

.02 During the Interview

REVISION 47
(01/01/19 - 12/31/19)

During the interview, complete the following:

- Complete a [Review of Case History](#). When changes or discrepancies are found during the review of case history or during the interview, discuss the issue with the PI or Representative. Resolve any discrepancies and document the [case file\(g\)](#) to support the actions taken. (For more information, see [documentation forms](#))
- Inform and explain to the PI or Representative all the following:
A nonqualified noncitizen is not eligible for NA or CA benefits and that DES has the responsibility to report discovered violations of federal immigration law

NOTE Read the Noncitizen Script aloud verbatim to the PI or Representative.

[Change Reporting Requirements](#)

NOTE Advise the PI or Representative of the importance of reporting changes in their address to FAA and the [U. S. Postal Service](#).

FAA interfaces with other state and federal computer systems

[Rights and responsibilities](#)

[Referral for other benefits](#) or programs, i.e. help paying bills, when applicable

[LIBL/STBL and LIBL/STBL Hardship Extensions](#)

[NA E&T Informing Participants](#)

[IPV](#), fraud or misrepresentation

[Quality Control – AHCCCS](#)

[Quality Control – FAA](#)

[EBT QUEST Card - Participant Education](#)

- Ask the participant questions to determine whether any changes have occurred since the application was submitted. When a change action is required, see [Changes](#).
- Ask the PI or Representative all questions in the Health-e-Arizona Plus (HEAplus) Interview Pages.

- Key information in the appropriate HEAplus screen.
- After keying all information obtained during the interview, click the Determine Eligibility button to allow HEAplus to run rules with the new information.
- Key as you go updating the AZTECS screens as the applicant or representative answers questions.

Document the case file with permanent verification factors to eliminate the need to re-request verification. This includes terminated employment and Office of Special Investigations (OSI) reports.

WARNING

Do not request any verification items that meet the following:

- Were already provided
- Were obtained through a collateral contact
- Were not included in any verification request related to the application that is being denied. Only include items from an HEAplus RFI when it was the only verification request sent.

When the need to complete a referral to the Department of Child Safety (DCS) or Adult Protective Services (APS) is evident (abuse or neglect) see [DCS Hotline Phone Number](#) or [APS Hotline Phone number](#).