

.05 Crossmatch Report Procedures

REVISION 40
(02/01/16 - 03/31/16)

When the participant fails to respond to the verification request or the information on the crossmatch report is confirmed and there is only one budgetary unit participant, complete the following:

- Close the case for the first month possible allowing for [NOAA](#).
- Key one of the following applicable Denial or Closure Reason Codes on [AFED](#) or [FSED](#):
 - FD ([Felony Drug Conviction Report](#))
 - FF ([Fleeing Felon Report](#))
 - FW ([Felony Warrant Report](#))
 - RJ ([Jail Inmate Report](#))
- Complete and submit the [OIG Investigation Referral](#) form.
- Write an [Overpayment Referral](#) when [FAA](#) failed to stop the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.

When the information on the Crossmatch Report is confirmed or the participant fails to provide information related to the Crossmatch Report and other participants are included in the budgetary unit, complete the following for the disqualified participant:

- Key the following in the PT field on SEPA:
 - For CA key DI
 - For NA key DF
- Key one of the following in the INELIG RSN field:
 - FD ([Felony Drug Conviction Report](#))
 - FF ([Fleeing Felon Report](#))
 - FW ([Felony Warrant Report](#))
 - RJ ([Jail Inmate Report](#))
- Send the appropriate notice to inform the PI of the change in benefits.
- Write an Overpayment Referral when [FAA](#) failed to reduce the benefits in a timely manner.

- Document the [case file\(g\)](#) with the outcome of all actions taken.
- When the disqualified participant is also the PI, determine whether the following policy applies:
[CA - CA EBT Alternate Card Holder](#)
[NA - Emergency Representative](#)

Complete the following when the participant denies the information on the crossmatch report:

- Contact R&A via e-mail to resolve any discrepancies.
- R&A may contact the Office of Special Investigations (OSI) for assistance when needed.
- Document the crossmatch report discrepancy in the case file.
- Take no further action until the issue is resolved.