

03 **Pulling Case Files - Overview**

When an application is submitted to the office, the [application process](#) begins. Designated staff pull case files when applicable. The following procedures apply:

- When there is a new participant with no prior case file, create a new case file.
- When the case file is at another site code, complete the following:
Send a Case File Transmittal (FA-556) form requesting the case file to the attention of the Local Office Manager (LOM) via FAX or e-mail.
Create a [duplicate case file](#). Complete the Duplicate Case File (FAA-1236) form. Place the FAA-1236 in the permanent section of the case file, under tab six.

Document the request on the Case Record History (FA-015) form.

NOTE Notify the supervisor or LOM when the case file is not received by the seventh work day.

When the original case file is received, combine the case files.

- When the current case file cannot be located, complete the following:
Create a duplicate case file ONLY after obtaining supervisory approval.
Document CADO indicating that a duplicate file has been created and the reason.
Continue an ongoing search for the case file. Complete the Duplicate Case File (FAA-1236) form. Place the FAA-1236 in the permanent section of the case file, under tab six.
When the original case file is located, give the case file to the designated staff to combine the case files.

EXCEPTION

Pulling case files does not apply to Hospital Sites. Hospital Sites work with duplicate case files.