

If Faxing issues or questions arise the following should be reviewed:

Faxed documents not showing in Health-e-Arizona Plus?

- Backlog - As the number of faxes in the queue to be uploaded can sometimes be large it may take up to 30 minutes for faxed documents to show in Health-e-Arizona Plus
- Recognition Issues –
 - Fax Order – The fax should be sent with the coversheet first and the supporting documents following.
 - Coversheet - Be sure the correct coversheet was used to fax the documents. The fax coversheet contains a barcode which correlates to the Application ID. If the fax is not recognized it will not be properly loaded to HEAplus.
 - One Application ID per Fax sent - Limit each Fax to include only documents/coversheet(s) pertaining to a single Application ID.
 - Temporary and Permanent fax coversheets – Make sure to correlate supporting documents with the applicable coversheet. This will help the system recognize which documents belong with designated coversheet.
 - Paper feeding correctly – Make sure the documents are feeding in as straight as possible.
 - Increase Fax Scan Quality to Fine - By increasing the fax scan quality to fine (superfine/photo) it will send a much sharper image to our system and reduce errors.
- Limit # of pages – Try to limit faxes to no more than 20 pages at a time.
- Fax confirmation – Be sure to check the fax confirmation to ensure the fax was sent and received correctly.
- Exceeding document size?



Tip - The fax coversheet bar code is what pairs the fax to the linked application. Make sure the bar code is legible and not smudged.