

D Confidentiality - Participant Review of Case Information

REVISION 05
(07/01/08 – 09/30/08)

A participant has the right to review their [case file\(g\)](#) at any time. The participant must request an appointment to review their case file so that an FAA employee is present during the entire review. FAA must schedule and conduct the appointment within ONE work day of the request.

EXCEPTION

When a participant has filed a fair hearing and is in the local office, allow the participant or their representative to review the case file on the same day as the request to review, whenever possible.

Copies may be made for either the participant or their representative during the review, upon request.

WARNING

Specific confidential information cannot be viewed by the participant or their representative. FAA must remove this information from the case file prior to the review, and place the information back in the case file following the review. This includes the following:

- Confidential information given to FAA without the participant's knowledge.
- Information from AFTS.
- Information from CHSP.

NOTE Participants may receive support information directly from the Department of Child Support Enforcement (DCSE).

- Information from HOSC.

When the confidential information is located in the ViewCenter, complete the following:

- Print the confidential documents.
- Contact [ViewCenter Maintenance](#) via e-mail for removal.
- When the participant completes their review, scan the previously printed documents back into the ViewCenter.