in the check box in the first row next to ALL, when assigning all the applications and applicants listed to the same EI.

Click in the check boxes next to each application and applicant to be assigned to a specific EI, when assigning applications to different EIs.

- Select the EI to whom the applications are to be assigned from the drop-down list in the applicable ASSIGN/REASSIGN TO fields.
- Click on the SUBMIT button. The application is removed from the UNASSIGNED APPLICATIONS screen, and displays on the EI's [ASSIGNED APPLICATIONS screen](#). The application

also displays on the local office's ASSIGNED APPLICATIONS screen.

Ensure the application is registered in AZTECS following the policy and procedures outlined in [Registering Health-e-Arizona Applications](#).

An application may be reassigned from the local office's or EI's ASSIGNED APPLICATIONS screen.

## R TRANSFER APPLICATION

**REVISION 16**  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The TRANSFER APPLICATION screen is used to transfer unassigned or assigned Health-e-Arizona applications into the system workload of AHCCCS or another FAA local office site code. (See [Transfer Applications in One-e-App](#))

Transfer Health-e-Arizona applications as follows:

- More than one application can be transferred to a location at the same time. On the [UNASSIGNED APPLICATIONS screen](#) or [ASSIGNED APPLICATIONS screen](#), click in the check box or boxes next to the application or applications to be transferred.

Click on the TRANSFER button.

- The TRANSFER APPLICATION screen displays, and lists the applications selected from the UNASSIGNED or ASSIGNED APPLICATIONS screen as follows:

For CA and NA, the PI displays.

For MA, each applicant in the application displays.

- Complete either of the following:

Click in the check box in the first row next to ALL, when transferring all the applications to the same location.

Click in the check boxes next to each application or applicant to be transferred to a specific location, when transferring applications to different locations.

- Select the location to where the applications or applicants are to be transferred from the drop-down list in the applicable

TRANSFER TO fields. Choose one of the following locations, as appropriate:

FAA local office site code  
Freedom to Work  
KidsCare  
SSI-MAO

- Key the reasons for transferring the applications or applicants as follows:

When ALL is selected and there is one reason for transferring the applications or applicants, key the reason in the NOTES field next to ALL.

When there are different reasons for transferring the applications or applicants, do not select ALL. Click in each check box, and key the reason in each NOTES field next to the application or applicant.

**NOTE** — The NOTES field is a mandatory field. One-e-App does not allow transferring unless the NOTES field is keyed.

- Click on the SUBMIT button. The application is removed from the local office system workload, and displays on the receiving office's UNASSIGNED APPLICATIONS screen.

To access and view transfer history information for transferred applications, see [One-e-App Transfer History](#).

## S DISPOSITION APPLICATIONS

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The DISPOSITION APPLICATIONS screen is used to [disposition applications in One-e-App](#), and can be accessed from any of the following screens:

- [APPLICATION DETAILS screen](#)
- [UNASSIGNED APPLICATIONS screen](#)
- [ASSIGNED APPLICATIONS screen](#)

To access the DISPOSITION APPLICATIONS screen, complete the following:

- Click in the check box next to the applicant.
- Click on the DISPOSITION MEDICAL or DISPOSITION FS AND CA button, as applicable.

Manually disposition Health-e-Arizona applications as follows:

- Click on the appropriate DISPOSITION button to display the program DISPOSITION APPLICATIONS screen as follows:

DISPOSITION MEDICAL

DISPOSITION FS AND CA

- On the DISPOSITION APPLICATION screen, click in the check box next to the applicant (MA) or application (CA, NA) to be dispositioned.

**NOTE** Only MA applicants who applied for the benefits being dispositioned, can be dispositioned. One-e-App displays the names in **BOLDED** text.

- Select the following from the PROGRAM drop-down list:

For MA, select the appropriate category.

For NA, select either FS or EMERGENCY FS, as applicable.

For CA, no selection is needed.

- Select either APPROVED or DENIED from the STATUS drop-down list.
- When the status DENIED is selected, select the denial or closure reason used to deny or close the benefits, from the REASON FOR DENIAL drop-down list.
- Key the AZTECS case number in the AZTECS # field.
- Key the approval or denial date in the EFFECTIVE DATE field.
- When the MA application is subject to automatic referral in AZTECS to AHCCCS, select YES in the TRANSFER field. The [TRANSFER APPLICATION screen](#) displays. Complete the transfer of the application to AHCCCS.
- Click on SUBMIT to process the disposition.

When an [application submitted in error](#) must be removed from One-e-App, select DUPLICATE APPLICATION (ONE-E-APP ONLY) from the REASON FOR DENIAL drop-down list. Click on SUBMIT to process the disposition. Destroy any printed documents from the application.

## T APPLICATION DETAILS

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The APPLICATION DETAILS screen displays, and provides access to, information about the application, but is used mainly to view the following:

- Transfer History for transferred applications
- The location of an MA applicant's application
- Whether an eligibility determination has been completed
- FAXed documents

The APPLICATION DETAILS screen is also to access the [DISPOSITION DETAILS screen](#).

The APPLICATION DETAILS screen can be accessed from the [UNASSIGNED APPLICATIONS screen](#), the [ASSIGNED APPLICATIONS screen](#), or the [SEARCH RESULTS screen](#) by clicking on either of the following:

- The applicant's name in the APPLICANT NAME field
- The FAX information in the FAXES field

An application may be transferred in the One-e-App system to the local office from another local office, AHCCCS, or FAA Data Security. When this occurs, the Transfer History icon (a split arrow in a blue circle) displays next to the applicant's name on the APPLICATION DETAILS screen. Complete the following to view the Transfer History for the application:

- Click on the icon, and the TRANSFER HISTORY pop-up window displays. The TRANSFER HISTORY pop-up window displays the following information:

The transferring location in the TRANSFERRED FROM field

The receiving location in the TRANSFERRED TO field

The date of transfer in the TRANSFERRED DATE field

The transfer reason, as keyed by the transferring location, in the TRANSFERRED REASON field

- Click on the PRINT or CLOSE buttons to either print the information, or exit the TRANSFER HISTORY pop-up window.

When the application for an MA applicant is submitted to another location, the FAA site code or AHCCCS agency displays in the CURRENT LOCATION field for the applicant. Place the cursor over the information in the CURRENT LOCATION field to display a mouse-over. The mouse-over displays the following:

- The location address
- The assigned worker's name and contact information, when the application has been assigned in One-e-App

When an eligibility determination has been completed for a CA or NA application, or an MA applicant, YES displays in the DISPOSITION field next to the application or applicant. Otherwise, NO displays. Place the cursor over the YES or NO information in the DISPOSITION field to display a mouse-over. The mouse-over displays the following:

- The location address
- The assigned worker's name and contact information, when the application has been assigned in One-e-App

Click on the YES or NO information in the DISPOSITION field to display the DISPOSITION DETAILS screen.

The APPLICATION DETAILS screen displays the FAXed documents for an application as follows:

- PERMANENT DOCUMENTS RECEIVED
- TEMPORARY DOCUMENTS RECEIVED

The APPLICATION DETAILS screen displays and provides access to FAXed documents as follows:

- Each time documents are FAXed, the FAXed documents display under the heading FAX1, FAX2, FAX3, etc. The verification identified by One-e-App as needed to complete the eligibility determination displays in the DOCUMENT field.
- The boxes checked on the FAX Cover Sheet display as checked on the APPLICATION DETAILS screen. When a document is included, but the box was not checked on the FAX Cover Sheet, click in the box for the document on the APPLICATION DETAILS screen. This updates the One-e-App system.
- Place the cursor over the heading (FAX 1, FAX 2, FAX 3, etc.). A mouse-over displays the date the documents were received.
- Click on the heading (FAX 1, FAX 2, FAX 3, etc.). The FAX Cover Sheet and accompanying documents display in a pdf document.
- Click on the VIEW ALL FAXES button to view ALL FAXed documents associated with the submitted application in a pdf document.
- Click on the VIEW DOCUMENT ARCHIVE button to view FAXed documents from previous Health-e-Arizona applications submitted by the applicant. The DOCUMENT ARCHIVE pop-up window displays.

Click on the VIEW links to display the FAX Cover Sheets and accompanying documents from previous applications.

To change the PERMANENT or TEMPORARY status of all documents included in a FAX, complete the following:

- Click on the arrow button next to the FAX heading.

An edit message displays.

- Click on OK to reclassify the FAXed documents.

The APPLICATION DETAILS screen is also used to access the following:

- The [ASSIGN APPLICATION\(S\) screen](#), by clicking on the ASSIGN button.
- The [TRANSFER APPLICATION screen](#), by clicking on the TRANSFER button.
- The [DISPOSITION APPLICATIONS screen](#), by clicking on either the DISPOSITION MEDICAL or DISPOSITION FS AND CA buttons.
- [Health-e-Arizona FAX COVER SHEETS](#) for an application. These are accessed by clicking on the GENERATE FAX COVER button, and can be printed and used to FAX documents into the One-e-App system.
- The [Application Summary](#), by clicking on the APPLICATION SUMMARY button.

Messages can be sent to the Subscriber Organization Application Assistor from the APPLICATION DETAILS screen. To add and send a message to an Application Assistor, complete the following:

- Click on the CONTACT APPLICATION ASSISTOR button to display the ADD NEW TICKLER screen.
- The ADD NEW TICKLER screen displays the following information:

The name of the Application Assistor

The name of the Subscriber Organization

Notify Assistor in the TICKLER TYPE field

The Health-e-Arizona application ID number in the DESCRIPTION field

- Key the message in the DESCRIPTION field.
- Key a start date in the START DATE field.
- Key an end date in the END DATE field.
- Click on the ADD button.

**EXCEPTION**

When the application was submitted by a Public Access applicant, the button to send a message displays as CONTACT APPLICANT. Do NOT send messages to Public Access applicants through One-e-App.

**U DISPOSITION DETAILS**

REVISION 16  
(04/01/11 - 06/30/11)

For MA after 2013  
See the EPM

The DISPOSITION DETAILS screen displays information about the eligibility determination, as well as information also available on the APPLICATION DETAILS screen. The DISPOSITION DETAILS screen is used mainly to view the following information:

- The status of the eligibility determination
- Denial or closure reasons for denied applications
- The location address for the agency to which the application was submitted
- The assigned worker's name and contact information, when the application has been assigned in One-e-App

The DISPOSITION DETAILS screen is accessed from the APPLICATION DETAILS screen.

The status of the eligibility determination displays on the DISPOSITION DETAILS screen as follows:

- For CA and NA, the status displays for the application.
- For MA, the status displays for each applicant.
- The status displays in the STATUS field as one of the following:

PENDING

APPROVED

DENIED

- For approvals, the effective date of eligibility displays in the EFFECTIVE DATE field.
- For denials, the denial or closure reason displays in the COMMENTS field.

When an application is received too early for a renewal of eligibility, or while another application is already pending, AZTECS automatically dispositions the application. The following occurs:

ALREADY RECEIVING BENEFITS displays in the STATUS field

WILL REVIEW FOR CHANGES displays in the COMMENTS field.

AZTECS sets an ACTS alert, and displays the application on the Health-e-Arizona Registration Reports as an application to be treated as a change

The DISPOSITION DETAILS screen is also used to access the following:

- [Health-e-Arizona FAX COVER SHEETS](#) for an application. These are accessed by clicking on the FAX COVER SHEET button, and can be printed and used to FAX documents into the One-e-App system.
- The [FAX SUMMARY DETAILS screen](#), by clicking on the FAX DOCUMENTS link.
- The DOCUMENT ARCHIVE pop-up window, by clicking on the VIEW DOCUMENT ARCHIVE button. (See [APPLICATION DETAILS screen](#) for information about viewing FAXed documents)
- The Application Summary, by clicking on the APPLICATION SUMMARY button.

## V FAX SUMMARY DETAILS

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The FAX SUMMARY DETAILS screen displays information about, and provides access to, FAXed documents. All information displayed

on the ~~FAX SUMMARY DETAILS~~ screen is also available on the [APPLICATION DETAILS screen](#).

The ~~FAX SUMMARY DETAILS~~ screen is accessed from the [DISPOSITION DETAILS screen](#).

## W LINKS & CONTACTS

[REVISION 16](#)  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

~~Links & Contacts can be displayed by clicking on the LINKS & CONTACTS link at the top of each screen in One e-App, and is ONLY available to Subscriber Organizations, FAA and AHCCCS. Public Access users do not have this feature.~~

~~The LINKS & CONTACTS screen provides Subscriber Organizations with the following:~~

- ~~• FAA and AHCCCS liaison contact information~~
- ~~• Forms, documents, and instructional material necessary for the Organization to use Health e-Arizona correctly and efficiently~~
- ~~• Information about available community services and resources~~

## X Health-e-Arizona Application Summary

[REVISION 30](#)  
(06/01/13 - 07/31/14)

[For MA after 2013](#)  
[See the EPM](#)

The Health-e-Arizona Plus Application Summary is a pdf document containing the information keyed in a Health-e-Arizona Plus application. The Application Summary can be viewed and printed, and the information is used to complete the eligibility determination. The Health-e-Arizona Plus Application Summary is an official FAA application, and is [uploaded into OnBase\(g\)](#). (See [Determining Health-e-Arizona Eligibility](#))

The Application Summary is accessed by selecting an application and clicking on the APPLICATION SUMMARY hyperlink. The Application Summary includes the following information:

The Application Summary displays the following:

- All information keyed in the Health-e-Arizona Plus application, including NOTES added to the application by the Subscriber Organization Application Assistor.
- Abbreviated versions of the actual questions that display in the Health-e-Arizona Plus application. N/A displays as the answer for any of the following:

Questions that did not display for the customers to answer, based on other information entered in the application

Questions that displayed for the customers to answer, but the customer did not, and was not required to, answer

NOTE To view screen shots of the Health-e-Arizona Plus application roadmap screens as viewed by Subscriber Organization staff and Public Access users, see the [Health-e-Arizona Screen Guide](#).

- The name and contact information for the Application Assistor who submitted the application, when the application is from a Subscriber Organization. The Application Summary also includes the name and contact information for their Supervisor.
- The Representative's name and address information, when the application is submitted by a Representative.
- The Preliminary Eligibility Results and Applications Submitted section, which identifies how customers were screened for CA, MA, and NA, and whether they applied for the programs.
- Information that can be used to complete a Customer Contact, in the following sections:

Follow Up Interview Details

Household Address and Contact Information  
Contact Information

- The Declarations section, which includes the following:

Cooperation Statements  
Assignment of Rights  
Consent to Release MA Information to Jobs by CA customers  
Penalty Warning  
Statement of Truth  
Signature section

The signature section of the Application Summary displays one of the following:

- The Public Access electronic signature. Public Access customers key their name in the MY NAME field, and click in the check box to attest that this is their legal signature. The Public Access application captures only the signature of the PI.
- Subscriber Organizations must print the signature page, and have the customer manually sign and date the signature page. The signature page is faxed, using the Health-e-Arizona Plus fax cover sheet, into Health-e-Arizona Plus as a Permanent Verification Document. The Application Summary displays "This application was not signed electronically" to indicate that the application has been manually signed, and the signature is in the faxed documents. The manually signed signature page provides a spot for the customer signature and has room for additional customer signatures and a witness signature when necessary.

Request additional signatures for customers, when needed. (See [Signing the Application](#))

Y Health-e-Arizona FAX Cover Sheets

**REVISION 16**  
(04/01/11 - 06/30/11)

[For MA after 2013](#)  
[See the EPM](#)

The Health e-Arizona FAX Cover Sheet is a pdf document displaying a list of the required verification for a Health e-Arizona application, based on the information keyed in the application. Each verification requirement has a check box next to it. When the FAX Cover Sheet is accompanied by the verification document, the check box should be marked.

The required verification factors that One-e-App may display on the FAX Cover Sheets are separated as follows:

- Permanent Verification (page one of the pdf document)
- Temporary Verification (page two of the pdf document)

The remaining pages of the pdf document list examples of verification that are acceptable for each verification requirement.

For procedures on how to access and view the FAX Cover Sheets and accompanying documents, see the [APPLICATION DETAILS screen](#).

New FAX Cover Sheets can be printed for an application and used to FAX documents into the One-e-App system. Print FAX Cover Sheets for an application from any of the following screens:

- UNASSIGNED APPLICATIONS
- ASSIGNED APPLICATIONS
- SEARCH RESULTS
- APPLICATION DETAILS
- DISPOSITION DETAILS
- FAX SUMMARY DETAILS

Whenever possible, FAX permanent verification documents received in the local office into One-e-App. Permanent documentation is retained in One-e-App indefinitely, and is available when an applicant applies or renews through Health e-Arizona.

FAX documents into Health e-Arizona as follows:

- Annotate that original documents used to establish U.S. citizenship and identity were viewed, when applicable.
- Separate permanent documents and temporary documents before copying.

- Write the Health e-Arizona Application ID Number on all copies.
- Check the boxes on the FAX Cover Sheets for the documents being submitted.
- FAX the Permanent Documents FAX Cover Sheet and the copies of permanent documents to the FAX number on the FAX Cover Sheet.
- FAX the Temporary Documents FAX Cover Sheet and the copies of temporary documents to the FAX number on the FAX Cover Sheet.