

A Conflict of Interest – Employee, Contractor, Volunteer, Temporary Employee Reporting Responsibilities

REVISION 47

(01/01/19 –12/31/19)

A case is considered a conflict of interest for an employee, contractor, volunteer, or temporary employee when one or both of the following occurs:

- The results of any [case involvement\(g\)](#) may affect their own personal, professional, or financial interest.
- Personal involvement indicates there may be favoritism, improper behavior, or fraud.

(See Example [Employee Unacceptable Behavior](#))

This conflict could occur when an employee, contractor, volunteer or temporary employee interacts with a case that belongs to, but is not limited to, one or more of the following:

- Themselves
- Relative
- Roommate
- Neighbor
- Friend
- Business associate
- Co-worker or relative of a co-worker
- Significant other
- Parent of a common child
- A participant with whom the employee, contractor, volunteer, or temporary employee has or had a negative relationship

Employees, contractors, volunteers, or temporary employees must not have involvement with a case where there may be a conflict of interest. (See [handling special cases](#) for additional requirements.)

FAA1.A Background and Introduction : 02 Conflict of Interest : A Conflict of Interest – Employee, Contractor, Volunteer, Temporary Employee Reporting Responsibilities and FAA1.A Background and Introduction : 02 Conflict of Interest : B Conflict of Interest – Supervisor Reporting Responsibility: - FAA1.A Background and Introduction : 03 Address Confidentiality Program (ACP) : 04 Handling Special Cases – Overview : 05 Inappropriate, Suspicious, or Potentially Fraudulent Activity - Overview

WARNING

All AZTECS, HEAplus, and [OnBase\(g\)](#) inquiries are recorded. Actions that display on a case in which there is a conflict of interest could be considered [suspicious or potentially fraudulent activity](#).

Employees, contractors, volunteers or temporary employees are not allowed to request information from co-workers regarding cases with which they have a conflict of interest. (See [special handling of employee cases](#) for additional information and restrictions.)

All employees, contractors, volunteers or temporary employees with access to cases are required to report any cases in which there may be a conflict of interest. (See [Conflict of Interest – Employee/ Contractor/ Volunteer/ Temporary Employee Reporting Responsibility](#) for additional information.)

The FAA supervisor must review any possible conflicts of interest with employees, contractors, volunteers or temporary employees on an annual basis. (See [Conflict of Interest – Supervisor Reporting Responsibility](#) for additional instructions.) The supervisor must document the Performance Plan Acknowledgement that conflict of interest policy, procedures, and forms were reviewed

WARNING

Arizona Revised Statute §41-1959 makes the release of confidential information a Class 2 Misdemeanor. Disciplinary action will be taken when it is found that information regarding a CA, MA, or NA case has been misused or [inappropriately released](#). Disciplinary action may include suspension, dismissal, and prosecution.

B Conflict of Interest – Employee, Contractor, Volunteer, Temporary Employee Reporting Responsibilities

[REVISION 51](#)

(01/01/23 - 12/31/23)

All employees (temporary or permanent), contractors and volunteers must report all cases with which they have a potential [conflict of interest](#).

A Conflict of Interest/Confidentiality Statement (FAA-1446A) form and Conflict of Interest Case Information (FAA-1447A) form must be completed when one or more of the following occurs:

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- Upon hire
- When the employee, contractor, or volunteer becomes aware of any new cases where a conflict of interest exists

List the information for all cases that have a conflict of interest in the FAA-1447A form. Additional FAA-1447A forms may be used when additional space is required.

NOTE When the employee, contractor, or volunteer states that they do not know of any cases with a conflict of interest, the appropriate section must be completed on the FAA-1446A form.

When unsure whether there is a conflict of interest, the situation must be reviewed with FAA management. When management determines that a conflict of interest exists, document the case information on the FAA-1447A form.

Every year the previously completed conflict of interest forms must be reviewed by the staff and management during the annual rating period planner evaluation. When reporting a change to the forms or the previous forms are not available, complete and submit new conflict of interest forms.

NOTE When it is learned that there is an additional case with a conflict of interest, the employee, contractor, or volunteer must immediately complete and submit the FAA-1446A form along with the FAA-1447A form to their supervisor. Do not wait until the annual rating period planner evaluation. Do not view case information to complete these forms.

The FAA supervisor must complete the following:

- Retain the digital electronic copy in the employee's file.
- Provide the employee with the signed digital electronic copy of each form.
- Forward the digital electronic copies to [DBME HR Operations](#) for appropriate routing.

(See [Conflict of Interest – Supervisor Reporting Responsibility](#) for additional instructions.)

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All AZTECS, HEAplus, and [OnBase\(g\)](#) inquiries are recorded. Actions that display on a case in which there is a conflict of interest could be considered [suspicious or potentially fraudulent activity](#).

Supervisors must immediately report to [HR Business Partners](#) when any of the following occur:

- An employee, contractor, or volunteer reports accidental viewing of case information with a conflict of interest.
- Management suspects a potential violation has occurred.

C Conflict of Interest – Supervisor Reporting Responsibility

[REVISION 51](#)
(01/01/23 - 12/31/23)

At least once per year, at the same time during the annual rating period planner evaluation, the supervisor must complete the following:

- Review the conflict of interest policy and procedures with each employee, contractor, volunteer, or temporary employee.
- Request written approval from the Region Program Manager (RPM) when an employee, contractor, volunteer, or temporary employee is to act as an authorized representative for a participant's case.
- Review the previously completed Conflict of Interest/Confidentiality Statement (FAA-1446A) form and the Conflict of Interest Case Information (FAA-1447A) form. When there are changes or the previous forms are not available, have the employee, contractor, volunteer, or temporary employee complete and submit new conflict of interest forms.
- Ensure that any cases with a conflict of interest, discovered during the year, are included on the forms.
- Make a digital electronic copy of each of the forms.
- Retain a digital electronic copy of each form in the employee's file.
- Provide the employee with a signed digital electronic copy of each form.
- Forward the digital electronic copies to [DBME HR Operations](#) for appropriate routing.

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- Document the annual rating period planner that conflict of interest policy, procedures, and forms were reviewed. Do not upload the completed forms into the annual rating period planner system.

04 Address Confidentiality Program (ACP)

REVISION 22
(10/01/12 - 12/31/12)

The Address Confidentiality Program (ACP) was signed into law in April 2011 by the Arizona Legislature. It provides a way to prevent abusers and potential abusers from locating survivors through public records. Those qualified for ACP are victims of the following:

- Domestic Violence
- Sexual Offenses
- Stalking

The ACP is maintained by the Arizona Secretary of State. This program provides two critical services:

- A legal substitute mailing address. State and FAA government agencies are required to accept the substitute address as verification of their lawful address of record.
- A mail forwarding service. The ACP participant's mail is sent to the substitute address. ACP staff receives the participant's mail and forwards it to the actual confidential address.

(See [Handling Special Cases - Address Confidentiality Program \(ACP\)](#) for additional information)

05 Handling Special Cases - Overview

Policy and procedures for employees handling special cases are outlined as follows:

- [Employees Who Are Participants](#)
- [Contractors, Volunteers or Temporary Employees](#)
- [Relatives Who Are Participants](#)
- [Coworkers and Relatives of Coworkers](#)
- [Other Nonrelative Conflict of Interest Cases](#)
- [Requests for Reasonable Accommodations](#)
- [Questions of Impartiality](#)

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- [Address Confidentiality Program \(ACP\)](#)
- [Customers Under the Influence](#)

A Handling Special Cases – DBME Employees

REVISION 50
(01/01/22 – 12/31/22)

The [Employee Benefit Unit](#) (EBU) maintains all current Division of Benefits and Medical Eligibility (DBME) employee program [case files\(g\)](#). This includes employees of the following administrations:

- Disability Determination Service Administration (DDSA)
- Family Assistance Administration (FAA)
- Quality Management Administration (QMA)

An active or inactive FAA program case file of a current DBME employee is locked and can only be accessed by the following:

- Staff designated by DBME Administration
- Human Resources
- [FAA Systems Helpdesk](#)

The EBU staff completes all eligibility actions on locked case files. This includes, but is not limited to, the following:

- Completing the application process (new and renewal).
- Processing all changes, including [NA Mid Approval Contacts](#).
- Responding to inquiries from employees, contractors, volunteers, and temporary employees.
- Completing reports of potential overpayments.
- Writing overpayments. (See [Overpayments Overview](#) for policies and procedures.)
- Accepting and processing appeal hearing requests. (See [Appeals Overview](#) for policies and procedures.)
- Attending hearings for employees who request an appeal

DBME employees must complete the application process for their own case and cases in which they are an [authorized representative](#) during [nonwork time\(g\)](#).

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Designated break time is considered State work time. DBME employees are not permitted to complete the following during break time:

- Submit verification or complete other activities for their own benefit case.
- Submit verification or complete other activities for cases in which they are the Authorized Representative.

DBME employees must not have any [case involvement\(g\)](#) with their own case or any case that may result in a conflict of interest. This includes, but is not limited to, the following:

- Accessing, viewing, or making changes to the case file
- Determining eligibility of benefits
- Registering applications
- Interviewing the participant
- Case-specific discussion with another DBME employee about the employee's case
- Issuing EBT cards
- Submitting verification on behalf of a participant with whom a conflict of interest exists

All AZTECS, HEAplus, and [OnBase\(g\)](#) inquiries are recorded and monitored. Actions that display on a case for which there may be a conflict of interest could be considered [suspicious or potentially fraudulent activity](#).

DBME employees may contact the EBU for information on their own case.

When information is needed on their own case file or a case in which they are an authorized representative, an employee may consider accessing one of the following personal accounts during [nonwork time\(g\)](#):

- MyFamilyBenefits account
- HEAplus account using the customer portal

DBME employees must not be given special privileges and must be treated as all other program participants.

Additional policy and procedures regarding employee case handling are outlined as follows:

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- [Reporting Case Participation](#)
- [Completing the Interview](#)
- [Submitting Verification](#)
- [Receipt of an EBT Card](#)

.03 Handling DBME Employee Cases - Reporting Case Participation

[REVISION 48](#)

(01/01/20 - 12/31/20)

When a DBME employee is a current or past participant in any CA, NA or MA case, the employee must report the information at the following times:

- At the New Employee Orientation
- Any time there is a change in case participation

Reporting case participation can be submitted in one of the following ways:

- Via email, phone, or completion and submission of a Change Report (FAA-0412A) to the [Employee Benefit Unit](#) (EBU)
- By completing and submitting the following forms to the employee's supervisor:

Conflict of Interest/Confidentiality Statement (FAA-1446A)

Conflict of Interest Case Information (FAA-1447A)

.04 Handling DBME Employee Cases - Completing Interviews

[REVISION 48](#)

(01/01/20 - 12/31/20)

All DBME employee interviews are conducted by telephone. Contact the [Employee Benefit Unit](#) (EBU) to complete an interview during [nonwork time\(g\)](#).

NOTE Do not call the Statewide Interview Line; Staff do not have access to locked [case files\(g\)](#).

.05 Handling DBME Employee Cases - Submitting Verification

[REVISION 50](#)

(01/01/22 - 12/31/22)

An employee may use State equipment during their lunch period, and

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before or after their assigned work hours. A member of office management must be informed prior to using State equipment.

DBME employees may submit their verification in one of the following ways:

- Via fax directly to the [Employee Benefit Unit](#) (EBU)
- Via email directly to the EBU. Employees may use their own email account when contacting the EBU. All State policies regarding acceptable use of email must be observed.
- By taking their verification to their Office Manager (LOM) or direct Supervisor.

NOTE The LOM or direct supervisor must upload information on the same day of receipt. The verification is not to be put in a general location. An employee may not upload their own verification or ask someone other than the LOM or a direct supervisor to upload their verification.

- By uploading verification to their HEAplus account using the customer portal in the same manner as all other participants.

.06 Handling Employee Cases – Receipt of an EBT Card

[REVISION 48](#)
(01/01/20 – 12/31/20)

A DBME employee may order an EBT card via phone or request an over-the-counter (OTC) card.

Employees requesting an OTC card from their assigned office must comply with the following:

- Request an OTC card from their Office Manager or direct supervisor
- Request an OTC card during their approved break or lunch hour

The Office Manager or supervisor must follow all established EBT policy, including documenting the type of identification that was used. The Office Manager or supervisor must notify the [Employee Benefit Unit](#) (EBU) of the OTC EBT card issuance via email on the date of issuance.

A DBME employee may go to any FAA office during the employee's

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[nonwork time\(g\)](#) and follow the regular EBT issuance process.

B Handling Special Cases – Contractors, Volunteers or Temporary Employees

REVISION 50

(01/01/22 - 12/31/22)

A DBME contractor, volunteer, or temporary employee who is an active or past participant in a CA, NA, or MA program must report this to their direct supervisor as a [conflict of interest](#). (See [Conflict of Interest Employee, Contractor, Volunteer or Temporary Employee Reporting Responsibility](#))

DBME contractors, volunteers, or temporary employees must complete the application process for their own case and cases in which they are an [authorized representative](#) during [nonwork time\(g\)](#). Breaks are considered state work time.

Case files for DBME contractors, volunteers, or temporary employees who are or have ever been FAA program participants must be locked.

DBME contractors, volunteers, or temporary employees must not have any [case involvement\(g\)](#) with their own case or any case that may result in a conflict of interest. Case involvement includes, but is not limited to, the following:

- Accessing and viewing or making changes to the case file
- Determining eligibility of benefits
- Registering applications
- Interviewing the participant

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- Case specific discussion with another DBME employee about the employee's, contractor's, volunteers', or temporary employee's case
- Issuing EBT cards on these cases
- Submitting verification on behalf of a participant with whom a conflict of interest exists.

All AZTECS, HEAplus, and [OnBase\(g\)](#) inquiries are recorded and monitored. Actions that display on a case in which there may be a conflict of interest may be considered [suspicious or potentially fraudulent activity](#).

DBME contractors, volunteers, or temporary employees must not request information from co-workers about their case or any cases that may result in a conflict of interest. When information is needed on their own case, they may consider accessing their benefit information by using one of the following platforms:

- MyFamilyBenefits account
- HEAplus account using the customer portal

DBME contractors, volunteers, or temporary employees must not be given special privileges and must be treated the same as all other program participants.

With permission from a direct supervisor or LOM, DBME contractors, volunteers, and temporary employees can use the office resources that are available to the participants to discuss or provide information for their own case. This includes, but is not limited to, the following:

- Interoffice mail
- Office fax machines
- State telephones
- When available, FAA office lobby copiers and kiosks

Additional policy and procedures regarding DBME contractors, volunteers, or temporary employees case handling are outlined as follows:

- [Reporting Case Participation](#)
- [Completing the Interview](#)

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- [Submitting Verification](#)
- [Receipt of an EBT Card](#)

.03 Handling Special Cases – Contractors, Volunteers or Temporary Employees – Reporting Case Participation

REVISION 48
(01/01/20 - 12/31/20)

When a DBME contractor, volunteer, or temporary employee is a current or past participant in any program administered by FAA, the employee must report the information at the following times:

- At New Employee Orientation
- Within three workdays of becoming a contractor, volunteer, or temporary employee of DBME
- Within three workdays of submitting a paper or electronic application for benefits

Reporting case participation can be submitted in one of the following ways:

- Via email, phone, or completion and submission of a Change Report (FAA-0412A) to the [Employee Benefit Unit](#) (EBU)
- By completing and submitting the following forms to the employee's supervisor:
 - Conflict of Interest/Confidentiality Statement form (FAA-1446A)
 - Conflict of Interest Case Information form (FAA-1447A)

.04 Handling DBME Employee Cases Interviews - Contractors, Volunteers, or Temporary Employees

REVISION 48
(01/01/20 - 12/31/20)

All DBME contractor, volunteer, or temporary employee interviews are conducted by telephone. Contact the [Employee Benefit Unit](#) (EBU) to complete an interview during [nonwork time\(g\)](#).

NOTE Do not call the Statewide Interview Line; Staff do not have access to locked [case files\(g\)](#).

.05 Handling DBME Employee Cases – Submitting Verification – Contractors, Volunteers, or Temporary Employees

REVISION 50
(01/01/22 – 12/31/22)

A DBME contractor, volunteer, or temporary employee may use State equipment during their lunch period and before or after their work hours. A member of office management must be informed prior to using State equipment to submit verification on their own case.

A DBME contractor, volunteer, or temporary employee may submit their verification in one of the following ways during [nonwork time\(g\)](#).

- Fax directly to the [Employee Benefit Unit](#) (EBU) using the Fax Cover Sheet (DES-1078A) form
- Via email directly to the EBU.
- By taking their verification to their Office Manager or direct supervisor.

NOTE The Office Manager or direct supervisor must upload information on the same day of receipt. The verification is not to be put in a general location. A DBME contractor, volunteer, or temporary employee may not upload their own verification or ask someone other than the Office Manager or a direct supervisor to upload their verification.

- By uploading verification to their HEAplus account using the customer portal in the same manner as all other participants.

.06 Handling Special Cases – Contractors, Volunteers or Temporary Employees – Receipt of an EBT Card

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A DBME contractor, volunteer, or temporary employee may order an EBT card via phone or request an over the counter (OTC) card.

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DBME contractors, volunteers, or temporary employees requesting an OTC card from their assigned office during normal business hours must do so only during their approved break or lunch period. The contractor, volunteer, or temporary employee must request the OTC from their Office Manager or direct supervisor. The Office Manager or Supervisor must follow all established EBT policy, including documenting the case file with the type of identification that was used.

The Office Manager or supervisor must notify the [Employee Benefit Unit \(EBU\)](#) of the OTC EBT card issuance via email.

The contractor, volunteer, or temporary employee may not go directly to another staff member within their own office to request an OTC EBT card.

The contractor, volunteer, or temporary employee may go to another FAA office during [nonwork time\(g\)](#) and follow the normal process.

C Handling Special Cases - Relatives

[REVISION 48](#)

(01/01/20 - 12/31/20)

When an DBME employee's, contractor's, volunteer's or temporary employee's relative (by blood or marriage) is an active or past participant in an FAA program, they must report this to their supervisor as a [conflict of interest](#). (See [Conflict of Interest Employee, Contractor, Volunteer, or Temporary Employee Reporting Responsibility](#))

Relatives include, but are not limited to, those within a third-degree relationship of the following:

- A [spouse\(g\)](#) (current and former)
- A child (natural, adopted, foster, stepchild, grandchild, great grandchild)
- A parent
- A grandparent
- A great grandparent
- A sister or brother (including step)
- An aunt or uncle
- A niece or nephew

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- A cousin
- An in-law

NOTE This includes past relationships due to former marriages.

DBME employees, contractors, volunteers, or temporary employees must not have [case involvement\(g\)](#) with the case of any participant who is related to them. DBME case involvement includes, but is not limited to, the following:

- Accessing and viewing or making changes to the case file
- Determining eligibility of benefits
- Registering applications
- Interviewing the participant
- Case specific discussion with another DBME employee, contractor, volunteer, or temporary employee about their case
- Issuing EBT cards on these cases
- Submitting verification on behalf of a participant with whom a conflict of interest exists

WARNING

All AZTECS, [OnBase\(g\)](#) and HEAplus inquiries are recorded and monitored. Actions that display on a case in which there may be a conflict of interest may be considered [suspicious or potentially fraudulent activity](#).

When a DBME employee, contractor, volunteer, or temporary employee is assigned a case belonging to their relative, the following must occur:

- The employee, contractor, volunteer, or temporary employee must immediately report this to their direct supervisor or Office Manager (LOM).
- The LOM or direct supervisor determines who the case should be transferred to and transfers the case to another unit.

When an FAA employee, contractor, volunteer, or temporary employee in a rural area is assigned a case belonging to their relative, have the participant call the [Customer Support Center for Health-e-Arizona Plus](#)

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DBME employees, contractors, volunteers or temporary employees are not allowed to request information from co-workers regarding their relatives' case.

EXCEPTION

A DBME employee, contractor, volunteer, or temporary employee is allowed to request information from co-workers regarding their relatives' case when they are an [authorized representative](#) on the case. (See [Handling Special Cases, Contractors, Volunteers or Temporary Employees](#) for additional information and restrictions.)

D Handling Special Cases – Co-workers and Co-worker's Relatives

REVISION 48

(01/01/20 - 12/31/20)

There is a possible [conflict of interest](#) when a DBME employee, contractor, volunteer, or temporary employee works on the case of a co-worker or a case belonging to a co-worker's relative (within a third-degree relationship). A co-worker is anyone that works in the employee's, contractor's, volunteer's, or temporary employee's current DBME office or any DBME office in which the employee, contractor, volunteer, or temporary employee has worked in the past.

DBME employees, contractors, volunteers, or temporary employees must report cases belonging to these individuals to their direct Supervisor as there may be a conflict of interest. (See [Conflict of Interest Employee, Contractor, Volunteer, or Temporary Employee Reporting Responsibility](#))

Employees, contractors, volunteers, or temporary employees must not have any [case involvement\(g\)](#) with the case of any participant where there may be a conflict of interest. This includes, but is not limited to, the following:

- Accessing and viewing or making changes to the [case file\(g\)](#)
- Determining eligibility of benefits
- Registering applications
- Interviewing the participant
- Case specific discussion with another DBME employee about the employee's, contractor's, volunteer's, or temporary employee's case

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- Issuing EBT cards on these cases
- Submitting verification on behalf of an individual with whom a conflict of interest exists

When an FAA employee, contractor, volunteer, or temporary employee is assigned a case with participants related to their supervisor, the case must be given to the FAA Office Manager or other management to be reassigned to another unit.

WARNING

All AZTECS, [OnBase\(g\)](#) and HEAplus inquiries are recorded and monitored. Actions that display on a case in which there may be a conflict of interest may be considered [suspicious or potentially fraudulent activity](#).

E Handling Special Cases - Other Nonrelative Conflict of Interest Cases

REVISION 48

(01/01/20 - 12/31/20)

When a participant and a DBME employee, contractor, volunteer, or temporary employee spend time together outside of the office, the DBME employee, contractor, volunteer, or temporary employee must report this to their supervisor as a possible [conflict of interest](#).

This conflict could occur when a DBME employee, contractor, volunteer or temporary employee interacts with a participant or case that belongs to, but is not limited to one or more of the following:

- Themselves
- Relative
- Roommate
- Neighbor
- Friend
- Business associate
- Co-worker
- Significant other
- Parent of a child in common

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This also includes any participant with whom the DBME employee, contractor, volunteer, or temporary employee has or had any of the following:

- A negative relationship
- A personal reason that they cannot act impartially
- Does not have an official business reason to interact with participant or case

NOTE All these relationships include current and former relationships.

EXCEPTION

When a DBME employee, contractor, volunteer, or temporary employee is not well known to, or familiar with the neighbor, friend, or business associate, discuss the situation with a Supervisor. The Supervisor will determine whether there is a conflict of interest and document the conversation and decision in the employee's, contractor's, volunteer's or temporary employee's file.

DBME employees, contractors, volunteers, or temporary employees must report cases belonging to these individuals to their direct Supervisor as there may be a conflict of interest. (See [Conflict of Interest Employee, Contractor, Volunteer or Temporary Employee Reporting Responsibility](#))

DBME employees, contractors, volunteers, or temporary employees must not have any [case involvement\(g\)](#) with the case of any participant where there may be a conflict of interest. This includes, but is not limited to, the following:

- Accessing and viewing or making changes to the case file
- Determining eligibility of benefits
- Registering applications
- Interviewing the participant
- Case specific discussion with another DBME employee about the employee's, contractor's, volunteer's, or temporary employee's case
- Issuing EBT cards on these cases

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- Submitting verification on behalf of an individual with whom a conflict of interest exists

WARNING

All AZTECS, [OnBase\(g\)](#) and HEAplus inquiries are recorded and monitored. Actions that display on a case in which there may be a conflict of interest may be considered [suspicious or potentially fraudulent activity](#).

DBME employees, contractors, volunteers, or temporary employees are not allowed to request information from co-workers regarding cases with a conflict of interest. (See [special handling of employee cases](#) for additional information and restrictions.)

F Handling Special Cases – Requests for Reasonable Accommodations

[REVISION 51](#)
(01/01/23 - 12/31/23)

Participants who have disabilities must have equal access to programs, services, or activities as required under the Americans with Disabilities Act (ADA) or the Rehabilitation Act.

A participant must not be discriminated against based on a disability in admission to, access to, or operations of programs, services, and activities.

Types of disabilities that might prohibit equal access to programs, services, or activities include, but are not limited to, the following:

- Hearing Impairments
- Mental Impairments
- Mobility Impairments
- Psychological Disorders
- Specific Learning Disabilities
- Visual Impairments

A participant may request accommodations due to an impairment. When a request for accommodations is received, complete the following:

- Discuss individual needs and the preferred accommodation with the participant
- When available, provide the participant with the preferred accommodation
- When the preferred accommodation is not readily available, provide an interim accommodation that is acceptable to the participant

Elevate the request for accommodation as follows:

- When the preferred accommodation, that is not readily available, is for a visual impairment, elevate the request to the Client Liaison Unit (CLU). (See [Handling Accommodation Requests – Visual Impairments](#) for procedures)
- When the preferred accommodation, that is not readily available, is for any other impairment, elevate the request to the [DES ADA Coordinator](#).

WARNING

Do not decline any request for accommodation.

.01 Handling Accommodation Requests – Visual Impairments

[REVISION 51](#)

(01/01/23 - 12/31/23)

When a participant requests an accommodation due to a visual impairment, the FAA Client Liaison Unit (CLU) provides communications to the participant in an alternative format.

A participant may request a visual impairment accommodation on their application or during an interview. FAA staff must ensure that the participant is advised of the options listed in HEAplus and what will happen when the accommodation is requested.

When a participant selects the alternative format option of readable PDF, ensure the email address of the participant is keyed on the Main Contact Information page in HEAplus.

When a visual impairment accommodation is requested, complete the following:

- When keying information in HEAplus, review the request for special accommodation and document the [case file\(g\)](#).
- Explain the available letter options listed in HEAplus and ask the participant to provide their preferred alternative format (Large print (24 font), readable PDF, or Other).
- Select the preferred alternative format on the Main Contact Information page in the HEAplus application.

NOTE Select Other on the Main Contact Information page of the HEAplus application when the participant requests another type of visual impairment accommodation (36 font, Verbal, Braille, or Audio CD). Document the participants' needs in the case file when the type of accommodation request is not listed.

- Key the AN code in the ALERT TYPE field on the PRAP screen in AZTECS next to the PI's name.

When a participant has a prior request for a special accommodation, and the current HEAplus application states No to an alternative format, FAA staff must ask the participant whether they would like to continue their accommodation.

See [FAA Client Liaison Unit](#) for contact information.

G Handling Special Cases - Impartiality

REVISION 47
(01/01/19 –12/31/19)

When employees feel that they cannot be fair about a case, the case must be given to management as a possible [conflict of interest](#). The

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reasons for the impartiality must be explained in detail. Management decides whether the case should be reassigned.

H Handling Special Cases - Address Confidentiality Program (ACP)

REVISION 51

(01/01/23 – 12/31/23)

When an Address Confidentiality Program (ACP) participant provides an unexpired ACP Authorization Card, participation in ACP is verified and special keying is required on the AZTECS ADDR screen.

When the ACP enrollment is not verified the participant is not considered an ACP participant and no special keying on ADDR is to be completed.

Once the ACP enrollment is verified, key the following on ADDR:

- 1901 W Madison St in the STREET ADDRESS field
- The apartment number displayed on the ACP Authorization card in the APT UNIT ETC field

NOTE The apartment number is the participant's ACP identification number and must be keyed on ADDR.

- Phoenix AZ 85009 in the CITY, STATE, and ZIP fields
- An A in the CONFIDENTIAL field
- The enrolled date displayed on the ACP card in the ACP ISS DATE field

Do not ask the participant for a physical address or phone number. Do not key the actual residential address or the participant's phone number into AZTECS.

Once the ACP participant's address is keyed, complete the following:

- [Upload\(g\)](#) the ACP Authorization Card into OnBase using the "DBME ACP Participant Card" document type.
- Document the [case file\(g\)](#) that this is an ACP participant with the effective date, end date, and apartment number shown on the card.
- Ask the participant to provide a collateral contact.

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- Key Site Code 756 on the AZTECS CARC screen immediately after completion.

The [Research and Analysis Unit \(R&A\)](#) reviews the case to be sure all confidentiality requirements are met. R&A staff are the only staff authorized to process changes and renewal applications for all ACP Participants.

When available use the collateral contact to verify all of the following eligibility factors:

- Shelter Expenses
- Utility expenses
- Household composition

NOTE When a renewal application or a change report is received in the FAA office for an ACP participant, immediately scan the information to OnBase and send an email to the [R&A Unit](#). Include the following information in the email:

- Case Name
- Case Number
- Item received
- Date received
- Date scanned into OnBase

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When the ACP participant reports a new residential or mailing address, or they are no longer participating in ACP, email the details to the [R&A Unit](#). To allow workers to key a new address, the FAA Systems Help Desk must remove the A from the CONFIDENTIAL field on ADDR. Only designated R&A staff may contact the FAA Systems Help Desk to request ACP changes on ADDR.

Any person who intentionally obtains or discloses information regarding the physical address of an ACP participant is potentially guilty of a class one misdemeanor.

I Handling Special Cases – Customers Under the Influence

[REVISION 46](#)

(01/01/18 - 01/31/18)

For the safety of customers and staff, a customer that comes into the FAA office under the influence of a drug or alcohol may be asked to come back at a later time.

For procedures, see [Dealing with Customers Under the Influence](#) in the FAA Policy SharePoint Site Doc Library. (Internal use only)

06 Inappropriate, Suspicious, or Potentially Fraudulent Activity - Overview

[REVISION 25](#)

(07/01/13 - 09/30/13)

Report all instances where an employee, contractor, volunteer or temporary employee is discovered or suspected of being involved in an inappropriate, suspicious, or potentially fraudulent activity.

These activities may be discovered while completing any of, but not limited to, the following:

- Viewing employee, contractor, volunteer, or temporary employee activity on a case
- Registering or processing new or renewal applications
- Working alerts or processing changes
- Conducting case read activity
- Discussion with employees, contractors, volunteers, or temporary employees or overhearing a discussion among employees, contractors, volunteers or temporary employees
- Information provided by a participant regarding their case or other cases

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- Observing an employee, contractor, volunteer, or temporary employee viewing a case that they have no official business reason to access ([conflict of interest](#))
- While conducting audits

See Example [Employee Unacceptable Behavior](#) for additional examples of inappropriate or suspicious activities.

WARNING

Arizona Revised Statute §41-1959 makes the release of confidential information a Class 2 Misdemeanor. Disciplinary action will be taken when it is found that an employee, contractor, volunteer or temporary employee has misused or inappropriately released information regarding a CA, MA, or NA case.

Disciplinary action may include suspension, dismissal, and prosecution.

C Suspicious or Potentially Fraudulent Activity – Employee, Contractor, Volunteer or Temporary Employee Reporting

[REVISION 25](#)

(07/01/13 - 09/30/13)

An FAA employee, contractor, volunteer or temporary employee must immediately report any suspicious or potentially fraudulent activity to one of the following:

- Supervisor
- FAA Office Manager (LOM)
- Region Program Manager (RPM)
- Section Manager to include, but not limited to, the following:
 - Research and Analysis (R&A)
 - FAA Systems
- [DBME HR Operations](#)
- [Employee Fraud Hotline](#)

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When the activity involves available physical evidence, the evidence must be secured and provided to appropriate management at the time the verbal report is made.

The FAA employee, contractor, volunteer or temporary employee must send an email to their direct Supervisor and RPM or Section Manager stating that the incident was reported. This action must be completed no later than the first [workday\(g\)](#) following the verbal report. Include a description of the suspicious or potentially fraudulent activity.

D Suspicious or Potentially Fraudulent Activity - FAA Office Manager (LOM) Reporting Responsibilities

The FAA Office Manager (LOM) must report the suspicious or potentially fraudulent activity verbally to their Region Program Manager (RPM) or other designated staff immediately.

The LOM must secure the physical evidence provided by the initiating employee in a safe place until direction is received from any of the following:

- FAA Program Administrator (PA)
- Assistant Director (AD)
- Designated staff

The LOM forwards the email from the initiating employee to the RPM or other designated staff the same day, but no later than the following [workday\(g\)](#) from the receipt of the email.

E Suspicious or Potentially Fraudulent Activity - RPM, APM, or Section Manager Reporting Responsibilities

The Region Program Manager (RPM), or their other designated staff must report the employee's suspicious or potentially fraudulent activity verbally to their [FAA Program Administrator](#) (PA) office immediately.

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Forward the email from the FAA Office Manager (LOM) or initiating employee to the PA and copy the FAA Benefits Team Manager the same day, but no later than the following [workday\(g\)](#) from the receipt of the email.

F Suspicious or Potentially Fraudulent Activity - Program Administrator (PA) Reporting Responsibilities

The Program Administrator's (PA) staff or the Assistant Director's (AD) office reviews the information and provides guidance to the following for any additional or necessary action required:

- Region Program Manager (RPM)
- Assistant Program Manager (APM)
- FAA Office Manager (LOM)
- Section Manager

07 Outside Agencies

FAA maintains working relationships with the following outside agencies:

- [Arizona Health Care Cost Containment System \(AHCCCS\)](#)
- [Arizona Department of Health Services \(ADHS\)](#)
- [Centers for Medicare and Medicaid Services \(CMS\)](#)
- [Children's Rehabilitative Services \(CRS\)](#)
- [Department of Child Safety \(DCS\)](#)
- Division of Behavioral Health Services (DBHS)
- [Division of Child Support Services \(DCSS\)](#)
- [Food and Nutrition Service \(FNS\)](#)
- [Health and Human Services \(HHS\)](#)
- [Social Security Administration \(SSA\)](#)
- U. S. Department of Agriculture (USDA)

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C Outside Agencies - Arizona Health Care Cost Containment System (AHCCCS)

REVISION 28

(2/01/14 - 03/31/14)

Arizona Health Care Cost Containment System (AHCCCS) is the state agency identified by the federal government as the administrator of the Medicaid program in Arizona.

AHCCCS supervises the planning, implementation and continued operation of Arizona's version of Medicaid. AHCCCS contracts with the Department of Economic Security (DES) Family Assistance Administration (FAA) to determine eligibility for certain Medicaid categories.

AHCCCS is funded by both federal and state governments. Title XIX of the Social Security Act of 1965 establishes the laws that govern MA.

Policy for the Medical Assistance (MA) Program is found in the Medical Assistance Eligibility Policy Manual (EPM) located at the following website:

<https://azahcccs.gov/resources/guidesmanualspolicies/eligibilitypolicy/eligibilitypolicymanual/index.html#t=Introduction%2FHome.htm>

The EPM includes, but is not limited to, the following MA policies:

- Transitional Medical Assistance (TMA)
- KidsCare
- ALTCS
- MAGI
- Reasonable Compatibility
- Deemed Newborn

Traditional Medicaid models pay a fee-for-service, while AHCCCS pays a monthly per person amount to contracted health plans. AHCCCS uses the fee-for-service model in certain circumstances.

AHCCCS is also responsible for the following:

- Developing and maintaining rules for the Medical Assistance (MA) program.
- Contracting with health plans and providers to meet medical needs of participants.

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- Enrolling participants in capitated health plans and providing six-month guaranteed enrollment.
- Promoting AHCCCS contracted services.

NOTE AHCCCS provides FAA with [program information](#) regarding services.

- Determining eligibility for Long Term Care (LTC).
- Determining eligibility for KidsCare.
- Determining and maintaining eligibility for Title XIX when AHCCCS completes the eligibility process for a KidsCare case with Title XIX eligible participants.
- Determining medical assistance eligibility for Supplemental Security Income (SSI) related participants, including emergency services for nonqualified noncitizens who are aged, blind, or disabled.

For further information, see [AHCCCS Contact Information](#).

AHCCCS health plans work like private health insurance and promote preventative health care. The participant does not make premium payments to receive services.

EXCEPTION

Participants approved for KidsCare or Freedom to Work programs have premium payments.

NOTE AHCCCS determines and notifies the participant of the premium.

Participants may be required to pay a [co-payment](#) when medical services are received. All co-payments are collected by the medical provider when medical services are provided. Non-payment of any co-payment does not affect MA eligibility.

EXCEPTION

The following participants do not have co-payments:

- Age 19 and over when enrolled with Children's Rehabilitative Services
- Approved for Family Planning Extension Services coverage
- Approved for KidsCare
- Fee-for-Service
- Native American
- Pregnant
- Under age 19

AHCCCS health plans include, but are not limited to, the following services for eligible participants:

- Behavioral health services including substance and drug abuse
- Complete physical examinations
- Doctor's office visits
- Emergency dental care
- Emergency medical care (24-hour)
- Eye testing and eyeglasses
- Hearing tests and hearing aids
- Hospital care
- Immunizations
- Lab work and X-rays
- Labor and delivery
- Nutritional educational information
- Prenatal care
- Prescriptions and medical supplies
- Speech testing
- Transportation for medical emergencies

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- Transportation for non-emergencies, when medically necessary and no public, private or free transportation is available
- Well-baby care, including free check-ups and immunizations

08 Program Eligibility Factors - Overview

Eligibility for all programs requires specific eligibility requirements to be met, outlined as follows:

- [Eligibility Factors Table](#)
- [Mandatory Verification](#) for Program Requirements
- [Verification Process](#)
- [NA Categorical Eligibility](#) (Basic or Expanded)