

Providing Verification

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Verification is proof of a subject, statement, or circumstance and is used to establish the accuracy of each eligibility factor.

Policy

The participant has the primary responsibility for providing verification of eligibility factors.

FAA requires certain factors be verified for **all** of the following reasons:

- To establish the accuracy of information stated on the application.
- To address changes that become known to FAA or are reported by the participant.
- To aid in the accurate eligibility determination and benefit amount.

[Questionable information\(g\)](#) must be resolved before determining benefits when it affects eligibility or benefit level.

[Unclear information\(g\)](#) must be resolved before determining benefits for a new application or renewal application, or the Mid Approval Contact (MAC).

The [primary informant\(g\)](#) is not required to appear in person at the FAA office to provide verification. For information on providing verification, see [How to Provide Verification](#).

It is considered a conflict of interest for a [worker\(g\)](#) to provide verification for participants. When a worker is the only person who can provide the needed verification, the worker must get written approval from the office manager. For more information regarding a worker providing verification, see [Conflict of Interest](#).

What is Verification

The verification process includes documented, interface and state hub, collateral contact, and visually viewed verification.

The types of verification include, and are not limited to, **all** of the following:

- Documented verification

Documented verification, interface, and state hub verification are the primary sources of verification. Documented verification is written evidence (also known as hard copy) originating from **any** of the following:

- An agency
- Organization
- Individual qualified to have knowledge of the required information
- An agency or organizational website

- Collateral contact verification

Collateral contacts may only be used for **any** of the following:

- To clarify information provided on the documented or electronic verification the participant has provided.
- When the participant attempted to obtain the missing verification and asks for assistance.

By signing the application, the participant has given FAA permission to make collateral contacts.

Collateral contacts are verbal attempts to clarify information provided by the participant. Collateral contacts may be from **any** of the following sources:

- An agency
- Organization
- Individual qualified to have knowledge of the required information

FAA does not use a collateral contact to verify **any** of the following factors:

- Noncitizen status
- Relationship
- Social Security enumeration
- U.S. Citizenship

- State Verification Exchange System (SVES)

SVES interface information is received by FAA as a result of computer matching between FAA and other agencies. The matching of computer system information is required by federal law.

- Visually Viewed Verification

When another form of verification is not available certain verification may be visually viewed by an FAA worker. Visually viewed verification may include, and is not limited to, **any** of the following:

- In the form of a photo
- In-person viewed cell phone or another electronic source
- A downloaded legal document

NOTE The participant may request assistance from FAA after failing to obtain needed verification.

Best available information is used on rare occasions, when all attempts to obtain the verification are unsuccessful, and there are no other verification sources available.

Best available information includes, and is not limited to, **any** of the following:

- Information written on the participant's application.
- Information located in the participant's case file.
- Detailed (verbal or written) information from the participant.

How to Provide Verification

Participants are able to provide verification by **any** of the following ways:

- Online through HEAplus at <http://www.healtharizonaplus.gov/>
NOTE Upload, email, and fax documents to HEAplus (See [instructions](#) (PDF 378 KB))

- Online through MyFamilyBenefits at <https://myfamilybenefits.azdes.gov/>

- By mail to the following address:

Arizona Department of Economic Security

Verification

PO Box 19009

Phoenix AZ 85005-9009

- In person at any FAA office

To locate the nearest FAA office, click 'Find a DES Office' on the DES Office Locator webpage found at <https://des.az.gov/find-your-local-office>.

FAA office hours are weekdays from 8:00 a.m. to 5:00 p.m. (Mountain Standard Time) except for state holidays.

NOTE Some FAA office locations observe [Daylight Saving Time\(g\)](#)

- By faxing documents (include case name and case number on each page) to:

602-257-7031, when faxing from area codes 602, 480, or 623.

844-680-9840, toll free when faxing from any other area code.

Procedures

Eligibility factors or information that affects program eligibility and benefit level must be verified before completing an eligibility determination.

Request verification for all eligibility factors when **any** of the following occur:

- A change has occurred.
- Information provided by the participant is [questionable\(g\)](#).
- Verification is not in the [case file\(g\)](#).

NOTE Refer to the verification section of the specific policy for specific verification requirements.

During the approval period, when information is received from a [third-party source\(g\)](#), determine what action is required. (See [Verifying Reported Changes](#) for more information.)

When the budgetary unit, or a participant, is ineligible based on information provided by the participant, **all** of the following apply:

- Document the case file to support the determination of ineligibility.
- Deny or close the case and send the appropriate notice.

Income verification must be requested when income is reported by a renewal application or change report, and **any** of the following apply:

- The income is questionable.
- The previous verification in the case file is more than 59 calendar days from the day the change is received by FAA.
- The reported income amount has changed by \$51 or more.
- The source of the income has changed.

When current verification is in the case file, do not request the verification again. Do not delay the eligibility determination for one program when required verification for a different program has not been received.

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Documents Provided

Verification documents received at the interview and immediately uploaded to the [case file\(g\)](#) are not required to be date stamped. Any documents not uploaded on the same day must be date stamped before uploading. This process provides verification of the actual day the information was received by FAA.

All applications and dropped off verification (mail, fax, dropped off in the FAA lobby) must be date stamped.



For the safety of the participant, do not upload any document that shows the actual address of an Address Confidentiality Program (ACP) participant. Any person who intentionally obtains or discloses information regarding the physical address of an ACP participant is potentially guilty of a class one misdemeanor. (See [ACP](#) for more information about the program)

Using the State Verification Exchange System (SVES)

FAA obtains some verification through [SVES\(g\)](#) and other computer matching programs between FAA and other agencies. Information provided through SVES by the primary source of information is considered [verified upon receipt\(g\)](#).

The sub-systems or screens used in SVES include **all** of the following:

- BENDEX INFORMATION (BDXI)
- Beneficiary Exchange Earnings Record
- BENEFIT AGENT CLAIM INQUIRY
- HEAplus SOLQI Response Data Summary
- HOUSEHOLD SYSTEM CHECK (HOSC)
- WIRE THIRD PARTY INFORMATION (WTPI)

NOTE Third-party payroll verification sources are not SVES sub-systems or screens.

Unavailable Collateral Contact Verification

When the collateral contact is not acceptable or is unavailable, complete **one or more** of the following:

- Request another collateral contact.
- Choose another collateral contact.
- Request another form of verification.
- Conduct a home visit.

Third-Party Payroll Verification

[Third-Party Payroll Verification Sources](#) approved by FAA include any of the following:

- Corporate Cost Control (CCCVerify)

Before requesting employment verification through the CCCVerify.com website, staff must register for an account. CCCVerify can take up to 24 hours to approve the request. Once approved, staff can request employment verification using **all** of the following information:

- The employee's name
- The employee's Social Security number
- The name of the employer

- Equifax/EMVI (a.k.a. The Work Number)

Disclaimer: Information contained in The Work Number verifications section of this report is the consumer report information obtained from The Work Number. It can be used for the Fair Credit Reporting Act (FCRA) permissible purpose for which this consumer report was obtained, and the user must adhere to FCRA requirements, including but not limited to the relevant requirements contained in the Consumer Financial Protection Bureau's (CFPB) notice to users of the consumer's reports. This verification is system-generated and contains data that originate from the employer's payroll system. When any information is missing, it is because the employer did not provide this information for inclusion in The Work Number verification. Information not provided by the employer is showing as "Data Not Provided." Note, when this person left this employer and was rehired later, the "Total Time with Employer" amount will likely be understated and will only reflect the most recent consecutive months of services.

NOTE When the participant disagrees with wages showing on EMVI, see [Participant Disagrees with Wage Information](#) for more information.

- Experian Verify

Before logging into the Experian Verify portal, staff must be granted access. Experian Verify sends an email to the staff member to advise access has been granted to the portal. Within seven calendar days of receiving the email, the staff member must activate their account and create a password. For further assistance with using the Experian Verify Portal, see the [Experian Access User Guide](#) in SharePoint.

- Thomas & Company

When HOSC displays Thomas and Co. or TNCverify, staff can go to TNCverify.com to request instant verification.

NOTE An account needs to be created before staff can request income verification.

When there is a discrepancy with the rate of pay, gross pay, or hours worked, submit a manual verification by **any** of the following methods:

- Call (615) 620-0569.
- Chat with a live agent.
- Send an email to Thomas & Company at verifications@thomas-and-company.com.

NOTE Manual verification requests may take up to three [workdays\(g\)](#) to receive a response.

- Verify Advantage (formerly known as VerifyDirect)

For further assistance with using Verify Advantage, see the [Verify Advantage User Guide](#) in SharePoint (Internal use only).

- Unemployment Cost Management (UCM) Specialists

When requesting employment verification through the [ucmspecialists.com](#) website, staff must submit the Government/Non-Profit Verification Request form on the website.

When requesting payroll and wage information, a consent form is required. The signature page on the Application for Benefits (FAA-0001A) is acceptable as a consent form. When additional clarification is needed for the payroll or wage information, staff can contact the representative via email for further questions.

When a new company needs to be approved as a third-party payroll verification source by FAA, send the company information via email to the Policy Support Team at FAApolicymgmt@azdes.gov.

The types of earned income information verification provided by third-party payroll verification sources include, and are not limited to, **any** of the following:

- Earned Income
- Hours worked
- How often paid
- Last day worked or last day paid
- Leave hours and pay

Resolving Questionable Information

Consider all circumstances when deciding whether information is [questionable\(g\)](#).

Consider information provided by the primary informant (PI) as questionable when it appears to be altered or fraudulent or is inconsistent with **any** of the following: (See [Example 1](#))

- [Case file\(g\)](#) documentation
- Information on the current or previous applications
- Other statements

Verify information that is questionable or unclear when it affects eligibility or the benefit level. Document the case file to explain the reason the information is considered questionable.

Send the appropriate information request notice requesting verification necessary to resolve the discrepancy. Give the participant ten [calendar days\(g\)](#) to provide the verification.

Determine eligibility when the additional information is received. Document the case file with what verification was used to resolve the issue.

Information may continue to be questionable or not provided within the required verification time frames. When this occurs, deny the application or stop benefits allowing for [Notice of Adverse Action\(g\)](#). Use the Denial Closure Reason Code appropriate to the information that was questionable or not provided.

When requested verification for NA or CA is not provided, send the appropriate notice listing all of the requested verification that was not provided. (See [Notice Listing](#) for a list of notices.)

Resolving Unclear Information

[Unclear information\(g\)](#) must be resolved before determining benefits for a new application or renewal application, or a Mid Approval Contact (MAC).

NOTE When unclear information is received during the approval period, determine what action is required. (See [Verifying Reported Changes](#) for more information.)

When verification is required, send the appropriate information request notice requesting verification necessary to resolve the unclear information. Give the participant ten calendar days to provide the verification.

Determine eligibility when the additional information is received. Document the case file with what verification was used to resolve the issue.

When requested verification for NA or CA is not provided, deny the application or stop benefits allowing for [Notice of Adverse Action\(g\)](#). Send the appropriate notice listing all of the requested verification that was not provided. (See [Notice Listing](#) for a list of notices.)

Requesting Verification

Request verification when the participant does not have the documents to verify eligibility factors at the time of an interview or a reported change. Do not delay the eligibility determination for one program when required verification for a different program has not been received.

When unclear information is received during the approval period, determine what action is required. (See [Verifying Reported Changes](#) for more information.)

Request verification for each program using **any** of the following:

- For NA and CA, information request notices are sent in AZTECS. For a list of information request notices, see [Notice Listing](#).
- The Information Request and Pending Information Agreement (FAA-0077A) form. This form must be signed by both the participant and the worker, then uploaded to OnBase.

AZTECS verification notices and the FAA-0077A form identify **all** of the following:

- How the eligibility factors can be verified.
- The budgetary unit participant whose responsibility it is to provide the information.
- The date the verification is due.
- The eligibility factors to be verified.

When requesting verification for a program, send an AZTECS information request notice for the verification needed for each program.

Do not request any verification items that meet **one or more** of the following:

- Already provided through hard copy or electronic sources.
- HEAplus Verification Status page indicates verified for NA and CA factors.

When denying an NA or CA case for failure to provide verification, send the appropriate Denial Closure Notice. Do not list verification items in the Denial Closure Notice that meet **any** of the following:

- Already provided.
- Not included in any verification request related to the application that is being denied.

Best Available Information

The use of best available information must be approved by the Region Program Manager (RPM) or the Program Administrator (PA). Clearly and thoroughly document the [case file\(g\)](#) with **all** of the following before requesting the use of best available information:

- The participant's attempts to obtain the missing verification.
- FAA's attempts to obtain the missing verification.
- The reasons why best available information should be used.

Send an email to the office manager for review. The office manager will elevate the request to the RPM or PA.

Required Documentation

Documentation must support determinations of eligibility and benefit amounts and contain sufficient detail to allow a reviewer to decide that the determination is reasonable and accurate.

Written documentation must be clear, concise, and placed in the [case file\(g\)](#). Places where documentation may be written or keyed include, and are not limited to, **any** of the following:

- AZTECS screens that allow documentation including, and not limited to, the Case Documentation (CADO) screen.
- Health-e-Arizona Plus screens that allow documentation entry including, and not limited to, Case Notes.
- Program forms.

Document **all** of the following when a collateral contact is made:

- Any attempts made.
- Date of contact.
- Information provided by the collateral contact (e.g., dates and amounts of pay, financial account balance, names of persons living at the address, etc.).

- Name, phone number, and the title of the contact.

When verification is visually viewed, complete the Affidavit of Visually Viewed Documentation (FAA-1796A) form when possible or document **all** of the following information in the case file:

- Applicable information from the document.

NOTE For income verification, include, when available, **all** of the following:

- Gross amount of income
- Hours worked
- Rate of pay
- The date paid
- The pay period ending date
- The date the document was viewed.
- The date the verification was issued.
- The names and contact information from the verification.
- The signature, Security Key (D0/V0), or Personnel Control Number (PCN) of the viewer.
- The title or type of verification (e.g., pay stubs, rent receipt, mobile phone text receipt, etc.).

When an OnBase document from another case is used to verify information, print the information and upload to OnBase, or document **all** of the following:

- The case number where the document was printed or visually viewed.
- The document handle number.
- The type of document.

Prudent Person Concept

Apply the [prudent person concept\(g\)](#) when requesting verification. Ensure documentation supports any actions taken.

AZTECS Keying Procedures

When verification is obtained, key **one** of the following applicable Verification Codes in the VR field on the appropriate AZTECS screen:

- HC when documented verification is used, including documents that are uploaded to the [case file\(g\)](#).
- CC when a collateral contact is the source of verification used.
- CS when best available information is used.
- IN when a system [interface\(g\)](#) has verified the information.
- AG when FAA has verified the information, i.e., system reports.

- VV when the verification is visually viewed by the worker and documented in the case file.
- UT when verification is provided untimely, and the budgetary unit is not eligible for NA Transitional Benefit Assistance (TBA).
- PE when verification is pending. AZTECS does not allow benefit authorization when PE is in the verification field for a mandatory eligibility factor.

NOTE AZTECS generates an alert when the verification requirement is still outstanding on the date keyed in the PEND field.

- PP when verification is postponed for NA expedited services. (For more information on postponing verification for an NA expedite application, see [Postponed Verification](#))

See [Citizenship Keying Procedures](#) for verification codes specific to U.S. Citizenship.

When the unclear information has been resolved, key R in the UNCLEAR INFO field on INDA.

NOTE Do not remove the date keyed in the UNCLEAR INFO DATE field.

Examples

- 1) Jane's daughter, Judy, receives SSA benefits because her father has a disability. Jane reports that Judy is receiving SSA, but does not report SSA income for Judy's sister, Jean. Judy and Jean have the same father. Judy's SSA benefits are listed on ININ, while Jean's ININ screens are blank.

Frequently, when one child or spouse receives SSA as the beneficiary of a person who is deceased, retired or has a disability, other related participants also receive these benefits.

It is not uncommon for information of this nature to be displayed on ININ for some participants and not others. This is considered [questionable\(g\)](#) information and requires further investigation.

- 2) Susie submitted an application for benefits and was interviewed on October 10th. During the interview, Susie mentioned she no longer works for Albertson's Grocery as of September 20th. Susie also mentioned she does not have any verification of the terminated employment but has access to her employee portal. Susie is unable to access the portal at the interview because she did not have cell service. The worker requested verification of the terminated employment and gave Susie ten days to provide it.

On October 18th, Susie went to the FAA office and stated to a worker that her terminated employment was not available on the employee portal. Susie explained she also called her former manager and left her a message regarding the employee portal. Susie asks the worker for assistance.

The worker attempts to call the employer with no success. The worker attempts to access the portal and a system message displays indicating the website is down. The worker prints the portal message and scans it into Susie's case file. The worker asked Susie to write a statement of terminated employment from Albertson's Grocery and include the details of her last day worked, last day paid, and the reason she was unable to obtain verification from her employer. The worker documented the case file detailing the attempts they made to try and verify the terminated employment, the attempts Susie made to try and get the terminated employment, and the reason best available information should be used. The worker elevates the request to use best available information to her PA or RPM.

Legal Authorities

7 CFR 273.2(b)(1)(i)
7 CFR 273.2(b)(2)
7 CFR 273.2(c)(5)
7 CFR 273.2(e)(2)(ii)
7 CFR 273.2(f)
7 CFR 273.2(f)(1)(vi)
7 CFR 273.2(f)(2)
7 CFR 273.2(f)(2)
7 CFR 273.2(f)(4)(i)
7 CFR 273.2(f)(4)(ii)
7 CFR 273.2(f)(4)(iv)
7 CFR 273.2(f)(5)
7 CFR 273.2(f)(6)
7 CFR 273.2(f)(7)
7 CFR 273.2(f)(8)(i)(A)

[Prior Policy](#)

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