A Providing Verification

Verification is proof of a subject, statement, or circumstance and is used to establish the accuracy of each eligibility factor.

Policy

The participant has the primary responsibility for providing verification of eligibility factors.

FAA requires certain factors be verified for *all* of the following reasons:

- To establish the accuracy of information stated on the application.
- To address changes that become known to FAA or are reported by the participant.
- To aid in the accurate eligibility determination and benefit amount.

Questionable information(g) must be resolved before determining benefits when it affects eligibility or benefit level.

Unclear information(g) must be resolved before determining benefits for a new application or renewal application, or the Mid Approval Contact (MAC).

The primary informant(g) is not required to appear in person at the FAA office to provide verification. For information on providing verification, see How to Provide Verification.

It is considered a conflict of interest for a worker(g) to provide verification for participants. When a worker is the only person who can provide the needed verification, the worker must get written approval from the office manager. For more information regarding a worker providing verification, see Conflict of Interest.

What is Verification

The verification process includes documented, interface and state hub, collateral contact, participant statement, and visually viewed verification.

The types of verification include, and are not limited to, *all* of the following:

- Documented verification

  Documented verification, interface, and state hub verification are the primary sources of verification. Documented verification is written evidence (also known as hard copy) originating from *any* of the following:

  - An agency
  - Organization
  - Individual qualified to have knowledge of the required information
  - An agency or organizational website

- Collateral contact verification

  Collateral contacts may be used when documented verification is not available. By

signing the application, the participant has given FAA permission to make collateral contacts.

Collateral contacts are verbal attempts to verify information provided by the participant. Collateral contacts may be from *any* of the following sources:

- An agency

- Organization

- Individual qualified to have knowledge of the required information

FAA does not use a collateral contact to verify *any* of the following factors:

- Noncitizen status

- Relationship

- Social Security enumeration

- U.S. Citizenship

- Participant Statement Verification

    Participant statement verification is the participant's account of a particular situation and may be received by *any* of the following methods:

    - The participant's verbal statement of facts

    - The current signed application

    - A written participant's statement

    - A completed Participant Statement Verification Worksheet (FAA-1111A) form located in the Document Center

    NOTE A written participant's statement must be clear and thorough, include all details, the participant's signature, and the date signed.

    FAA uses participant statement verification when *any* of the following occur:

    - Other attempts to obtain verification have failed

    - Obtaining documented or collateral contact verification may cause harm or undue hardship(g) for the participant.

    Participant statement verification cannot be used to verify *any* of the following eligibility factors:

    - A1 Payment Standard

    - Identity

    - For NA permanent disability

    - For CA medical disability

    - NA drug disqualification removal requirement

    - U.S. Citizenship

- Noncitizen status
- Relationship
- Social Security Enumeration
- State Verification Exchange System (SVES)

    SVES interface information is received by FAA as a result of computer matching between FAA and other agencies. The matching of computer system information is required by federal law.

- Visually Viewed Verification

    When another form of verification is not available certain verification may be visually viewed by an FAA worker. Visually viewed verification may be in the form of a photo, in-person viewed cell phone or another electronic source, a downloaded legal document etc.

NOTE   The participant may request assistance from FAA after failing to obtain needed verification.

How to Provide Verification

There are several ways for participants to provide needed documents:

- Online:

    See www.healthearizonaplus.gov and https://myfamilybenefits.azdes.gov/

    NOTE   Upload, email, and fax documents to HEAplus (See instructions (PDF 378 KB))

- Mail:

    Arizona Department of Economic Security

    Verification

    PO Box 19009

    Phoenix AZ 85005-9009

- In person

    To find an office near you, see DES/FAA Locations

- By calling 1-855-HEA-PLUS (1-855-432-7587)

Procedures

Eligibility factors or information that affects program eligibility and benefit level must be verified before completing an eligibility determination.

Request verification of mandatory eligibility factors when *any* of the following occur:

- Information provided by the participant is questionable(g)
- A change has occurred

- Verification is not in the case file(g)

NOTE Refer to the verification section of the specific policy for specific verification requirements.

During the approval period, when information is received from a third-party source, determine what action is required. (See Verifying Reported Changes for more information.)

When the budgetary unit, or a participant, is obviously ineligible based on information provided by the participant, *all* of the following apply:

- Do not request verification of the factor to establish ineligibility.

- Document the case file to support the determination of ineligibility.

- Deny or close the case and send the appropriate notice.

Income verification must be requested for NA when income is reported by a renewal application or change report, and *any* of the following apply:

- The source of the income has changed

- The income is questionable

- The reported income amount has changed by $51 or more

- The previous verification in the case file is more than 59 calendar days from the day the change is received by FAA

When current verification is in the case file, do not request the verification again. Do not delay the eligibility determination for one program when required verification for a different program has not been received.

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- Prudent Person Concept

Documents Provided

Verification documents received at the interview and immediately uploaded to the case file(g) are not required to be date stamped. Any documents not uploaded on the same day must be date stamped before uploading. This process provides verification of the actual day the information was received by FAA.

All applications and dropped off verification (mail, fax, dropped off in the FAA lobby) must be date stamped.

> ⚠ For the safety of the participant, do not upload any document that shows the actual address of an Address Confidentiality Program (ACP) participant. Any person who intentionally obtains or discloses information regarding the physical address of an ACP participant is potentially guilty of a class one misdemeanor. (See ACP for more information about the program)

Using Participant Statement Verification

Participant statement verification cannot be used for verification of mandatory eligibility factors unless *all* of the following apply:

- No other source of verification is available. This includes documented and collateral contact verification.

- The participant has requested assistance from FAA.

- The worker has evaluated the request for assistance and cannot obtain the verification from another acceptable source.

- The participant's statement is not questionable(g).

NOTE   Do not send an information request notice for a participant's statement. When a participant's statement is questionable, clarify questionable information with the participant and clearly document the case file.

Use participant statement verification as the primary source of verification at the interview when policy permits the use of participant statement verification, and *any* of the following occur:

- Documented or collateral verification is not available

- Verification that is not for a mandatory eligibility factor is not available

- Obtaining documented or collateral contact information will cause harm or undue hardship

When a participant's verbal statement is used as verification, the case file must be documented to indicate the details of the statement the same as if the participant was writing the statement.

Using the State Verification Exchange System (SVES)

FAA obtains some verification through computer matching between FAA and other agencies, for more information, see SVES. Information provided through SVES by the primary source of information is considered verified upon receipt(g).

The sub-systems or screens used in SVES include *all* of the following:

- HOUSEHOLD SYSTEM CHECK (HOSC)

- BENEFIT AGENT CLAIM INQUIRY

- WIRE THIRD PARTY INFORMATION (WTPI)
- BENDEX INFORMATION (BDXI)
- Beneficiary Exchange Earnings Record
- HEAplus SOLQI Response Data Summary

Collateral Contact Verification

When the collateral contact is not acceptable or is unavailable, FAA completes *one or more* of the following:

- Requests another collateral contact
- Chooses another collateral contact
- Requests another form of verification
- Conducts a home visit

Resolving Questionable Information

Consider all circumstances when deciding whether information is questionable(g).

Consider information provided by the primary informant (PI) as questionable when it appears to be altered or fraudulent or is inconsistent with *any* of the following: (See Example 1)

- Other statements
- Information on the current or previous applications
- File documentation

Verify information that is questionable or unclear when it affects eligibility or the benefit level. Document the case file to explain the reason the information is considered questionable.

Send the appropriate information request notice requesting verification necessary to resolve the discrepancy. Give the participant ten calendar days to provide the verification.

Determine eligibility when the additional information is received. Document the verification used to resolve the issue.

Information may continue to be questionable or not provided within the required verification time frames. When this occurs, deny the application or stop benefits allowing for Notice of Adverse Action(g). Use the Denial Closure Reason Code appropriate to the information that was questionable or not provided.

When requested verification for NA or CA is not provided, send the appropriate notice listing all of the requested verification that was not provided. (See Notice List for a list of notices.)

Resolving Unclear Information

Unclear information(g) must be resolved before determining benefits for a new application or renewal application, or a Mid Approval Contact (MAC).

NOTE   When unclear information is received during the approval period, determine what action is required. (See Verifying Reported Changes for more information.)

When verification is required, send the appropriate information request notice requesting verification necessary to resolve the unclear information. Give the participant ten calendar days to provide the verification.

Determine eligibility when the additional information is received. Document the verification used to resolve the issue.

When requested verification for NA or CA is not provided, deny the application or stop benefits allowing for Notice of Adverse Action(g). Send the appropriate notice listing all of the requested verification that was not provided. (See Notice List for a list of notices.)

Requesting Verification

Request verification when the participant does not have the documents to verify eligibility factors at the time of an interview or a reported change. Do not delay the eligibility determination for one program when required verification for a different program has not been received.

When unclear information is received during the approval period, determine what action is required. (See Verifying Reported Changes for more information.)

Verification is requested for each program with eligibility factors requested using *any* of the following:

- For NA and CA, information request notices sent in AZTECS. For a list of information request notices, see Notice Listing.

- The Information Request and Pending Information Agreement (FAA-0077A) form. This form must be signed by both the participant and the worker, then uploaded to OnBase.

AZTECS verification notices and the FAA-0077A form identify *all* of the following:

- The eligibility factors to be verified

- How the eligibility factors can be verified

- The budgetary unit participant whose responsibility it is to provide the information

- The date the verification is due

When requesting verification for a program, complete *all* of the following:

- For NA and CA, send an AZTECS information request notice for each program that the verification is needed.

- Ensure that all eligibility factors have been requested on the HEAplus Request for Information (RFI) letter for the MA program.

NOTE   Verification must be requested for each individual program.

Do not request any verification items that meet *one or more* of the following:

- Were already provided through hard copy or collateral contact.

- HEAplus Verifications Status page indicates verified.

When denying an NA or CA case for failure to provide verification, send the appropriate Denial Closure Notice. Do not list verification items in the Denial Closure Notice that meet *any* of the following:

- Were already provided

- Were obtained through a collateral contact

- Were not included in any verification request related to the application that is being denied

Required Documentation

Documentation must support determinations of eligibility and benefit amounts and contain sufficient detail to allow a reviewer to decide that the determination is reasonable and accurate.

Written documentation must be clear, concise, and placed in the case file. Places where documentation may be written or keyed include, and are not limited to, *any* of the following:

- AZTECS screens that allow documentation including, and not limited to, the Case Documentation Screen (CADO)

- Health-e-Arizona Plus screens that allow documentation entry including, and not limited to, Case Notes

- Program forms

When written documentation is not readily available, verbal verification through a collateral contact may be used for nonmandatory eligibility verification factors. When a collateral contact is made, document *all* of the following:

- Name, phone number, and the title of the contact

- Information provided by the collateral contact (e.g., dates and amounts of pay, financial account balance, names of persons living at the address, etc.)

- Date of contact

- Any attempts made when the participant requests assistance

When verification is visually viewed, complete the Affidavit of Visually Viewed Documentation (FAA-1796A) form when possible or document *all* of the following information in the case file:

- The title or type of verification (e.g., pay stubs, rent receipt, mobile phone text receipt, etc.)

- The names and contact information from the verification

- The date the verification was issued

- The date the document was viewed

- The signature, Security Key (D0/V0), or Personnel Control Number (PCN) of the viewer

- Applicable information from the document

    NOTE   For income verification, include, when available, *all* of the following:

    - The pay period ending date

    - Hours worked

    - Rate of pay

    - Gross amount of income

    - The date paid

When an OnBase document is used to verify information, print the information and upload to OnBase, or document *all* of the following:

- The case number where the document was printed or visually viewed

- The type of document

- The document handle number

Prudent Person Concept

Prudent person decision making (also known as critical thinking) strengthens the worker's policy knowledge, confidence, and decision-making capabilities within FAA.

Make all eligibility decisions using reasonable judgment, based on knowledge of and experience with the programs. Research any questionable(g) or unclear(g) situations thoroughly by using the verification available, which may include electronic sources, and make a decision based on these findings.

Document the case file to show the reasoning that led to the decision. Include the Cash and Nutrition Assistance Policy Manual references used in making the decision.

After thorough research into the questionable or unclear situation, and consulting with management, FAA staff may still not understand the intent of the policy. When this occurs, authorized staff must request a policy clarification. See policy clarification for more information on what actions to take when policy is not clear.

AZTECS Keying Procedures

When verification is obtained, key *one* of the following applicable Verification Codes in the VR field on the appropriate AZTECS screen:

- HC when documented verification is used, including documents that are uploaded to the case file.

- CC when a collateral contact is the source of verification used.

- CS when participant statement verification is used.

- IN when a system interface(g) has verified the information.

- AG when FAA has verified the information, i.e., system reports.

- VV when the verification is visually viewed by the worker and documented in the case file.

- UT when verification is provided untimely, and the budgetary unit is not eligible for NA Transitional Benefit Assistance (TBA).

- PE when verification is pending. AZTECS does not allow benefit authorization when PE is in the verification field for a mandatory eligibility factor.

  NOTE   AZTECS generates an alert when the verification requirement is still outstanding on the date keyed in the PEND field.

- PP when verification is postponed for NA expedited services. (For more information on postponing verification for an NA expedite application, see Postponed Verification)

See Citizenship Keying Procedures for verification codes specific to U.S. Citizenship.

When the unclear information has been resolved, key R in the UNCLEAR INFO field on INDA.

NOTE   Do not remove the date keyed in the UNCLEAR INFO DATE field.

Examples

1) Jane's daughter, Judy, receives SSA benefits because her father has a disability. Jane reports that Judy is receiving SSA, but does not report SSA income for Judy's sister, Jean. Judy and Jean have the same father. Judy's SSA benefits are listed on ININ, while Jean's ININ screens are blank.

   Frequently, when one child or spouse receives SSA as the beneficiary of a person who is deceased, retired or has a disability, other related participants also receive these benefits.

   It is not uncommon for information of this nature to be displayed on ININ for some participants and not others. This is considered questionable(g) information and requires further investigation.

Legal Authorities

7 CFR 273.2(b)(1)(i)

7 CFR 273.2(b)(2)

7 CFR 273.2(c)(5)

7 CFR 273.2(e)(2)(ii)

7 CFR 273.2(f)

7 CFR 273.2(f)(1)(vi)

7 CFR 273.2(f)(2)

7 CFR 273.2(f)(2)

7 CFR 273.2(f)(4)(i)

7 CFR 273.2(f)(4)(ii)

7 CFR 273.2(f)(4)(iv)

7 CFR 273.2(f)(5)

7 CFR 273.2(f)(6)

7 CFR 273.2(f)(7)

7 CFR 273.2(f)(8)(i)(A)

[Prior Policy](#)

last revised 03/14/2023