.02 Customer Contact Applications – OST Responsibilities

When an MA Only application is turned in in-person, mailed in, FAXed or referred, the OST reviews the application to ensure it is an identifiable application.

When the application is an identifiable application and each question is answered, applicable to the benefits they are requesting, consider this a COMPLETE application and complete the following:

- Date stamp the application

- Register the application in AZTECS

- Do not schedule an interview for the Customer Contact EI

- Print the CAP1, CAP 2 and CAP3 screens and attach to the application

- Screen the application using AutoCAR or PASS and complete the following:

- Print the screening summary or the PASS screens

- Attach the prints to the application

  NOTE   When the participant chooses additional programs after the screening, follow the policy and procedures for application registration and scheduling the interview.

- Give the application, the case file, the screen prints and the copied verification to the designated Customer Contact EI

WARNING

When the application is turned in in-person, complete the following:

- Copy the ID and any verification provided by the applicant.

- Inform the applicant that they MAY be contacted by the Customer Contact EI for additional information.

When the application is an identifiable application but each question is NOT answered, applicable to the benefits they are requesting, consider this an INCOMPLETE application and complete the following:

- Date stamp the application

- Register the application in AZTECS

- Copy the application

- Give the application to the Customer Contact EI

WARNING

When the application is turned in in-person, complete the following:

- Give the original application to the applicant to complete.

- Upon request, assist the applicant in completing the application and have the applicant complete and sign the Application Documentation Addendum (FA-001-D).

- Confirm the address and the telephone number.

- Process the application the same as a COMPLETE application.

EXCEPTION

Do not screen or assign Treat and Release applications unless the participant contacts the local office and requests an appointment. When the participant contacts the local office, complete the following:

- Confirm the applicant's telephone number

- Complete the application screening while the participant is on the telephone

- Follow the Customer Contact process for either complete or incomplete applications, as applicable