

A Signing the Application and Documents

REVISION 50
(01/01/22 - 12/31/22)

The [Urgent Bulletin](#) emailed 10/09/2020 informed staff that an extension of the waiver to allow for a verbal attestation in lieu of a signature on the application form is approved until further notice.

In order to complete the eligibility determination for any program, an [official application](#) must be signed and dated by the Primary Informant (PI), an adult participant or [representative](#), under penalty of perjury. This must be completed on the application signature page.

A signed application is required for any of the following:

- When submitting a new or renewal application. (See [Identifiable Applications](#))
- When requesting additional program benefits at the time of interview.

A signature is a name or mark representing the name of the participant or authorized representative. The signature is personally added to authenticate the participant as the source or approval of the information.

A signature is unique to the participant signing the document. When available, the following are acceptable methods to sign a document, and becomes their legal signature:

- Written Signature

A hand-written signature or mark of a participant's name or authorized representative on paper documents as a proof of identity. The purpose of the signature is also to indicate the participant's agreement with the information on the document.

When the participant or authorized representative signs the application with a mark, the signing must be witnessed by the worker or supervisor. The witness must sign the application in the space designated for the witness.

When the participant is not able to read or write, or is physically unable to do so, their representative may sign the paper application. Documentation must support the reason that the participant is unable to sign the application.

- Electronic Signature

When an account is created in Health-e-Arizona Plus (HEAplus), a participant can electronically sign their application using the electronic signature option.

The participant enters their name and checks the box at the end of their application.

- Recorded Telephonic Signature

A recorded telephonic signature, or voice signature, is a voice recording intended to capture the voice authorization of the participant or authorized representative acknowledging they gave the information, answered the questions, understood, and agreed to the information in the document that is being signed. After recording a summary of the household's details, the participant or authorized representative is asked for specific information that equals the voice signature. Responses provided by the participant or authorized representative are recorded by designated staff.

NOTE Designated staff includes the FAA Customer Care Centers and Processing Centers, HEAplus Customer Support ([Contracted Third-Party Non-Merit Staff](#)), AHCCCS staff, and Community Assistors. The recordings must be readily accessible to FAA.

Identity is verified prior to the recorded telephonic signature by requesting the participant or authorized representative providing confidential case information.

- Signature Pad

A signature pad is a device that electronically captures a participant's handwritten signature on a liquid-crystal display (LCD) touchpad using a pen-type stylus.

The signature pad automatically transmits the captured signature directly to an [OnBase\(g\) Unity Form\(g\)](#).

The signature pad eliminates the manual process of printing, signing, scanning, and uploading a document to OnBase.

FAA staff are to use a signature pad when available in an FAA office.

When using a signature pad, validate the factor in HEAplus as visually viewed.

Documentation in case notes must include, that the signature was visually viewed, the date the signature was transmitted to OnBase, and the document handle reference number.

When a request for a signature from a required participant is not provided, the application can be denied with NS (No Signature). Documentation must support the reason an application is denied.

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