

.04 Confidentiality - Participant Review of Case Information

REVISION 19
(01/01/12 - 03/31/12)

A participant has the right to review their [case file\(g\)](#) and obtain information from it at any time.

WARNING

Confirm the identity of the participant and the [representative](#) prior to allowing the case file to be reviewed.

The participant must request an appointment to review their case file so that an FAA employee is present during the entire review. FAA must schedule and conduct the appointment within ONE [workday\(g\)](#) of the request.

EXCEPTION

When a participant has filed a fair hearing request and is in the local office, allow the participant or their representative to review the case file on the same day as the request to review, whenever possible.

Provide a copy of the determination notice to the PI, when requested. No appointment is needed.

Copies may be provided for either the participant or their representative during the review, upon request.

EXCEPTION

Specific confidential information CANNOT be viewed by or provided to the participant or their representative. FAA must remove documents containing this information from the case file prior to the review. Replace the documents after the participant has viewed the case file. This includes documents containing the following:

- Confidential information given to FAA without the participant's knowledge.
- OSI Information from [AFTS](#).
- Information from CHSP.

NOTE Participants may request support information directly from the Department of Child Support Enforcement (DCSE).

- Information from HOSC.

When the documents containing confidential information must be removed from [OnBase\(g\)](#), complete the following:

- Print the confidential documents.
- Contact [Centralized Document Services \(CDS\)](#) via e-mail to delete the documents from OnBase. Indicate 'Participant Case Review' in the subject line of the e-mail.
- When the participant completes the case review, scan the previously printed documents into OnBase.