

.03 Preparing the Hearing Packet

REVISION 49
(01/01/21 - 12/31/21)

The [Appeals Processing Unit \(APU\)](#) may add additional documents as they become available. However, the Appellate Services Administration (ASA) is responsible for preparing a hearing packet that consists of the following:

- [Pre-hearing Summary/Discussion](#) (FAA-1692A) form.
- Copy of the documents related to the action being appealed. Documents in the appeals packet include, but are not limited to, the following:
 - Decision notice relating to the issue being appealed.
 - Hearing request, including the envelope.
 - The application for benefits.
 - Official [documentation forms](#), when applicable.
 - Verification documents used for the action taken.
 - Case file documentation relevant to the action appealed.
 - AZTECS budget prints.
 - Other documents, when applicable, that include, but are not limited to, the following:
 - Requests for information.
 - Appointment notices.
 - Any documents used to support the change in benefits.
 - [Change Reports \(FAA-0412A\)](#).
 - Electronic Benefits Transfer (EBT) transaction history.
 - Evidence provided by the Fidelity Information Services (FIS) from a Third-party processor (TPP) or financial institution.
- Overpayment documents that include, but are not limited to, the following:
 - The discovery of the overpayment
 - Overpayment claim report
 - Recalculated budgets
 - Demand notices

EXCEPTION

Specific confidential information cannot be viewed by or provided to the participant or their representative. Family Assistance Administration (FAA) must remove all confidential information from the case file before the participant or representative's review.

NOTE This information should also be excluded when preparing an appeals packet.

The following information must be removed or redacted from the case file prior to the participant's review, and excluded from the appeals packet:

- The names of confidential complaint sources who have provided information to FAA without the applicant's or participant's knowledge, which information FAA will not use as the basis for an adverse action.
- Office of Special Investigations (OSI) Information from Automated Fraud Tracking System ([AFTS](#)) for any pending investigations.
- Federal Tax Information (FTI) Reports.
- Any document that contains the birthdate or Social Security Number (SSN) for persons who are not included in the current household, including information received from the Department of Child Support Services (DCSS). Both CHPS and FPUB contain SSNs and birthdates of nonhousehold members.
- The HOSC screen. The Department will not use information from the HOSC screen to prove the income of the applicant or participant, but will verify the income from the employer if there is a discrepancy between what the applicant/participant reports and the information on HOSC.
- The nature or status of pending criminal prosecutions.
- Information that a physician considers psychologically harmful to any participant in the budgetary unit, such as medical information deemed inappropriate for release by the physician.

Replace the documents after the participant has viewed the case file. When the documents containing confidential information must be removed from [OnBase\(g\)](#), complete the following:

- Print the confidential documents.
- Email [Centralized Document Services \(CDS\)](#) and request that the documents be deleted from OnBase. Include 'Participant Case Review' in the subject line of the email.

- When the participant completes the case review, scan the previously printed documents into OnBase.

WARNING

Include documents related to each approval period, when the issue of the hearing pertains to the current and prior approval periods.

NOTE The APU may add additional documents as they become available.

ARCHIVED (Valid until 03/15/21)