

H One-e-App Screens and Documents

Screens in the One-e-App system are as follows:

- [USER LOG IN Screen](#)
- [USER PROFILE Screen](#)
- [One-e-App Main MENU Screen](#)
- [UNASSIGNED APPLICATIONS Screen](#)
- [ASSIGNED APPLICATIONS Screen](#)
- [ASSIGN APPLICATION\(S\) Screen](#)
- [TRANSFER APPLICATION Screen](#)
- [APPLICATION DETAILS Screen](#)
- [DISPOSITION DETAILS Screen](#)
- [DISPOSITION APPLICATIONS Screen](#)
- [LOCAL OFFICE WORKLOAD SUMMARY Screen](#)
- [SEARCH FOR AN APPLICATION Screen](#)
- [UPDATE PROFILE INFORMATION Screen](#)
- [CHANGE PASSWORD Screen](#)

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
- Use the BACK button on the browser toolbar to display the previous screen.

.01 One-e-App HELP Screen

For assistance with One-e-App, complete any of the following:

- Click on the HELP link to display the HELP screen for the One-e-App screen.
- Click on the LINKS & CONTACTS link to display a list of contact information.
- Contact the [One-e-App Help Desk](#).

Click on EXIT to leave the One-e-App system.

.02 One-e-App Main MENU Screen

[REVISION 02](#)
(10/01/07 - 12/31/07)

The One-e-App main MENU screen displays a list of options, and can be accessed from the [Menu link](#).

The options available on the MENU screen are as follows:

- SEARCH APPLICATIONS
When this option is selected, the [SEARCH FOR AN APPLICATION screen](#) displays.
- ASSIGNED APPLICATIONS
When this option is selected, the [ASSIGNED APPLICATIONS screen](#) displays.
- UNASSIGNED APPLICATIONS
When this option is selected, the [UNASSIGNED APPLICATIONS screen](#) displays.
- WORKLOAD SUMMARY
When this option is selected, the [LOCAL OFFICE WORKLOAD SUMMARY screen](#) displays.

NOTE When this option is selected for staff with the [Administrative Profile](#), the AGENCY WORKLOAD SUMMARY screen displays.

- VIEW REMINDERS

When this option is selected, the REMINDERS screen displays all application [reminder messages](#) set on the UNASSIGNED APPLICATIONS and ASSIGNED APPLICATIONS screens.

- VIEW REPORTS

When this option is selected, the REPORTS screen displays. The following statewide reports are available:

- Application Statistics Report
- Disposition Statistics Report

NOTE The VIEW REPORTS option is only available for staff with the [Supervisor and Administrative Profile](#).

- VIEW NOTES

When this option is selected, the [SEARCH FOR AN APPLICATION screen](#) displays.

- VIEW TICKLERS

When this option is selected, the [TICKLERS screen](#) displays all user reminder messages (ticklers). Ticklers can also be added and deactivated from the TICKLERS screen.

- MODIFY PROFILE

When this option is selected, the UPDATE PROFILE INFORMATION screen displays the account information as keyed on the [USER PROFILE screen](#). Certain information, depending on the staff's profile, may be changed.

- CHANGE PASSWORD

When this option is selected, the CHANGE PASSWORD screen displays, and allows staff to change their password.

- CHANGE SECRET QUESTION

When this option is selected, the ADDITIONAL INFORMATION screen displays and allows staff to select or change their secret question. The secret question can be answered in order to log in and select a new password. (See [One-e-App User Log In](#))

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

- Messages broadcast to users. Click on the banner to display the message.

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

- Ticklers set by the user.

.03 One-e-App UNASSIGNED APPLICATIONS Screen

REVISION 05
(07/01/08 – 09/30/08)

The UNASSIGNED APPLICATIONS screen is the first screen to display for the [Supervisor Profile](#), and can be accessed from either the [One-e-App main MENU screen](#), or the [MENU link](#). The UNASSIGNED APPLICATIONS screen displays all unassigned Health-e-Arizona applications that have been electronically submitted to the local office. The UNASSIGNED APPLICATIONS screen is used to complete the following:

- Monitor receipt of Health-e-Arizona applications as follows:

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](#))

The date the application was received at FAA displays in the DATE RECEIVED field.

The programs applied for display in the PROGRAM(S) field.

New MA applications that were submitted to both FAA and the AHCCCS KidsCare Unit are indicated by a checkmark in the KC/DES SPLIT CASE field. One-e-App submits these applications simultaneously to FAA and AHCCCS when the application includes ALL of the following applicants:

- An adult applicant who screens potentially eligible, and is applying, for [Title XIX MA](#)
- An applicant who screens potentially eligible, and is applying, for KidsCare

- An applicant who meets any of the following criteria:
Is currently enrolled with AHCCCS
Screens potentially eligible for the [Medical Expense Deduction \(MD\) category](#)

MA EXCEPTION

One-e-App submits applications with a checkmark in the KC/DES SPLIT CASE field to ONLY the AHCCCS KidsCare Unit when ALL of the following apply:

- A child applicant screens potentially eligible, and is applying, for Title XIX MA
- An applicant screens potentially eligible, and is applying, for KidsCare
- No one on the application is currently enrolled with AHCCCS
- No one on the application screens potentially eligible for MD

(See [KidsCare AHCCCS Responsibilities](#))

- Monitor receipt of Health-e-Arizona applications submitted as expedited applications (highlighted RED). (See [Health-e-Arizona Expedite](#)) The reason for expedite displays in the HIGH PRIORITY field.
- Determine whether an applicant must have an interview scheduled. (See [Scheduling Health-e-Arizona Interviews](#))
- Monitor receipt of FAXed documents for pending Health-e-Arizona applications.

NOTE One-e-App displays the number of received FAXes opened and read, and the number of unread FAXes. Place the cursor on the FAX information in the FAXES field. A dialogue box displays containing the last date of receipt for each set of FAXed documents.

- [Assign Health-e-Arizona applications.](#)

NOTE The [EI Profile](#) cannot assign applications.

- [Transfer Health-e-Arizona applications.](#)

- Access the [APPLICATION DETAILS screen](#) for an application by clicking on either of the following:
 - The PI's name in the APPLICANT NAME field
 - The FAX information in the FAXES field
- Generate the [Application Summary](#) for an application. Complete the following:
 - Click in the check box next to the applicant's name.
 - Click on the GENERATE UNIVERSAL SUMMARY button.
- Generate blank permanent and temporary [Health-e-Arizona FAX COVER SHEETS](#) for an application. These can be printed and used to FAX documents into the One-e-App system. Complete the following:
 - Click in the check box next to the applicant's name.
 - Click on the GENERATE FAX COVER SHEET button.
- Access the [DISPOSITION APPLICATIONS screens](#) to manually key a disposition for CA, MA, and NA. Complete the following:
 - Click in the check box next to the applicant's name.
 - Click on the DISPOSITION MEDICAL or DISPOSITION FS AND CA button, as applicable.
- Set reminders for an application. 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, add the text for the reminder, and select the Due Date.
 - Click on the SAVE button to save the reminder and close the pop-up window.
- Review, edit, or remove reminders for an application. Click on the REMINDERS icon next to the applicant's name to display the REMINDER pop-up window. Complete any of the following:
 - Review the reminder. Click on the PREVIOUS and NEXT buttons when there are 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.

When applications have similar or shared names, place the cursor on the PI's name in the APPLICANT NAME field. A dialogue box displays, listing the name, date of birth, and Social Security Number of each applicant on the application.

To determine the intake facility submitting the application, place the cursor on the Referral Source Code in the FAA CODE field. A dialogue box displays, listing the facility name.

Click on the heading of any column to sort the column.

Click again to switch between ascending or descending order.

.04 One-e-App ASSIGNED APPLICATIONS Screen

The ASSIGNED APPLICATIONS screen is the first screen to display for the [EI Profile](#), and can be accessed from either the [One-e-App main MENU screen](#), or the [MENU link](#). For the EI Profile, the ASSIGNED APPLICATIONS screen displays all Health-e-Arizona applications that have been assigned to the EI.

The ASSIGNED APPLICATIONS screen is the next screen to display for the [Supervisor Profile](#) after the [UNASSIGNED APPLICATIONS screen](#), and can be accessed from either the One-e-App main MENU screen, or the MENU link. For the Supervisor Profile, the ASSIGNED APPLICATIONS screen displays all Health-e-Arizona applications that have been assigned to all One-e-App users in the local office.

Eligibility may be determined for a program while other programs are still pending. When this occurs, One-e-App completes the following:

- Removes the program from the PROGRAM(S) field.
- Completes the following when the dispositioned program was submitted as an expedite:

Leaves the application as HIGH PRIORITY (highlighted red) when a pending program was also submitted as an expedite.

Changes the application to a standard application (black) when the pending programs were not submitted as expedites.

- Displays all programs requested in a dialogue box when the cursor is placed in the PROGRAM(S) field.

All other fields and functions for the ASSIGNED APPLICATIONS screen are the same as the UNASSIGNED APPLICATIONS screen.

.05 One-e-App ASSIGN APPLICATION Screen

The [ASSIGN APPLICATIONS screen](#) is used to transfer unassigned or assigned Health-e-Arizona applications into the system workload of another One-e-App user within the same local office. (See [Assigning Health-e-Arizona Applications](#))

.06 One-e-App TRANSFER APPLICATION Screen

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 [Transferring Health-e-Arizona Applications](#))

.07 One-e-App APPLICATION DETAILS Screen

The APPLICATION DETAILS screen displays the applicants in the case, and the programs applied for, and is used to access and display FAXed documentation. The APPLICATION DETAILS screen can be accessed from the [UNASSIGNED APPLICATIONS](#) screen or the [ASSIGNED APPLICATIONS screen](#) by clicking on either of the following:

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

The following information displays on the APPLICATION DETAILS screen:

- The One-e-App Application Identification Number and date of signature.

- Whether the application was transferred to the local office from another local office, [AHCCCS](#), or Central Office Data Security (960A (default)).

Transferred applications are indicated by a transfer icon (a split arrow in a blue circle) next to the applicant's name on the APPLICATION DETAILS screen and on the [DISPOSITION DETAILS screen](#). 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

- The reason the application was submitted as an [expedited application](#), displayed in the REASON FOR HIGH PRIORITY field.
- The permanent and temporary verification identified by One-e-App as needed to complete the eligibility determination, and whether FAXed documents to support the verification have been received. (See [FAXed Documents Summary](#))

The following information displays on the APPLICATION DETAILS screen for each program applied for:

- For CA and NA, the following displays:

The PI's name, in the CASE NAME field.

The preliminary eligibility determination (standard or expedite), in the PRELIMINARY ELIGIBILITY field.

Whether a disposition has been returned to One-e-App for the application, in the DISPOSITION field. When a disposition exists, YES displays. Click on the information displayed in the DISPOSITION field to display the DISPOSITION DETAILS screen.

- For MA, the following displays:
 - The names and dates of birth of all persons in the application, in the APPLICANT NAME and DATE OF BIRTH fields.
 - Whether each person is applying for benefits, in the APPLYING FOR COVERAGE field.
 - The preliminary eligibility determination (DES or AHCCCS), in the PRELIMINARY ELIGIBILITY field.
 - Whether a disposition has been returned to One-e-App for the applicant, in the DISPOSITION field. When a disposition exists, YES displays. Click on the information displayed in the DISPOSITION field to display the DISPOSITION DETAILS screen.

An application may be assigned to one EI to complete the eligibility determination for a program, and to another EI (or EIs) to complete other programs applied for. An MA application may include applicants whose benefits are being determined by both DES and AHCCCS. When this occurs, complete either of the following to determine who is assigned the application:

- Place the cursor on the applicant's name. A dialogue box displays, listing the name and location of the worker to whom the application is assigned.
- Click on the information in the DISPOSITION field to display the DISPOSITION DETAILS screen.

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

- The [ASSIGN APPLICATIONS 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.
- Blank permanent and temporary [Health-e-Arizona FAX COVER SHEETS](#) for an application. These are accessed by clicking on the GENERATE FAX COVER SHEET button, and can be printed and used to FAX documents into the One-e-App system. (See [Health-e-Arizona FAX - FAA](#))

- The [Application Summary](#), by clicking on the GENERATE UNIVERSAL SUMMARY button.

The APPLICATION DETAILS screen displays the FAXed documents for an application, and the dates they were received, as follows:

- PERMANENT DOCUMENTS RECEIVED
- TEMPORARY DOCUMENTS RECEIVED

The verification identified by One-e-App as needed to complete the eligibility determination displays in the DOCUMENT field.

The FAXed documents received display in the FAX field (FAX 1, FAX 2, etc.), and can be accessed by clicking on the FAX links.

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. A dialogue box displays.
- Click on OK to reclassify the FAXed documents.

.08 One-e-App DISPOSITION DETAILS Screen

[REVISION 03](#)
(01/01/08 – 03/31/08)

The DISPOSITION DETAILS screen displays the applicants' names and their disposition status with the name of each agency to which the application was submitted (DES, [AHCCCS](#)), and the intake facility. The DISPOSITION DETAILS screen is accessed from the [APPLICATION DETAILS screen](#).

The following information displays on the DISPOSITION DETAILS screen:

- The One-e-App Application Identification Number.
- The submission, creation, and signature dates.
- The preliminary eligibility results in the PRELIMINARY ELIGIBILITY RESULTS section. The section displays the following:

The name of each applicant on the application in the NAME field.

The preliminary eligibility determination (DES or AHCCCS) in the PRELIMINARY ELIGIBILITY field.

Sliding fee information in the SLIDING FEE % field. (This information only applies to the intake facility.)

Other programs applied for in the OTHER PROGRAMS field.

- The disposition status for all programs applied for, as follows:

The agency address where the application was submitted, as follows:

- For CA and NA, the FAA local office site code that serves the PI's residential ZIP Code displays.
- For MA, one of the following displays:

The FAA local office site code that serves the PI's residential ZIP Code, when all applicants screen potentially eligible and are applying for Title XIX MA.

The following, when the application includes BOTH an applicant who screens potentially eligible and is applying for Title XIX MA, and an applicant who screens potentially eligible and is applying for KidsCare: "All or part of this application is pending at KidsCare"

The AHCCCS KidsCare Unit address, when an applicant screens potentially eligible and is applying for KidsCare.

The AHCCCS SSI/MAO Unit address, when an applicant screens potentially eligible and is applying for SSI/MAO.

The name, telephone number, and e-mail address of the worker to whom the application is assigned.

The PI's name in the NAME field.

MA EXCEPTION

The names of all applicants listed in the application display in the NAME field.

The status of the determination (Pending, Approved, Denied) in the STATUS field.

The effective date of eligibility in the EFFECTIVE DATE field.

The denial or closure reason, when applicable, in the DENIAL REASON field.

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

- Blank permanent and temporary [Health-e-Arizona FAX COVER SHEETS](#) for an application. These are accessed by clicking on the GENERATE FAX COVER SHEET button, and can be printed and used to FAX documents into the One-e-App system.
- All Health-e-Arizona FAX COVER SHEETS and the accompanying documents for the application. These are accessed by clicking on the FAX DOCUMENTS link.
- The [Application Summary](#), by clicking on the GENERATE UNIVERSAL SUMMARY button.

AZTECS interfaces with One-e-App to return the disposition of the MA eligibility determination to the One-e-App system so that the intake facility has access to the results.

When the One-e-App ID or Person Sequence Numbers are not keyed into AZTECS, the interface does not occur. Other factors may also prevent the interface from occurring. When a disposition is not returned to One-e-App, the results of the eligibility determination must be manually keyed into One-e-App on the [DISPOSITION APPLICATIONS screen](#).

.09 One-e-App DISPOSITION APPLICATIONS Screen

The DISPOSITION APPLICATIONS screen 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.

To key the results of an eligibility determination for a Health-e-Arizona application into One-e-App, complete the following:

- Click in the check box next to the applicant to be dispositioned.

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

- Select one of the following from the scroll-down menu in the PROGRAM field:

DES, when the disposition is a denial.

The program, when the disposition is an approval.

- Select either APPROVED or DENIED, from the scroll-down menu in the STATUS field.
- When the status DENIED is selected, select the denial or closure reason used to close or deny the benefits, from the scroll-down menu in the REASON FOR DENIAL field.
- Key the date of approval or denial in the EFFECTIVE DATE field.
- When the case is to be transferred, select YES in the TRANSFER field.
- Click on SUBMIT to process the disposition.

NOTE When YES is selected in the TRANSFER field, the [TRANSFER APPLICATION screen](#) displays.

When a duplicate application or an [application submitted in error](#) must be removed from One-e-App, select DUPLICATE APPLICATION (ONE-E-APP ONLY) from the scroll-down menu in the REASON FOR DENIAL field. Click on SUBMIT to remove the application from One-e-App. Destroy any printed documents from the application.

.10 One-e-App LOCAL OFFICE WORKLOAD SUMMARY Screen

The LOCAL OFFICE WORKLOAD SUMMARY screen can be accessed from either the [One-e-App main MENU screen](#) or the [MENU link](#), and displays the following information:

- The names of the One-e-App users assigned to the local office in the USER NAME field.

- The following information from each user's system workload:
 - Number of pending assigned Health-e-Arizona applications in the APPLICATIONS IN PROCESS field
 - Number of completed Health-e-Arizona applications in the APPLICATIONS COMPLETED field
 - Total number of assigned 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 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

.11 One-e-App SEARCH FOR AN APPLICATION Screen

The SEARCH FOR AN APPLICATION screen is used to locate and display information regarding pending and dispositioned Health-e-Arizona applications in One-e-App. The SEARCH FOR AN APPLICATION screen can be accessed from either the [One-e-App main MENU screen](#) or the [MENU link](#).

To search for an application, key the criteria by which the search is to be made. The more information that is keyed, the more narrow the search that is completed.

NOTE Key at least TWO Criteria or ONE Unique Identifier.

Click on the SEARCH button.

.12 One-e-App SEARCH RESULTS Screen

The SEARCH RESULTS screen displays all applications that match the search criteria keyed as follows:

- Unassigned Applications
- Assigned Applications
- Dispositioned Applications

Click on either of the following to access the [APPLICATION DETAILS screen](#):

- The applicant's name in the APPLICANT NAME field.
- The FAX icon 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:

- DISPOSITION MEDICAL
- DISPOSITION FS AND CA
- GENERATE FAX COVER SHEET
- GENERATE UNIVERSAL SUMMARY

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

.13 One-e-App TICKLERS Screen

[REVISION 02](#)
(10/01/07 - 12/31/07)

The TICKLERS screen is used to add messages (ticklers) for the user, and can be accessed from either the [One-e-App main MENU screen](#), or the [MENU link](#).

To add user ticklers on the TICKLERS screen, complete the following:

- Click on the ADD TICKLER button to display the ADD NEW TICKLER screen.
- Select the message type from the drop-down list in the TICKLER TYPE field.
- Key the user message in the DESCRIPTION field.
- Select a start date in the START DATE field.
- Select an end date in the END DATE field.
- Click on the ADD button.

To view ticklers, complete either of the following:

- Click on the NEW TICKLER scrolling banner at the top of the main MENU screen.
- Click on VIEW TICKLERS on the One-e-App main MENU screen, or the MENU link.

Application ticklers can be sent to the submitting Application Assistor from the [APPLICATION DETAILS](#) screen. To add and send application ticklers, complete the following:

- Click on the NOTIFY 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 submitting facility
 - Notify Assistor in the TICKLER TYPE field
 - The Health-e-Arizona application ID in the DESCRIPTION field
- Key the application message in the DESCRIPTION field.
- Select a start date in the START DATE field.
- Select an end date in the END DATE field.
- Click on the ADD button.

When the Application Assistor places the cursor over the tickler, a dialogue box displays the following information:

- The name of the EI
- The FAA local office address and telephone number
- The e-mail address of the EI

One-e-App creates a user tickler to remind staff when their password is about to expire.

To remove a tickler from the new tickler counter in the scrolling banner on the main MENU screen, uncheck NEW on the TICKLERS screen.

To remove a tickler from the TICKLERS screen, uncheck ACTIVE on the TICKLERS screen.

.14 Health-e-Arizona Application Summary

The Application Summary is a [pdf](#) document containing the information keyed in a Health-e-Arizona application. The Application Summary can be viewed and printed, and the information is used to complete the eligibility determination. (See [Health-e-Arizona Eligibility](#))

The Application Summary is accessed by selecting an application and clicking on the GENERATE UNIVERSAL SUMMARY button. The Application Summary includes the following information:

- All information keyed in the Health-e-Arizona application, including NOTES added to the application by the facility intake interviewer.
- The applicant's AHCCCS health plan choice to key on **INDA**.
- Resource types.
- The name, location, telephone number, and e-mail address of the facility intake interviewer.
- The name and telephone of the facility interviewer's supervisor.
- The Rights and Declarations section, which includes the following:

Cooperation Statement

[Assignment of Rights](#)

Consent to Release Information

Penalty Warning

Authorization to Share Information

Applicant's Electronic Signature

Date and Time of the Electronic Signature

NOTE When a hard copy version of the Health-e-Arizona application has been signed manually, instead of electronically, the signed [Application Summary](#) document is submitted with the [Health-e-Arizona FAX COVER SHEETS](#) and accompanying documents.

.15 Health-e-Arizona FAX Cover Sheet

The 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 One-e-App. Each verification requirement has a check box next to it. When the FAX COVER SHEET is accompanied by the verification document, the facility interviewer marks the check box. When the verification document is not included, the check box is blank.

To access the FAX COVER SHEETS and accompanying documents, click on the FAX links on the [APPLICATION DETAILS screen](#).

To generate blank permanent and temporary FAX COVER SHEETS for an application, select the application and click on the GENERATE FAX COVER SHEET button. The sheets can be printed and used by FAA to FAX documents into the One-e-App system.

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

- Permanent Verification
- Temporary Verification

Blank Health-e-Arizona FAX COVER SHEETS assigned to the application can be printed and used by FAA to FAX permanent documents into the One-e-App system as follows:

- Copy the verification documents.

NOTE Enlarge documents before copying, when necessary, to ensure they are legible after FAXing.

- Access and print a blank FAX COVER sheet assigned to the specific Health-e-Arizona application.

WARNING

The bar code on the FAX COVER SHEET MUST be the same number as the One-e-App Identification Number.

- Document the FAX COVER SHEET to indicate the type of verification attached.
- FAX both the FAX COVER SHEET and the verification documents to the One-e-App FAX number printed on the FAX COVER sheet.

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