

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Expiration of the Interview Waiver (Amended)

07/29/2022

Program Impact: NA and CA

This Urgent Bulletin is being issued to inform staff that the requirement to conduct an interview is reinstated for NA and CA applications registered on 08/01/2022 or later. Applications received on or before 07/31/2022 that are not registered until 08/01/2022 or later require an interview. Below is an example of an application that requires an interview:

Application is received on 07/29/2022

Application is registered on 08/01/2022

Review Notice History (NOHS) when completing a Review of Case History or a Prior. An interview is required when an interview notice is mailed to the Primary Informant (PI). The following notices are active effective 08/01/2022 and ongoing:

- The Appointment Notice (X904) is sent when applications are registered through the Technical Information Process System (TIPS) process.
- The Appt Notice (X902) is sent when applications are manually registered in AZTECS.

When an interview is conducted, staff are reminded to key Y in the COMPLETED FIELD on INDA to prevent AZTECS from completing both of the following:

- Sending the NA – DID NOT COMPLETE INTERVIEW PROCESS (X017) notice.
- Denying the application for Failure to Complete the Interview Process.

The interview waiver applies to all of the following:

- Applications registered before **6:00 p.m. on 07/29/2022**.
- Applications in which AZTECS displayed no appointment notice is sent.
- Denied applications or terminated benefits for applications submitted on or before **07/29/2022** when the case requires reopening. For policy and procedures regarding reverting program to open, see FAA6.C02 titled Revert Program to Open – Overview.

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.

(22-1383BB)