

B Crossmatch Reports



Changes reported through various federally mandated interfaces with other agencies.

Policy

The following are reports sent through various federally mandated interfaces:

- Operation Talon Fleeing Felon Crossmatch Report provided by Arizona Department of Public Safety (DPS)
- Outstanding Felony Warrant Crossmatch Report provided by the Arizona Department of Public Safety (DPS)
- Jail Inmate Crossmatch Report provided by the Maricopa County Sheriff's Office (MCSO)
- Felony Drug Conviction Crossmatch Report provided by the County Superior Courts of Arizona

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

- Federal Tax Information (FTI) Crossmatch Report provided by the Internal Revenue Service (IRS) identifies individuals who have had income reported to the IRS
- Deceased Participant Crossmatch Report provided by the Arizona Department of Health Services (ADHS) Office of Vital Records

A participant identified on one of the crossmatch reports, except the Deceased Participant Crossmatch Report, are sent a notice to resolve the information on the report. When the participant does not return the verification requested, **one** of the following occurs:

- The benefit amount is reduced
- An open case is closed
- A new application is denied

When reapplying after closure, **all** of the following is considered:

- Verification requested regarding the crossmatch report must be provided prior to authorizing benefits for the participant identified on the report.
- When the crossmatch verification is provided after the application is authorized, the information is considered a change.
- When the participant identified on the report is the only person in the budgetary unit, the crossmatch verification must be provided before benefits are approved. This includes NA expedited benefits.

Procedures

See **both** of the following reports with unique procedures:

- [Federal Tax Information \(FTI\) Report](#)
- [Deceased Participant Crossmatch Report](#)

Closed Cases

When the case is closed complete **all** of 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.

Open or Pending Cases

Complete **all** of 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.

When there is only one participant in the budgetary unit and the participant fails to respond to a request for information or when the information on a Crossmatch Report is confirmed, complete **all** of the following:

- Close the case for the first month possible allowing for NOAA.
- Take the appropriate actions in AZTECS.
- 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 other participants are included in the budgetary unit and the participant fails to respond to a request for information on the Crossmatch Report or when the Crossmatch Report is confirmed, complete **all** of the following for the disqualified participant:

- Take the appropriate actions in AZTECS.
- Send the appropriate notice to inform the [PI\(g\)](#) of the change in benefits.
- Complete an Overpayment Referral when FAA failed to reduce the benefits in a timely manner.
- Document the case file with the outcome of all actions taken.

- When the disqualified participant is also the PI, determine whether **any** of the following policy applies:

CA - CA EBT Alternate Card Holder

NA - Emergency Representative

Federal Tax Information (FTI) Crossmatch Report (open, renewal, or pending status)

The FTI report is currently worked by the Tucson Processing Center, site code 281, mail drop 33N3. FTI may not be accessed by any DES personnel, contractors, volunteers, or vendors performing work from an alternate non-DES worksite.

When the case is in open status and the participant contacts the FAA office because they received the Income/Resource Match (FTI Use Only) (C061) notice, 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 **all** of 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, see faafrinfo@azdes.gov with the case name and number and confirmation that the verification requested is in OnBase.

When the case is in pending or renewal status, the verification from the C062 notice must be received before the participant can receive benefits. When the verification is received the FAA office must determine **all** of 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.

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

When an [FTI Security Incident\(g\)](#) occurs, immediately report the security incident to the FAA office manager. The office manager completes **all** of the following:

- Completes the Notice of Security Incident, (J-126) form.
- 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.

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.

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

Deceased Participant Crossmatch Report

An alert is generated in the Automated Change Tracking System (ACTS) for each participant on the Deceased Participant Crossmatch 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 workdays from the date the alert is generated.

When the case is closed, document the case file that no action is required. When the case is active, complete **all** of the following actions:

- Remove the deceased participant from the case. (See [Participants Living in the Household-Effecting Changes](#) for additional procedures.)
- When the death of the entire budgetary unit becomes known, no notice is required. The EBT primary Payee card is deactivated on the date the denial or closure is keyed.
- For CA, 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\(g\)](#) may be named as an emergency Alternate Card Holder
- When applicable, determine the ongoing eligibility for the remaining participants in the case.
- When a CA EBT Alternate Care Holder is needed and not named, complete **all** of 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.

- An individual acting as a representative for or on behalf of a CA PI may be named as an emergency Alternate Card Holder
- When the death of the NA PI is reported and there are remaining participants in the budgetary unit, complete **all** of the following:
 - Key the PO Denial Closure Reason Code on FSED.
 - Stop Benefits allowing for NOAA.
 - Send the PI the No Longer in Home Deny/Closure (F205) notice.
 - Close the alert.
- 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. **Any** of 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.

Notices

When a CA or NA participant has been identified on a Crossmatch Report, send the appropriate notice listed below to the PI using the information noted on the specific Crossmatch Report.

Operation Talon Fleeing Felon Crossmatch Report

Send the C015 notice to the PI using the information noted on the specific Crossmatch Report.

Outstanding Felony Warrant Crossmatch Report

Send the C017 notice to the PI using the information noted on the specific Crossmatch Report.

Jail Inmate Crossmatch Report

Send the C018 notice to the PI using the information noted on the specific Crossmatch Report.

Felony Drug Conviction Crossmatch Report

Send the C020 notice to the PI using the information noted on the specific Crossmatch Report.

NOTE When the Felony Drug Conviction Crossmatch Report is received with Superior Court of Arizona minutes attached, the C020 notice is not required.

Federal Tax Information (FTI) Crossmatch Report

See the [FTI Crossmatch Report procedure](#) for notices unique to this report.

Deceased Participant Crossmatch Report

See the [Deceased Participant Crossmatch Report procedure](#) for notices unique to this report.

Verification

Information on the Deceased Participant Crossmatch Report is considered [verified upon receipt\(g\)](#). No additional verification is required.

For all other reports, the participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy.)

AZTECS Keying Procedures

See **each** of the following reports with unique AZTECS keying procedures:

- [Federal Tax Information \(FTI\) Report](#)
- [Deceased Participant Crossmatch Report](#)

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

- Key **one** of the following applicable Denial 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)

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

- Key **one** of the following applicable Denial Closure Reason Codes on AFED or FSED:
 - FD (Felony Drug Conviction Report)
 - FF (Fleeing Felon Report)
 - FW (Felony Warrant Report)
 - RJ (Jail Inmate Report)

When there are other participants in the budgetary unit and the participant fails to respond to a request for information on the Crossmatch Report, or when the Crossmatch Report is confirmed, complete **all** of the following for the disqualified participant:

- Key **each** of 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)

Legal Authorities

7 CFR 272.12(c)
7 CFR 273.1(b)(7)
7 CFR 273.1(b)(7)(vi)
7 CFR 273.2(f)(11)
7 CFR 273.2(f)(11)(ii)
7 CFR 273.2(f)(11)(iii)
7 CFR 273.11(c)(1)
7 CFR 273.11(c)(4)(i)
7 CFR 273.11(c)(4)(ii)
7 CFR 273.11(k)(13)(m)
7 CFR 273.11(n)
7 CFR 273.11(s)
7 CFR 273.12(a)(5)(vi)(B)(2)
7 CFR 273.13(a)(b)(c)
7 CFR 273.16(i)(6)
7 CFR 273.16(i)(8)(ii)
7 CFR 274.2(i)(4)

[Prior Policy](#)

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