

A Handling Special Cases – Employees

REVISION 46
(01/01/18 - 01/31/18)

The cases of current FAA employees are maintained by the FAA Employee Benefit Unit. Active and past cases of current FAA employees can only be accessed by one of the following:

- FAA Employee Benefit Unit (EBU)
- Staff designated by Internal Affairs, DBME HR Operations, Central Office, Systems and Assistant Director (or designee)

The FAA Employee Benefit Unit completes all actions on these cases for employees. This includes, but is not limited to, the following:

- Completing the application process (new and renewal)
- Completing all change actions
- Answering questions from current employees
- Reporting potential overpayments
- Attending hearings for employees who request an appeal

When a current employee is an active or past participant or a self-declared representative of a case in an FAA or an AHCCCS program for which FAA determines eligibility, the employee must report this to their Supervisor as a [conflict of interest](#).

Employees must complete the application process for their own case and cases in which they are a [representative](#) during non-work time. The following non-work time may be used:

- Before or after scheduled work hours
- During lunch hour
- Time pre-approved by a Supervisor or Manager which includes the following:
 - Annual leave
 - Leave without pay
 - Flex time
 - Sick time when hospitalized

EXCEPTION

Designated break time is considered State work time. Only the

following activities are allowed during a designated break time:

Taking documents to the FAA office manager (LOM) or direct Supervisor to be uploaded.

This is not a conflict of interest for the LOM or direct Supervisor.

Contacting the FAA Employee Benefit Unit using State owned equipment such as emailing, telephone or faxing for any reason other than to complete the eligibility interview.

When using state owned equipment, professionalism is a requirement.

Employees must not have any [case involvement\(g\)](#) with their own case or any cases 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(g)
- Determining eligibility of benefits
- Registering applications
- Case specific discussion with another FAA employee about the employee's case
- Issuing EBT cards on these cases

WARNING

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](#).

Employees may contact the [FAA Employee Benefit Unit \(EBU\)](#) for information on their own case or cases in which they are a representative.

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

- Reporting Case Participation
- Completing the Interview
- Submitting Verification
- Receipt of an EBT Card