

03 Where to Apply and Ways to Provide Information-Overview

REVISION 46
(01/01/18 - 12/31/18)

Applications may be turned in using any of the following methods:

- In person at any [FAA office](#)
- [By mail](#)
- [By FAX](#)
- Online through [Health-e-Arizona Plus](#) (HEAplus)
- Over the phone by calling the centralized [Customer Service and Customer Support Center](#) for HEAplus, AHCCCS and FAA

FAA staff must complete the data entry process of all paper applications through HEAplus and uploaded into OnBase within one [workday\(g\)](#) of the date of the application.

NOTE Public Resource Computers (kiosks) are available in some FAA lobbies to assist applicants in applying online through HEAplus.

When an applicant visits an FAA office, the applicant must be allowed to submit the application and complete the interview regardless of where the applicant lives.

When the applicant chooses not to stay for an interview, the application must be keyed and submitted online through HEAplus by the receiving office. Provide the applicant with the phone number for the [HEAplus Interview Line](#).