C Transferring Health-e-Arizona Applications

When a Health-e-Arizona applicant's residential ZIP Code is served by an FAA local office that shares the ZIP Code with another local office, One-e-App is unable to distinguish the correct local office. The application is submitted to the site code designated as the lead office.

NOTE   An asterisk displays next to the lead office site code in both AZTECS LISTCODES and the FAA Policy Manual for shared ZIP Codes. (See Local Offices)

During the process of Assigning Health-e-Arizona applications, when it is discovered that an application belongs to another local office, transfer the application to the correct local office.

NOTE   Applications may also be transferred after they have been assigned. Applicants may also be transferred to KidsCare and SSI-MAO.

When it is discovered that an application that has been automatically registered must be transferred to another location, complete the following:

- Transfer the application in One-e-App

- Transfer the case on CARC in AZTECS

Transfer Health-e-Arizona applications as follows:

- On the UNASSIGNED APPLICATIONS screen or ASSIGNED APPLICATIONS screen, click in the check boxes next to the 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 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 assigned 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 scroll-down menu in the applicable TRANSFER TO fields. Choose one of the following locations, as appropriate:

  FAA local office site code

  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   This 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 in the receiving office's system workload.

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