

C CNAP Manual - Request for Policy Clarification or Field Inquiry

REVISION 49
(01/01/21 – 12/31/21)

Policy Clarification and Field Inquiries are elevated requests from FAA staff for clarification of a policy or procedure from the Policy Support Team (PST). Each contact within the elevation process must review the request to determine whether the answer is already found in the CNAP Manual or previous PST communications.

NOTE The following are sent directly via email to PST and are not elevated as PC or FI requests:

- Clarifications from Office of Program Evaluation or the Appeals Processing Unit
- Suggestions to change forms, notices, pamphlets, posters, and CNAP Manual verbiage or links

See the email list in [PST contact information](#) for the email subject line phrase to include for each of these emails.

Policy Clarification (PC) requests are case specific policy questions on cases that are pending a benefit determination. Field Inquiries (FI) are not case specific questions or are case specific for a case that is not pending a benefit determination.

The PC or FI request must be elevated to the Policy Support Team (PST) by staff authorized to elevate a PC request.

Prior to contacting the PST for a PC or FI request, the case and policy in question must be reviewed by the FAA Office Management and designated Region Office Management. During this review, the 'Clarification from PST' section of the [Communications Library](#) (internal use only) must be reviewed using the following guidelines to determine whether PST has already clarified the question:

- Review the policy references identified in the PC or FI response.
- Do not make eligibility determinations based on PC or FI responses alone.

When the question cannot be resolved at any of these levels, designated staff are authorized to elevate the question to the PST. Use the Request for Policy Clarification/Field Inquiry (FAA-1512A)

form found in the DES Document Center and send the request as an attachment via email to FAAPolicyMgmt@azdes.gov.

NOTE PST does not resolve disputes between workers, case readers and management. All steps in the Case Read Protest Process must be completed prior to elevating a PC or FI request. The protest process is found in the DBME SharePoint Standard Work Library.

Only the following staff are authorized to elevate PC and FI requests to the PST:

- Executive Leadership
- Region Program Manager
- Regional Management Analyst
- Benefit Support Supervisors and Managers
- FAA Systems Helpdesk Analyst
- Quality Support Team (QST) Management
- Conduent Training Staff and Management

The following sections of the FAA-1512A must be completed by the requestor:

- Select Policy Clarification or Field Inquiry

NOTE Include the phrase "Policy Clarification" or "Field Inquiry" in the email subject line

- Requestor's Information
- Case Information (only needed for PCs)
- Policy References Researched
- Who did you discuss the case scenario and policy with and what was the result of that discussion

NOTE Identify any prior PC or FI responses in the Communications Library that are similar to the current scenario but do not answer the current question.

- Requestor's Proposed Answer

- Case Scenario
- Requestor's Question

Upon receipt of the FAA-1512A, the PST sends an email to the requestor acknowledging receipt of the form. The email contains the assignment number and the name of the assigned PST Specialist.

The PST specialist may contact the requestor when more information is needed to complete the response.

The PST specialist provides the requestor one of the following:

- A PC response within ten workdays from the date the requestor received an acknowledgement email from the PST.
- An email notifying the requestor that additional clarification has been requested from one or more of the following:

The Food and Nutrition Service
The Office of the Attorney General
AHCCCS

The PST response to the PC or FI is returned to the requestor and any additional designated staff. A copy of the PST response is added to the 'Clarification from PST' section of the Communications Library.

NOTE Elevate questions regarding system performance first to the FAA Office Management. When the issue cannot be resolved at the FAA office level, contact one of the following:

- [FAA Systems Help Desk](#) when the issue is with an AZTECS function.
- [FAA Policy Support Navigational Help Desk](#) when the issue is navigating or locating policy in the CNAP Manual.