

## 02 Reporting Methods

**REVISION 14**  
(10/01/10 – 12/31/10)

Reporting methods are the same for [Standard Reporting](#) and [Simplified Reporting](#). The participant may report changes verbally or in writing. When the participant reports the change in writing, they may use the Change Report (FA-412 for Standard Reporting) form, or other written communication.

Changes may become known through Change Reports, applications, written correspondence, or may be **FAA** initiated. Changes may be provided through any of the following methods:

- In person
- By telephone
- By mail
- By FAX
- By local office drop box
- On-line through HEAplus

Check the local office DROP BOX throughout the day to ensure that the material is date stamped and routed in a timely manner. Route all changes received in the drop box at least twice a day to allow for screening and for verification to be requested by close of business the following [workday\(g\)](#).

### **WARNING**

When the DROP BOX is accessible after regular business hours, all material must be retrieved by the local office at the beginning of the next workday. Date stamp the material with the previous workday's date.

When an application is received in the correct **FAA** local office, mail an appointment notice to the applicant. (See [Application Date](#))

When the participant or someone acting on their behalf comes into the local office to report a change, give them an FA-412 to complete. Assist the participant as needed. When possible, review the completed FA-412 before the participant leaves the office to ensure that the information provided is complete.

When the change is reported by telephone, discuss the change with the participant and ensure that the information provided is complete. Attempt to resolve unclear or missing information with the participant while they are still on the telephone. Document the change in the [case file\(g\)](#).

NOTE The FA-412 may be used as a guideline to document complete information.

Renewal applications must be screened for potential changes by close of business the workday after the date the application is received. (See [Pre-Application Screening](#))

ARCHIVED (Valid until 02/26/17)