.01 Request for a Field Inquiry

REVISION 47
(01/01/19 –12/31/19)

Field Inquiries (FI) are general questions about policy and procedure, non-case specific, and not pending a benefit determination.

NOTE   Policy Clarification (PC) requests are case specific policy questions on cases that are pending a benefit determination.

Prior to contacting the PST for an FI request, the policy in question must be reviewed by the Local Office Management, and other designated staff.

When the question cannot be resolved at any of these levels, elevate the question to the PST. Send the request via email to FAAPolicyMgmt@azdes.gov (FAA POLMGT-DES in the internal DES global directory). The following staff are authorized to elevate FI requests to the PST:

- Executive Leadership

- Region Program Manager

- Management Analyst

- Benefit Support Supervisors and Managers

- FAA Systems Helpdesk Analyst

- Quality Support Team (QST) Management

- Office of Program Evaluation (OPE) Quality Specialist and Management

- Conduent Training Staff and Management

Upon receipt of the request, the PST sends an email to the requestor acknowledging receipt. The email contains the assignment number and the name of the assigned Policy Specialist.

The PST specialist may contact the requestor when more information is needed in order to complete the response. The PST provides to the requestor one of the following:

- An FI response within ten workdays from the date the requestor received an acknowledgement email from the PST.

- An email notifying the requestor that additional clarification has been requested from one or more of the following:

The Food and Nutrition Service (FNS)

The Office of the Attorney General

The PST response to the FI is returned to the requestor and any additional designated staff who were originally copied in the assignment email.

Elevate questions regarding system performance first to the local FAA Office Management. When the issue cannot be resolved at the FAA office level, contact one of the following:

- [FAA Systems Help Desk](#) when the issue is with an AZTECS function.

- [FAA Policy Support Navigational Help Desk](#) when the issue is navigating or locating policy in the CNAP Manual.