

.01 Confidentiality - Handling Special Cases - Employees

Employees who receive benefits in any FAA program must complete the application process during hours that do not interfere with their scheduled work hours. The following may be used:

- Annual leave
- Leave without pay
- Flex off time
- Before their scheduled work hours
- During their lunch hour
- After their scheduled work hours
- Weekends

When inquiring on or providing information for their case, an employee must NOT use the following ON STATE TIME:

- Interoffice mail
- Office FAX machines
- State telephones

NOTE An employee may have access to and use the same resources as any other participant during their OFF-WORK TIME.

The following apply to employees who are or have ever been FAA participants and who have AZTECS inquiry or update capabilities:

- Mark the case file CONFIDENTIAL.
- Keep the case file in a locked cabinet.

The cabinet may be located in one of the following:

- A different local office (designated by the District Program Manager (PM)).
- The Local Office Manager's (LOM) office.
- The district office.

Each local office has assigned staff who conduct the interview, and complete and maintain the case file.

An out card must be kept in the main file room of the office where the case originates and is sent (when applicable). The name of the assigned staff must be written on it so that returned information can be routed to the appropriate location.

The assigned staff assist the employee with any questions regarding the case. When the assigned staff is not available, his or her supervisor assists the employee.

Copying or providing confidential case file information for anyone other than the employee is prohibited.

Employees must not inquire into their own cases or the cases of friends and relatives.

WARNING

All AZTECS inquiries are recorded.