C **Request for Policy Clarification**

Policy Clarification (PC) requests are case specific policy questions. Only cases pending a benefit determination qualify for a PC request. The PC must be elevated to the Policy Support Team (PST) by staff authorized to elevate a PC request.

Elevate policy or procedure questions in the following order:

- The Unit Supervisor

- FAA Office Manager (LOM)

- Region Office Management

EXCEPTION

When a case read is protested, all steps in the Case Read Protest Process must be completed, prior to elevating a PC request. The protest process is located within TarCATS in the Case Read Process Handbook.

When the question cannot be resolved at any of these levels, elevate the question to the PST. Complete the Policy Clarification (FAA-1512A) Form found in the DES Document Center and send the request as an attachment via email to FAAPolicyMgmt@azdes.gov. Policy references must be included in the request.

The following staff are authorized to elevate PC requests to the PST:

- Region Program Manager

- Appeals Processing Unit (APU) Supervisors

- Management Analyst

- FAA Systems Helpdesk Analyst

- QST Management

- OPE Quality Specialist

- Conduent Training Staff

- Conduent Management Staff

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WARNING

Questions that are not case specific are field inquiries and do not go through the Policy Clarification process. Send field inquiries via email to the Policy Support Team at FAAPolicyMgmt@azdes.gov.

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Upon receipt of the FAA-1512A, the PST sends an email to the requestor acknowledging receipt of the form. The email contains the assignment number and the name of the assigned Policy Specialist.

The PST provides to the requestor one of the following:

- A clarification response within ten workdays from the date the requestor received an acknowledgement email from the PST.

- A response that there is a delay in the clarification due to either of the following:

  - Request for additional information

  - Assistance required from the Office of the Attorney General, Food and Nutrition Service, or the AHCCCS Administration

NOTE   The PST response to the Policy Clarification request will be returned to the requestor and other authorized staff.

Elevate questions regarding system performance first to the Unit Supervisor. 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.