

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Waiver of the Interview Requirement (Amended)

10/01/2021

Program Impact: CA and NA

This Urgent Bulletin is being issued to inform staff that the Department of Economic Security (DES) received an approval to implement the interview waiver. This waiver will assist DES with providing timely and continued benefits to our participants during this COVID-19 crisis.

Effective with all initial or renewal applications received on 10/01/2021 through 12/31/2021, complete the following:

- When the participant's identity and all applicable mandatory verifications are verified without contacting the participant, complete a determination.
- When the participant's identity and all applicable mandatory verification is NOT verified, use the following sources to verify the mandatory information:
 - The State Verification Exchange Systems (SVES).
 - Collateral contact to a third party based on the information reported on the application.
 - Call the participant to obtain the mandatory verification or the participant's statement when allowed by policy. Use the participant's statement when applicable (See FAA2.A01C – [Participant Statement Verification](#)).

When all attempts to verify the mandatory verification are unsuccessful, send the **appropriate information request notice**. **Allow the participant the required timeframe to provide the verification**. When the mandatory verification is not provided within the timeframe on the **information request notice** and the participant did not request assistance or additional time to provide, deny the application on the timely denial date. Use the appropriate Denial Closure Reason for the mandatory verification factor that the participant failed to provide (See FAA6.K12 – [Denial Closure Reason Reference Links](#)). When requested expense verification is not provided, determine the benefit without allowing the unverified expense.

When the NA participant provides the requested mandatory verification in the second 30-day period, reopen the case (See FAA1.B07 – [NA Participant Complies in the Second 30 Day Period – Overview](#))

An interview is required for applications received on 09/30/2021 or earlier. The revised PSE Interview Waiver Standard Work Packet will be issued this week.

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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