

## .02 DCS Fast Pass – FAA Responsibilities

**REVISION 47**  
(12/01/18 - 01/31/18)

When a DCS Specialist calls the DCS Fast Pass Line (a telephone number to be used by DCS Specialists only), FAA staff completes the following:

- Assists the applicant complete the application in HEAplus.
- When CA or NA is requested, registers the case in AZTECS using site code 175C.
- Completes an eligibility interview.
- When all required verification has been provided, determines eligibility.
- When CA or NA is requested and additional verification is needed, transfers the case on the CARC screen in AZTECS to site code 261C (D-01).
- Upon completion of the CA or NA interview where verification is required, informs the participant of all missing information needed and sends a Request for Information (RFI) letter.

NOTE For CA, suppress the RFI letter in HEAplus and send the notice from AZTECS. (See [Suppressing the HEAplus RFI Desk Aid](#) in SharePoint (Internal Use Only))

The DCS Fast Pass Specialized unit completes the following:

- Checks the DCSFastPass@azdes.gov (internal group DCSFastPass) email box twice a day
- When a paper application is sent via email, data enters the application into HEAplus.

NOTE For CA, suppress the RFI letter in HEAplus and send the notice from AZTECS. (See [Suppressing the HEAplus RFI Desk Aid](#) in SharePoint (Internal Use Only))

- Makes outbound calls using the DCS Fast Pass Call Back process below to complete an interview, when needed. The interview must be completed within one workday of receiving an application notification email from the DCS Specialist.

- For approvals, completes the eligibility determination within two workdays of receiving all required verification to complete the determination.
- For denials, normal processing timeframes apply.

During the DCS Fast Pass Call Back Process, a member of the DCS Fast Pass specialized unit completes all of the following:

- When the participant is available, completes the interview. When verification is needed, provides a verbal list of the verification required to make a benefit determination and sends a Request for Information notice.
- When the participant is not available for the first call, leaves a message indicating they will receive another call in 2 to 3 minutes.
- When the participant does not answer the 2nd call, FAA staff completes the following:

Leaves a message and request the participant contact the DCS Fast Pass specialized unit to complete their interview.

After leaving a message, sends a [secure] email to the DCS Specialist stating the DCS Fast Pass Specialized unit was unable to contact the budgetary unit for an interview.

Documents all phone interview attempts in HEAplus Case Notes.

Reviews the Request for Information (RFI) in HEAplus for the current application to confirm the RFI identifies the due date for the interview.

**NOTE** Do not issue a second Appointment Notice in AZTECS for the same application.

- Ensures all data entry has been completed in HEAplus and AZTECS for the application. Ensure all documents have been uploaded into OnBase or HEAplus.
- When CA or NA is requested and additional verification is needed, transfers the case on the CARC screen in AZTECS to site code 261C (D-01).