

.03 Telephone and Kiosk Interviews

REVISION 45
(01/01/17 - 12/31/17)

When conducting a telephone interview complete the following:

- [Review all case information](#) prior to conducting the interview.
- Review the application to ensure completeness.
- 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.
- Send appropriate information request notice [F011 or A011 notice](#) on the day of the interview when additional verification is needed.
- Document the [case file\(g\)](#) to support actions taken during the interview. (See [Required Documentation](#))
- Ask the PI or Representative all questions in the Health-e-Arizona Plus (HEAplus) Interview Pages.
- 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.

WARNING

To ensure the budgetary unit receives all information and notices that may affect their eligibility, advise the PI or Representative of the importance of reporting changes in their address to FAA and the U.S Postal Service.

WARNING

Do not request any verification items that meet one or more of 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.