

B Collateral Contact Verification

REVISION 02
(10/01/07 - 12/31/07)

Collateral contacts are sources of verification received verbally from any of the following:

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

When documented verification is not readily available, use a collateral contact and document the reason on CADO.

EXCEPTION

DO NOT use collateral contacts to verify the following factors; use [documented verification](#):

- [Social Security Enumeration](#)
- [U.S. Citizenship](#)
- [Noncitizenship Status](#) (when declared)
- [Relationship](#)

MA EXCEPTION

DO NOT accept a collateral contact to verify residency from a person in the participant's family or anyone who could benefit from the budgetary unit receiving MA.

WARNING

Attempt to complete collateral contacts during the interview. Verify and document all necessary information while making the contact (See [Documentation Requirements](#)). The contact may request to speak to the PI before releasing information.

Inform the PI that by signing the application, they have given FAA permission to make collateral contacts.

Assist the PI in choosing a collateral contact when requested.

Call the collateral contact when the following are available:

- The name of a collateral contact.
- The phone number where the contact can be reached.

When the PI fails to choose a collateral contact or the collateral contact is not acceptable or is unavailable, complete one or more of the following:

- Request another collateral contact
- Choose a collateral contact
- Request another form of [acceptable verification](#)
- Conduct a [home visit](#)

Key CC in the verification field when a collateral contact is the source of verification used.

The PI may request that FAA NOT make a specific contact. When this occurs, document CADO and the case file with the reason and give the PI the Information Request and [Pending Information Agreement \(FA-077\)](#), requesting [documented verification](#).