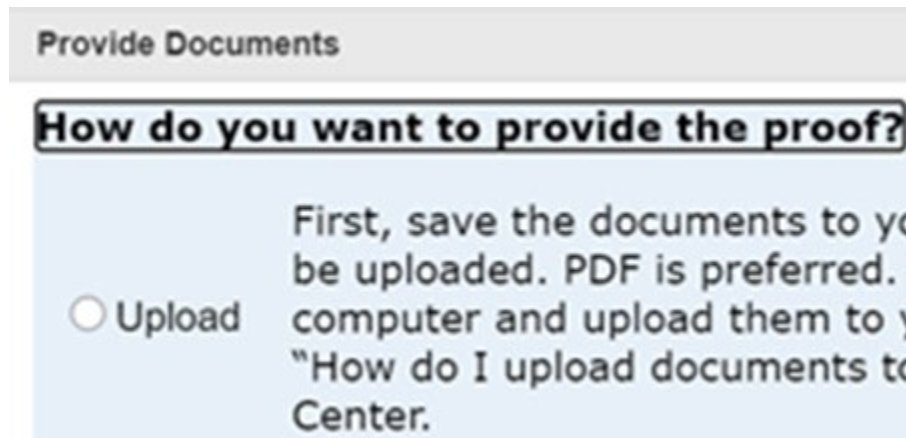**Health-e-Arizona PLUS**

Uploading Documents to Health-e-Arizona Plus

Take the following steps to upload documents that are saved on your computer or mobile device to Health-e-Arizona Plus:

1. Log in to your Health-e-Arizona Plus account at **https://www.healthearizonaplus.gov/**.
2. From your home page choose the "Provide/View Documents" <u>Provide/View Documents</u> link. This link will take you to the Verification Status page.

Provide Verification or Other Documents

4. Read the instructions next to the "Upload" option.

Provide Documents

How do you want to provide the proof?

○ Upload   First, save the documents to yo
be uploaded. PDF is preferred.
computer and upload them to y
"How do I upload documents to
Center.

5. Select the "Upload" option.
6. Choose the category for the proof you are providing in the "Associate With" column and choose the drop-down expansion.

| Associate With |
| --- |
| ▾ Age |
| ▾ Application for Potential Benefits-Ur |
| ▾ Citizenship |
| ▾ Identity |
| ▾ Other Supporting Document |
| ▾ SSN |
| ▾ State residency |

7. Choose the check box of the person or persons for whom the proof is for.

Application for Potential Benefits-Ur
☐ Jackc   29) -Application for Po

8. In the same row, select the document type from the drop-down in the "Document Type" column.

Document Type
--Select One--   ∨
--Select One--
Birth Certificate
Other document showing name and age
--Select One--
--Select One--

9. In the same row, choose the "Choose File" button in the "Document to Upload" column.

Document to Upload

| Choose File | No file chosen |
| Choose File | No file chosen |
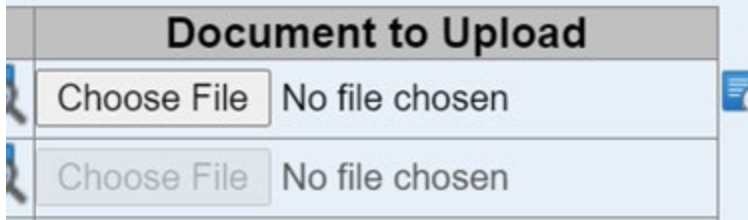
10. Select the file that you saved to your computer or mobile device.
11. Repeat steps 6 through 10 for any other proof needed.

Upload Documents

13. A message will display telling you the upload was successful.

If you are unable to upload the document, make sure it is a type that HEAplus accepts.

- You can upload the following types of documents: JPG, JPEG, BMP, PNG, GIF, PDF, TIF, TIFF, WAV, MP3, WMA. Word and HTML documents cannot be uploaded.
- Do not upload documents that are password protected. Password protected documents cannot be read and will delay your application.
- Documents cannot be larger than 6 MB.
- Documents with the following in the file names may cause errors: #, %, (,), @, ^, &, ! , $.

Resave the document in the appropriate format and retry steps 10 through 13.

If you need help call 1-855-HEA-PLUS (1-855-432-7587) for assistance.

Emailing Documents to Health-e-Arizona Plus

Take the following steps to e-mail documents that are saved on your computer or mobile device to Health-e-Arizona Plus:

1. Log in to your Health-e-Arizona Plus account at **https://www.healthearizonaplus.gov/**.
2. From your home page choose the "Provide/View Documents" Provide/View Documents link. This link will take you to the Verification Status page.

Provide Verification or Other Documents
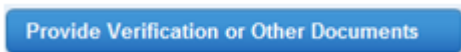
4. Read the instructions next to the "Email" option. Select the "Email" option.

	If you choose this
	for your HEAplus a
	scan or picture of t
	HEAplus needs the
○ Email	with your applicati
	the Subject line of
	be identified and a
	benefits. Detailed i
	in FAQ (Frequently

5. Read the instructions and the "Caution:" section for e-mailing documents.
6. Choose the "Generate an E-mail With Your PIN" button.

Generate an E-mail With Your PIN

7. Go to your e-mail on your computer or mobile device.
8. Find the e-mail sent by Health-e-Arizona Plus and use "Reply" to generate a new e-mail.
9. Do not change or add to the subject line of the new e-mail.
10. Do not add a message to the new e-mail. Messages cannot be read by a worker and are not sent to your application.
11. Make sure the document types are any of the following: JPG, JPEG, BMP, PNG, GIF, PDF, TIF, TIFF, WAV, MP3, or WMA. Do not e-mail Word or HTML documents.
    o Documents must not be password protected. Password protected documents cannot be read and will delay your application.
    o A document must not be larger than 10 MB.
    o Documents with the following in the file names may cause errors: #, %, (,), @, ^, &, ! , $.
12. Attach the document, scan, or picture saved on your computer or mobile device to the new e-mail. There is not a limit to the number of documents you may attach.
13. Make sure that the PIN is in the subject line.
14. Send the e-mail.

If the e-mail could not be sent, re-check the information in steps 9 through 13

Resave your documents with the correct format if needed.

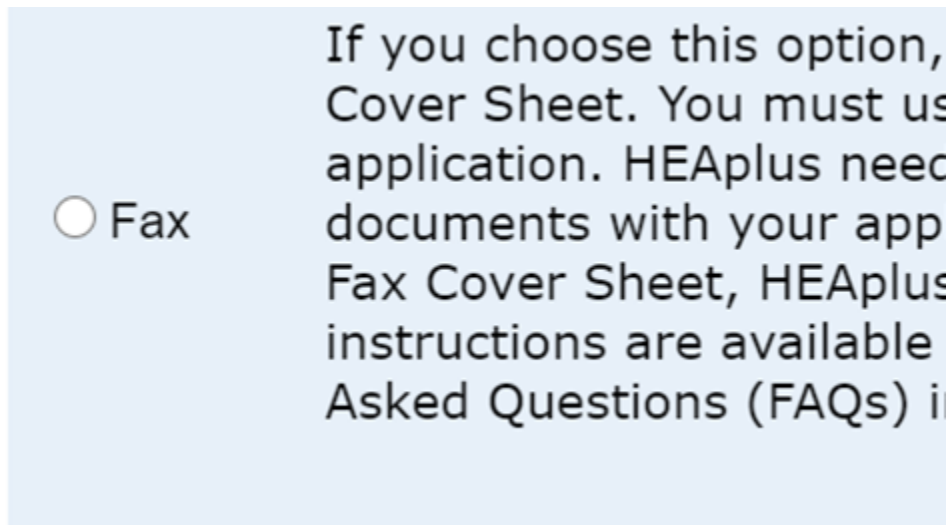If you need help call 1-855-HEA-PLUS (1-855-432-7587) for assistance.

Faxing Documents to Health-e-Arizona Plus

Take the following steps to fax documents to Health-e-Arizona Plus:

1. Log in to your Health-e-Arizona Plus account at **https://www.healthearizonaplus.gov/**.
2. From your home page choose the "Provide/View Documents" Provide/View Documents link. This link will take you to the Verification Status page.

4. Read the instructions next to the "Fax" option.

5. Choose the "Fax" option to display the HEAplus Fax Cover Sheet.

7. Follow the directions on the fax cover sheet to fax your documents to Health-e-Arizona Plus.

WARNING: If you fax documents without an HEAplus Fax Cover Sheet, HEAplus will not save your documents to your application.

If you cannot print the fax cover sheet, try saving the document first as a PDF or other document type.

If you need help, call 1-855-HEA-PLUS (1-855-432-7587) for assistance.