

B Handling Special Cases – Contractors, Volunteers or Temporary Employees

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

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 a [representative](#) during [nonwork time\(g\)](#).

EXCEPTION

Designated break time is considered state work time. Only the following activities are allowed during a designated break time:

Taking documents to the office manager (LOM) direct supervisor to be uploaded.

It is not a conflict of interest for the LOM or direct supervisor.

Contacting the [Employee Benefit Unit](#) (EBU) using State owned equipment such as emailing, telephone, or faxing for any reason other than to complete the eligibility interview.

Lock the case files of DBME contractors, volunteers, or temporary employees who are or have ever been FAA program participants.

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
- 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
- Submitting verification on behalf of a participant with whom a conflict of interest exists.

WARNING

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 one of the following actions outside of work hours:

- MyFamilyBenefits account
- HEAplus account using the customer portal

WARNING

DBME contractors, volunteers, or temporary employees must not be given special privileges and must be treated as any other participant. State email is not to be used to solicit information regarding their own case.

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