

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Verification and Documentation Requirements

03/24/2020

Program Impact: All Programs

This Urgent Bulletin is being issued to inform staff the verification process must still be followed during the current health crisis. Though many businesses are reducing the number of staff and physical interactions, do not assume that a business is closed. Verification may be available through collateral contact and by fax.

For Nutrition Assistance (NA) and Cash Assistance (CA), documented verification (also known as hard copy and physical evidence) is still the primary source of verification. However, the WARNING at FAA2.A01A in the Cash and Nutrition Assistance Policy (CNAP) Manual states “Use participant statement verification when the attempt to obtain documented verification may cause harm or undue hardship for the participant.”

When the participant does not have documented verification and cannot get documented verification without risking harm, an alternative form of verification must be considered. Collateral contact verification must be attempted and documented prior to using a participant statement.

For Medical Assistance (MA), see MAP605 in the Medical Assistance Eligibility Policy Plus Procedures Manual (EPMplus) for additional information. When the participant cannot get documented verification without risking harm, for MA consider the participant has tried to obtain the physical evidence and the physical evidence is not available.

IMPORTANT REMINDER

The following are not allowed to be verified using a participant statement:

- Citizenship
- Identity (not applicable for MA)
- Medical Disability and Incapacity (depending on the program requested)
- Noncitizenship Status
- Relationship (not applicable for MA)
- Social Security Enumeration
- Verification of requirement to remove NA Drug Disqualification (NA only)

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The WARNING at FAA2.A01A in the CNAP Manual also states “Document the case file with the reason the participant statement verification was accepted.” During documentation, staff must not use the words “Coronavirus”, “COVID-19”, “pandemic”, or “epidemic” in documentation. The current health crisis should not be the specific reason for any action or decision.

Examples of acceptable documentation include, but are not limited to, the following:

- PI does not have HC of terminated income at XYZ. Participant is unable to go to XYZ without risk to his health. Attempted CC to 888-111-2222 with no answer. Sent fax to 888-111-2223, but unsure whether company is open. Used CS as best available.
- Participant has HC of XYZ pay stubs but cannot get the documents without risk to her health because the documents are in a quarantined environment. Attempted CC to 888-111-2222, but voice mail stated that the business is closed indefinitely. Unable to get HC or CC verification due to closure of business. Used participant statement as best available.

Should anything change that would relax or remove parts of the verification process, staff will be notified through another Urgent Bulletin, through communication on the What’s Changed page in the CNAP Manual, or through an AHCCCS broadcast.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

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