

B Verifying Reported Changes



When a change is reported, determine whether verification is required.

Policy

Policy regarding verification depends on the source of the change.

FAA receives information regarding changes from **all** of the following sources:

- The budgetary unit
- [Third-party sources\(g\)](#)

Budgetary Unit Reported Change

FAA requests verification for reported information that impacts eligibility and benefit amounts when **any** of the following occur:

- Enough information is not provided with a reported change to decrease or stop benefits.
- The reported change causes an increase in benefits.
- [Questionable information\(g\)](#) is reported.
- Unverified or verified information that has an unknown impact on the budgetary unit's eligibility or benefit amount.

FAA does not request verification of changes reported by the budgetary unit when **any** of the following occur:

- Enough information is provided with a reported change to decrease or stop benefits.
- The reported information does not impact the budgetary unit's eligibility or benefits level.

When verification is needed, a notice is sent requesting the verification with the due date by which the verification needs to be returned.

(For more information about when a change goes into effect, see [When to Effect Changes](#))

Third-Party Source Reported Change

FAA receives information from **all** of the following third-party sources:

- Crossmatch reports
- State Verification Exchange System (SVES)
- State or federal agencies

FAA does not request additional verification of the information provided by third-party sources, when **any** of the following occur:

- The information is [verified upon receipt\(g\)](#).
- FAA receives verification from the [primary source of information\(g\)](#) and enough information is reported to increase, decrease, or stop benefits.
- The reported information does not impact the budgetary unit's eligibility or benefits level.

FAA increases, decreases, or stops benefits without verification when additional verification is not needed. (For more information about when a change goes into effect, see [Effecting Changes](#).)

When FAA receives information from a third-party source, FAA requests verification when the unclear information meets **any** of the following criteria:

- Directly conflicts with information used at the time of approval to determine eligibility and benefit level for the current approval period and reflects information that would have been available at the time of approval. ([See Example 1](#) and [Example 2](#) for more information.)
- Indicates a change occurred that the budgetary unit is required to report according to the reporting requirements assigned to the budgetary unit. (For more information on what changes the budgetary unit is required to report, see [Standard Reporting](#) or [Simplified Reporting](#))

NOTE When the information reported indicates the change occurred more than 60 calendar days from the first day of the current calendar month, FAA verifies the information with the budgetary unit at the next Mid Approval Contact (MAC) or renewal, whichever comes first.

- The information was received from a prison verification system, or a deceased matching system. (For more information, see [Crossmatch Reports](#).)

NOTE The Deceased Participant Crossmatch Report provided by the Arizona Department of Health Services (ADHS) Office of Vital Records is [Verified Upon Receipt\(g\)](#). (See [Death of a Participant-CR212-See CADO ACTS Alert](#) for more information.)

When the unclear information does not meet the criteria to request verification from the budgetary unit, FAA reviews the information with the budgetary unit at the next MAC or renewal, whichever comes first.

When verification is needed, a notice is sent requesting the verification with the due date by which the verification needs to be returned.

When unclear information is reported during the approval period and may potentially increase the benefits, FAA sends a voluntary notice requesting the verification. When the budgetary unit responds and provides the verification, FAA acts on the change. (For more information about when a change goes into effect, see [When to Effect Changes](#).)

When the budgetary unit does not provide the verification requested on the voluntary notice, no [adverse action\(g\)](#) is taken.

Procedures

Changes Between the Application and Eligibility Determination

Changes must be verified before the eligibility determination when a change that effects the benefit amount is reported between the receipt of the application (initial or renewal) and the eligibility determination.

NOTE An application received too early for the renewal must be considered a change during the certification period.

When verification is needed for a reported change, send the Information Needed – NA (F011) notice or the Information Needed - CA/TPEP (A011) notice when the verification is not in the [case file\(g\)](#) and could not be obtained with a collateral contact or system interface.

NOTE When the Information Needed notice due date is after the approval due date, check for returned verification on the approval due date and the participant's tenth day. A participant caused untimely reason may be used for an untimely approval unless **one** of the following reasons causes use of an FAA untimely reason:

- Verification requested from the participant was provided by the approval due date and FAA did not complete a determination by the timely due date.
- Verification requested from the participant was provided after the approval due date but within the ten calendar days given. However, a determination was not made by the tenth day.

Changes Reported by the Budgetary Unit During the Approval Period

Complete **all** of the following for each change by close of business the [workday\(g\)](#) after the date the change is received in the FAA office:

- Assign the reported change in ACTS. (For ACTS instructions, see [ACTS Alerts.](#))
- Review the [case file\(g\)](#) and the appropriate screens to determine how the change affects all programs. This includes, and is not limited to, **any** of the following:

[NA Work Requirements](#)

[CA Jobs Work Program Requirements](#)

NOTE A reported change may affect the eligibility of additional AZTECS cases. Review CAP3 to identify all open cases in which the participant is known. All affected cases must have all appropriate actions completed in accordance with the reporting standard applied to the affected case.

- When verification is needed for a reported change, send the Information Needed - NA (F011) notice or the Information Needed – CA/TPEP (A011) notice when the

verification is not in the case file and cannot be obtained with a collateral contact or system interface.

- When an F011 or A011 notice was sent, extend the ACTS alert. No additional action is needed for this change until the ACTS alert is due.
- Using the guidelines in the policy, redetermine eligibility and the current benefit level for the appropriate month. (See [When to Effect Changes](#) for more information.)

NOTE Determine the effect of the change on CA eligibility first. Then determine the effect of the change on eligibility for and benefit levels of other programs.

- When supplements are needed, elevate using the appropriate procedure.
- When a potential overpayment has occurred, elevate using the appropriate procedure.
- Send all appropriate notices.
- Once the change is complete, close the ACTS alert.

Changes Reported by Third-Party Source During the Approval Period

Complete **all** of the following when a change is reported to FAA by a [third-party source\(g\)](#):

- Review the reported change in ACTS. (For ACTS instructions, see [ACTS Alerts](#).)
- Review the [case file\(g\)](#) and the appropriate screens to determine how the change affects all programs. This includes, and is not limited to, **any** of the following:

[NA Work Requirements](#)

[CA Jobs Work Program Requirements](#)

NOTE A reported change may affect the eligibility of additional AZTECS cases. Review CAP3 to identify all open cases in which the participant is known. All affected cases must have all appropriate actions completed in accordance with the reporting standard applied to the affected case.

- When the information is [verified upon receipt\(g\)](#), redetermine eligibility and the benefit level for the appropriate month. (See [When to Effect Changes](#) for more information.)
- Do not request additional verification when the information does not require that FAA verify the information immediately. When this occurs, FAA completes **all** of the following:

Key Y in the UNCLEAR INFO field on INDA and the date the information was received.

Send a Nutrition Assistance (NA) – Voluntary Information (F090) or a Cash Assistance (CA) – Voluntary Information (A090) notice, when the information would potentially cause an increase to the budgetary unit's benefits.

NOTE When a budgetary unit fails to respond to the F090 or A090, or the information remains unclear, do not take adverse action on the case. Document the case file and ensure the UNCLEAR INFO indicator on INDA is updated with the date the information was received.

Document the [case file\(g\)](#) with all actions taken and why verification is not being requested.

- When an Information Needed - NA(F011) notice, an Information Needed – CA/TPEP(A011) notice, a Nutrition Assistance (NA) - Voluntary (F090) notice, or a Cash Assistance (CA) – Voluntary Information (A090) notice has been sent, extend the ACTS alert.

For additional information, see the [Verifying Third-Party Source Reported Changes Decision Tree](#).

Changes Verified Upon Receipt

Complete **all** of the following when FAA receives information that is considered [Verified Upon Receipt\(g\)](#):

- Using the guidelines in the policy, redetermine eligibility and the current benefit level for the appropriate month. (See [When to Effect Changes](#) for more information.)
- Determine the effect of the change on CA eligibility first. Then determine the effect of the change on eligibility for and benefit levels of other programs.
- When supplements are needed, elevate using the appropriate procedure.
- When a potential overpayment has occurred, elevate using the appropriate procedure.
- Send all appropriate notices.

AZTECS Keying Procedures

Do not request additional verification when the information does not require that FAA verify the information immediately. Complete **all** of the following:

- Document the case file with all actions taken and why verification is not being requested
- Key a Y in the UNCLEAR INFO field on INDA and the date the information was received

Send a Voluntary Request for Information - NA (F090) or a Voluntary Request for Information – CA (A090) notice, when the information would potentially cause a benefit increase for the budgetary unit.

NOTE When a budgetary unit fails to respond to the F090 or A090, or the information remains unclear, do not take adverse action on the case. Document the case file and ensure the UNCLEAR INFO indicator on INDA is updated with the date the information was received.

When verification of unclear information is postponed, complete **all** of the following:

- Key Y in the UNCLEAR INFO field on INDA
- Key the report date (MMYY) in the UNCLEAR INFO DATE field on INDA

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 completed an NA interview on 07/01/2021 and during the interview stated she was not working. FAA receives information on 09/30/2021 that Jane started working at Walmart beginning 09/27/2021. This is not conflicting information because the change occurred after approval and the information provided during the NA interview was true at the time.
 - 2) Henry completed an NA interview on 07/01/2021. FAA receives information that the Henry started working at TJ MAXX beginning 06/27/2021. This is conflicting information because the information reported during the interview was not true and the information suggests that Henry was employed when he completed his NA interview.
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Legal Authorities

- 7 CFR 273.2(f)(2)
- 7 CFR 273.12(c)(3)
- 7 CFR 273.12(c)(3)(i)
- 7 CFR 273.12(c)(3)(i)(A)
- 7 CFR 273.12(c)(3)(i)(B)(1)
- 7 CFR 273.12(c)(3)(i)(C)
- 7 CFR 273.12(c)(3)(ii)
- 7 CFR 273.12(c)(3)(iii)
- 7 CFR 273.12(c)(3)(iii)(A)
- 7 CFR 273.12(c)(3)(iii)(B)

[Prior Policy](#)

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