

## A Cooperation Requirements

Participants, including budgetary unit members who are disqualified or have an ineligible status, must cooperate with the eligibility process.

The eligibility process consists of the following:

- Completing and signing an application.
- Completing the interview process.
- Providing mandatory verification.
- Cooperating in any review or audit of eligibility. This includes cooperating with Quality Control (QC), or Federal review. (See [Refusal to Cooperate with QC](#))
- Providing requested information needed to prepare overpayments.

## B Refusal to Cooperate

Determine and document refusal to cooperate when the participant meets both of the following conditions:

- Is able to cooperate
- Does not take the actions necessary to comply with [cooperation requirements](#)

**NOTE** See PRAP for keying Program and Person Alerts Codes when a participant has not cooperated.

### **WARNING**

Do not deny the application or close the case when the participant cooperates but outside sources fail to verify needed information.

For CA, deny the application or stop benefits only for the responsible participant who refuses to cooperate and for the participant whose eligibility cannot be verified. (See [Table of Eligibility Factors](#))

For NA, deny the application or stop the budgetary unit's benefits allowing for NOAA.

When the application has been denied or the case closed for refusal to cooperate, the participant must comply with [cooperation requirements](#), before determining eligibility.

**WARNING**

Do not deny the application or close the case for failure to cooperate with the Office of Special Investigation (OSI).