

D Crossmatch Reports

[REVISION 33](#)
(12/01/14 - 01/31/15)

FAA may discover information about participants through various federally mandated interfaces with other agencies.

When a participant is identified on one of the following Crossmatch Reports, provide them with an opportunity to resolve the information following procedures for the applicable report:

- [Operation Talon Fleeing Felon Crossmatch Report](#)
- [Outstanding Felony Warrant Crossmatch Report](#)
- [Jail Inmate Crossmatch Report](#)
- [Felony Drug Conviction Crossmatch Report](#)
- [Federal Tax Information \(FTI\) Crossmatch Report](#)
- [Deceased Participant Crossmatch Report](#)

.01 Talon Fleeing Felon Crossmatch Report

[REVISION 49](#)
(01/01/21 – 12/31/21)

The Arizona Department of Public Safety (DPS) provides information for the Operation Talon Fleeing Felon Crossmatch Report.

When a CA or NA participant has been identified as a fleeing felon on the Talon Fleeing Felon Crossmatch Report, complete the following:

- When the case is active, send the [C015 notice](#) to the PI using the conviction information noted on the Talon Fleeing Felon Crossmatch Report.
- When the participant fails to respond to the C015, or confirms the conviction as noted on the crossmatch report, complete the procedures as outlined in [Crossmatch Report Procedures](#).
- When the case is closed, see [Crossmatch Report Procedures for Closed Cases](#).

.02 Outstanding Felony Warrant Crossmatch Report

[REVISION 49](#)
(01/01/21 – 12/31/21)

The Arizona Department of Public Safety (DPS) provides information for the Outstanding Fleeing Felon Crossmatch Report.

When a CA or NA participant has been identified to have an outstanding felony warrant on the Outstanding Felony Warrant Crossmatch Report, complete the following:

- When the case is active, send the [C017 notice](#) to the PI using the information noted on the Outstanding Felony Warrant Crossmatch Report.
- When the participant fails to respond to the C017, or confirms the warrant as noted on the crossmatch report, complete the procedures as outlined in [Crossmatch Report Procedures](#).
- When the case is closed, see [Crossmatch Report Procedures for Closed Cases](#).

.03 Jail Inmate Crossmatch Report

[REVISION 49](#)
(01/01/21 – 12/31/21)

The Maricopa County Sheriff's Office (MCSO) provides information for the Jail Inmate Crossmatch Report.

When a CA or NA participant has been identified as a jail inmate on the Jail Inmate Crossmatch Report, complete the following:

- When the case is active, send the [C018 notice](#) to the PI using the information noted on the Jail Inmate Crossmatch Report. List the names of ALL budgetary unit members appearing on the report.
- When the participant fails to respond to the C018, or confirms the incarceration as noted on the crossmatch report, complete the procedures as outlined in [Crossmatch Report Procedures](#).
- When the case is closed, see [Crossmatch Report Procedures for Closed Cases](#).

NOTE When the information is discovered or confirmed during an interview, ensure the participant is coded OU on SEPA.

.04 Felony Drug Conviction Crossmatch Report

REVISION 49
(01/01/21 – 12/31/21)

The County Superior Courts of Arizona provide information for the Felony Drug Conviction Crossmatch Report.

NOTE The Maricopa and Pima County Superior Court systems do not provide information for the Felony Drug Conviction Crossmatch Report. Both court systems provide court records online.

When a CA or NA participant has been identified as having a felony drug conviction on the Felony Drug Conviction Crossmatch Report, complete the following:

- When the case is active, send the [C020 notice](#) to the **PI** using the conviction information noted on the Felony Drug Conviction Crossmatch Report.

NOTE When the Felony Drug Conviction Crossmatch Report is received with Superior Court of Arizona minutes attached, the C020 is not required. Effect the decrease or stop the benefits for the first month allowing for [NOAA](#).

- When the participant fails to respond to the C020, or confirms the conviction as noted on the crossmatch report, complete the procedures as outlined in [Crossmatch Report Procedures](#).
- When the case is closed, see [Crossmatch Report Procedures for Closed Cases](#).

.05 Crossmatch Report Procedures

REVISION 49
(01/01/21 – 12/31/21)

When the participant fails to respond to a request for information on the crossmatch report and there is only one budgetary unit participant, complete the following:

- Close the case for the first month possible allowing for [NOAA](#).
- Key one of the following applicable Denial or Closure Reason Codes on [AFED](#) or [FSED](#):
FE: (Failure to provide information on Felony Drug Conviction)
FF: (CA-Failure to provide information on Fleeing Felon)
FG: (NA-Failure to provide information on Fleeing Felon)
RK: (Failure to provide information on residing in jail or prison)
- Complete and submit the [OIG Investigation Referral](#) form.
- Complete an [Overpayment Referral](#) when [FAA](#) failed to stop the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.

When the information on a Crossmatch Report is confirmed and there is only one budgetary unit participant, complete the following:

- Close the case for the first month possible allowing for [NOAA](#).
- Key one of the following applicable Denial or Closure Reason Codes on [AFED](#) or [FSED](#):
FD ([Felony Drug Conviction Report](#))
FF ([Fleeing Felon Report](#))
FW ([Felony Warrant Report](#))
RJ ([Jail Inmate Report](#))
- Complete and submit the [OIG Investigation Referral](#) form.
- Complete an Overpayment Referral when [FAA](#) failed to stop the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.

When the participant fails to respond to a request for information on the Crossmatch Report and other participants are included in the budgetary unit, complete the following for the disqualified participant:

- Key the following in the PT field on SEPA:
For CA key DI
For NA key DF
- Key one of the following in the INELIG RSN field:
FE: (Failure to provide information on Felony Drug Conviction)
FF: (CA-Failure to provide information on Fleeing Felon)
FG: (NA-Failure to provide information on Fleeing Felon)
RK: (Failure to provide information on residing in jail or prison)
- Send the appropriate notice to inform the PI of the change in benefits.
- Complete an Overpayment Referral when FAA failed to reduce the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.
- When the disqualified participant is also the PI, determine whether the following policy applies:
[CA - CA EBT Alternate Card Holder](#)
[NA - Emergency Representative](#)

When the information on the Crossmatch Report is confirmed and the budgetary unit includes two or more participants, complete the following for the disqualified participant:

- Key the following in the PT field on SEPA:
For CA key DI
For NA key DF
- Key one of the following in the INELIG RSN field:
FD (Felony Drug Conviction Report)
FF (Fleeing Felon Report)
FW (Felony Warrant Report)
RK (Jail Inmate Report)

- Send the appropriate notice to inform the PI of the change in benefits.
- Complete an Overpayment Referral when FAA failed to reduce the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.
- When the disqualified participant is also the PI, determine whether the following policy applies:
[CA - CA EBT Alternate Card Holder](#)
[NA - Emergency Representative](#)

Complete the following when the participant denies the information on the crossmatch report:

- Contact Research & Analysis via email to resolve any discrepancies.
- R&A may contact the Office of Special Investigations (OSI) for assistance when needed.
- Document the crossmatch report discrepancy in the case file.
- Take no further action until the issue is resolved.

.06 Crossmatch Report Procedures for Closed Cases

When a CA or NA participant in a closed case has been identified on the crossmatch report, complete the following:

- Place the crossmatch report in the [case file\(g\)](#).
- Place a copy of the [OIG Investigation Referral](#) form in the case file.
- Document the case file with the outcome of all actions taken.

When the participant reapplies, treat the application with the following procedures for active cases:

- [Crossmatch - Fleeing Felon](#)
- [Crossmatch - Felony Warrant](#)
- [Crossmatch - Jail Inmate](#)

.07 Federal Tax Information (FTI) Report

REVISION 47
(01/01/19 – 12/31/19)

The Internal Revenue Service (IRS) provides Arizona with a Federal Tax Information (FTI) report that identifies individuals who have had income reported to the IRS.

FAA cross matches the report to identify participants in AZTECS.

The FTI report is currently worked by the Customer Care Center Tucson B, site code 281, mail drop 33N3, unless the case is in received or renewal status.

WARNING

FTI may not be accessed by any DES personnel, contractors, volunteers, or vendors performing work from any of the following:

- Virtual office
- Telecommuting
- An alternate non-DES worksite

FTI/IRS information may not be printed, transmitted, or sent via email or fax. This policy prohibits FTI communication between any divisions within DES.

FTI furnished to the user and any paper material therefrom, must be destroyed by cross-cut shredder in 1 mm x 5 mm in size or smaller particles. These particles must then be placed in a locked shred bin to be re-shredded by the agency's contracted shred company. Electronic FTI must be deleted and overwritten.

Due to the confidential nature of the information contained in the FTI reports, the FTI reports must be maintained with the highest possible degree of security. Release or misuse of confidential IRS FTI information is punishable by law. Penalties can result in fines up to \$5,000 and up to five years in prison.

When an [FTI Security Incident\(g\)](#) occurs, complete the following:

- Immediately report the security incident to the FAA office manager.
- The office manager completes the Notice of Security Incident, (J-126) form.

- The office manager immediately reports the security incident to the appropriate Program Security Analyst Manager and Internal Risk Management.

The Program Security Analyst Manager follows reporting requirements set forth by IRS and reports to IRS within 24 hours.

When the participant contacts the FAA office because they received the Income/Resource Match (FTI Use Only) notice (C061), advise them to call the number on the notice. Explain that when the participant does not contact the FTI worker, the case may be denied or benefits stopped.

When the FTI – Information Needed Notice (C062) is returned by the participant to the FAA office, the FAA office needs to complete the following:

- Confirm with the participant that the proper verification is provided.
- Upload the information into OnBase.
- Document the [case file\(g\)](#).
- Email the FTI team at faaftrinfo@azdes.gov with the case name and number and confirmation that the verification requested is in OnBase.

When the case is in received or renewal status, the verification from the C062 must be received before the participant can receive benefits. When the verification is received the FAA office must determine the following:

- What information is needed (Email the FTI worker to determine this)
- Was any income received countable as a resource or income
- Will the income continue
- Was the income previously reported
- When income was not reported does an overpayment exist

Once any discrepancies have been verified and any potential overpayments are written, document the case file and continue with normal processing.

NOTE When case is denied or closed, do not approve until verification from the C062 notice is received.

FAA Data Security is responsible for ensuring User Affirmation Statements (J-129) are obtained from designated primary and secondary staff on an annual basis.

.08 Deceased Participant Crossmatch Report

REVISION 49
(01/01/21 – 12/31/21)

The Arizona Department of Health Services (ADHS) Office of Vital Records provides information for the Deceased Participants Crossmatch Report.

An alert is generated in the Automated Change Tracking System (ACTS) for each participant on the report. The ACTS Alert Type Code is DP (Death of a Participant). The Case Documentation (CADO) screen is automatically documented for each participant. The due date assigned in ACTS is 10 days from the date the alert is generated.

When the case is active, complete the following actions:

- Remove the deceased participant from the case. (See [Changes in Primary Informant](#) when the deceased participant is the PI.)
- When the death of the entire budgetary unit becomes known, key the DH Denial Closure Reason Code on AFED or FSED for the correct month. No notice is required. The EBT primary Payee card is deactivated on the date the denial or closure is keyed.
- When applicable, determine the ongoing eligibility for the remaining participants in the case.

An individual acting as a representative for or on behalf of a CA PI may be named as an emergency Alternate Card Holder (See [CA Payee – CA EBT Alternate Card Holder – Emergency Situations](#))

- When a CA EBT Alternate Care Holder is not named, complete the following:

Key the OU Participation Code in the PT field on SEPA next to the PI.

Key the DH Ineligible Reason Code in the INELIG RSN field on SEPA.

Key the DH Denial Closure Code on AFED and stop the benefits allowing for [NOAA\(g\)](#).

- When the death of the NA PI is reported and there are remaining participants in the budgetary unit, complete the following:

Key the PO Denial Closure Reason Code on FSED.

Stop Benefits allowing for NOAA.

Send the PI No Longer in Home Deny/Closure (F205) notice.

This notice informs the remaining participants that an application must be submitted to continue receiving benefits.

- When NA is closed with the PO Denial Closure Reason Code and the budgetary unit needs access to the remaining benefits, an EBT Alternate Card Holder may be established. The following individuals may be established as an [EBT Alternate Card Holder](#):

An adult budgetary unit member.

A non-participant adult who has parental control of the remaining budgetary unit members and provides [Verification of Living Arrangements](#) and Personal identification.

- Send the appropriate notice based on change notice requirements.
- Close the alert.

When the case is closed, document the case file that no action is required.