

A Handling Special Cases - Employees

REVISION 22
(10/01/12 - 12/31/12)

When an employee is an active or past participant in an FAA program, the employee must report this to their supervisor as a possible [conflict of interest](#). (See [Conflict of Interest Employee Reporting Responsibility](#))

Employees must complete the application process for their own case and cases in which they are a [representative](#) during non-work time. The following non-work time may be used:

- Before their scheduled work hours
- During their lunch hour
- After their scheduled work hours
- Weekends
- Time pre-approved by their supervisor which includes the following:
 - Annual leave
 - Leave without pay
 - Flex time
 - Sick time when hospitalized

NOTE Designated break time is considered State work time and cannot be used to complete the application process.

WARNING

An employee's case must NOT be maintained by anyone in the local office where the employee is stationed. When necessary, transfer the employee's application to another local office identifying that it not to be returned due to ZIP Code.

EXCEPTION

The Region Program Manager can grant exceptions when sending the [case file\(g\)](#) to another office causes a hardship.

[Lock the case files](#) of employees who are or have ever been FAA participants. Employees must not have any [case interaction\(g\)](#) with their own case or the cases that they are representatives. This includes, BUT IS NOT LIMITED TO, the following:

- Viewing or making changes to the [case file\(g\)](#)
- Determining eligibility of benefits
- Case specific discussion with another FAA employee that is not maintaining the case

WARNING

All AZTECS and [OnBase\(g\)](#) inquiries are recorded and monitored. Actions that display on a case in which there may be a conflict of interest could be considered [suspicious or potentially fraudulent activity](#).

Employees must not request information from co-workers on their case or the cases for which they are a representative. When information is needed on these cases, an employee may consider one or all of the following during non work time:

- Contacting [FAA Customer Service](#)
- Accessing their personal MyFamilyBenefits account
- Contacting the FAA employee that is maintaining their case

When discussing or providing information for their case and cases in which they are a representative, an employee may have access to and use the same resources as any other participant during non-work time. Permission must be granted by their supervisor. This includes, but is not limited to, the following:

- Interoffice mail
- Office FAX machines
- State telephones
- The local office lobby

WARNING

Employees must not be given special privileges and must be treated as any other participant.