

.04 Confidentiality - Participant Review of Case Information

REVISION 45
(01/01/17 –12/31/17)

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

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 prior to the participant's or representative's review.

NOTE This information should also be excluded when preparing a Fair Hearing Packet.

The following information must be removed or redacted from the case file prior to the participant's or representative's review, and excluded from the Fair Hearing 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 basis for an adverse action.
- Office of Special Investigations (OSI) information from Automated Fraud Tracking System [AFTS](#) for any pending investigation.
- Federal Tax Information (FTI) Reports.
- Any document that contains the birthdate or Social Security Number for persons who are not included in the current household.
- The birthdate or Social Security Number for non-household members from information received from the Department of Child Support Services (DCSS). CHPS contains Social Security Numbers and birthdates of persons who are not included in the current household.
- 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.

EXCEPTION (continued)

- 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.
- E-mail [Centralized Document Services \(CDS\)](#) and request that the documents be deleted from OnBase. Include '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.

The household must submit a written request to review their case file. The request must be made by the PI, a responsible member of the household, authorized representative, or a person acting on its behalf, to review material and information contained in its case file. The material and information contained in the case file must be made available for inspection during normal business hours. An appointment must be scheduled and a review of the case file must be completed within seven [workdays\(g\)](#) of the participant contacting the agency. When scheduling the appointment, CADO must be documented with when and where the review is being held. The Local Office Manager (LOM) must be present during the entire review of the case file.

The person reviewing the case file(g) may make an audio recording of the review if they choose.

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 day the request to review is received, whenever possible.

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

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

WARNING

Confirm the identity of the person requesting information prior to allowing the case file to be reviewed.

ARCHIVED (Valid until 02/02/18)