

A Incoming Calls

REVISION 11
(01/01/10 –03/31/10)

When taking incoming calls, complete the following:

- Answer the call by stating "Thank you for calling DES, Family Assistance Administration. My name is (your name). How may I assist you?"
- Determine who is calling.
- Determine who the call is for and what it is regarding.
- Determine the appropriate action, which includes researching and routing the call to the appropriate staff.

When receiving a call with inquiries regarding benefits, see [Confidentiality](#) for instructions on releasing information.

When a case is accessed in AZTECS to discuss with the participant, verify information located on the CAP2 and ADDR screens. Ask the participant to verify the following personal information:

- Name
- Address (for update purposes only)
- Telephone number (for update purposes only)
- Date of birth
- Last four digits of the social security number (SSN)

EXCEPTION

When the participant has a pseudo SSN in AZTECS, do not request the participant verify the last four digits of the pseudo SSN.

WARNING

The participant must provide the information requested. Do NOT state the information to the participant and request confirmation of the accuracy. (See Example [Telephone Sample Script](#))

When the information provided does not match the information in AZTECS, complete each of the following:

- Confirm the correct case is accessed in AZTECS.
- When applicable, make the appropriate changes. (See [Change of Address](#) and [Changes Overview](#))