

C Confidentiality - Information Security - Release of Confidential Information

REVISION 16
(04/01/11 - 06/30/11)

Confidential information, relating to the eligibility for public assistance programs, can be released without the PI's permission to the following:

- FAA and its employees
- Social Security Administration (SSA) employees
- Public assistance agencies from other states
- Department of Child Support Enforcement (DCSE) or its legal counsel
- Arizona Attorney General's office
- Any federal or federally assisted program that provides assistance or services directly to people based on their need
- Arizona Health Care Cost Containment System (AHCCCS) for purposes of providing medical services (enrolling in a health plan or obtaining medical services)
- AHCCCS and FAA approved health care providers for purposes of completing the provider referral process
- One-e-App Health-e-Arizona Subscriber Organization Application Assistors and their Supervisors
- A hospital or its representative when an Authorization to Share Information FAA-1145A or the signed Release of Information to Hospitals/Organizations/Agencies section of the FA-001-H is completed
- Schools that have an intergovernmental agreement, or school personnel verifying eligibility for breakfast, lunch, or special milk programs
- Federal auditors from any of the federal assistance programs that have legal permission to audit FAA cases
- Child Protective Services (CPS), when requesting information for a case that may have known or suspected abuse
- Division of Children, Youth and Families (DCYF), when requesting information related to Foster Care or Adoptions
- Office of Accounts Receivable (OARC)

- State and federal employment security agencies, when requesting information for purposes of potential work program participation and claiming the Work Opportunity Tax Credit (WOTC)

EXCEPTION

There are several exceptions to release of confidential information outlined as follows:

- The Internal Revenue Service (IRS) may be given information for children who may be receiving CA, when working on claims made by absent parents (AP).
- Refer requests for information from local, state, or federal law enforcement agencies to the [Office of Special Investigations](#) (OSI). These agencies may be given information from OSI for purposes of investigating or prosecuting (either criminal or civil) participants when investigation or prosecution is conducted by or on behalf of FAA.
- Refer inquiries about a participant's medical provider or health plan to [AHCCCS](#).

NOTE Provide a copy of the determination notice to the PI, when requested.

- Do not release OSI information obtained from the [AFTS System](#).
- Information that OSI may release must be regarding the following:

Alleged violations of the Food Stamp Act or regulations

Violations regarding administration of federal public assistance

- Employers may be given information regarding receipt of CA for purposes of claiming the Targeted Job Tax Credit under Public Law (PL) 94-12.
- DO NOT release medical information without authorization from the physician and the participant.
- DO NOT release information displayed on CHSP to participants. Participants may receive support information from the Division of Child Support Enforcement (DCSE).
- [Fair Hearing](#) documents and the status of actions taken specific to the hearing decision may be released to any of the following:

[PI\(g\)](#)

[Appellant\(g\)](#)

Appellant's representative or legal counsel

Permission to release information MUST be obtained in writing from the PI or representative when a request is made by any unauthorized source. DO NOT release any information without written permission from the PI or representative.

The permission to release information MUST include ALL of the following:

- The information to be released.
- The name of the person or organization authorized to receive the information.
- The period of time the release is valid.
- The dated signature of the PI or representative.