

FAA1.E Application Screening

01 Application Screening - Overview

Policy and procedures regarding screening the application are as follows:

- [New Application Screening](#)
- [Renewal Application Screening](#)
- [Requirements for NA Expedited Services](#)

H Application Screening - New Application Screening

[REVISION 48](#)

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

Before [completing an interview](#), staff must ensure the application and programs are registered correctly and screened for all of the following:

- Potential eligibility
- Potential eligibility for expedited service (See [NA Expedited Applications Eligibility](#))
- Potential changes to active programs
- Involvement with other agencies
- CA applicant's potential eligibility for Kinship Child Only special considerations (See [Kinship Child Only Screening](#))
- CA applicant's potential eligibility for Grant Diversion

Inquire on applicants and review the following:

- [State Verification Exchange System \(SVES\)](#)
- [Household System Check \(HOSC\)](#)

[Upload\(g\)](#) to OnBase, hard copy screen prints of any interface information found.

I Application Screening - Renewal Application Screening

[REVISION 46](#)

(01/01/18 - 12/31/18)

At the time of the [interview](#), staff must screen the renewal application for potential changes.

Review the following AZTECS screens:

- CAP1

- CAP2
- CAP3
- EAIN
- EXNS
- HOSC
- HOSU
- SEEI
- UNIN
- WTPI

Complete systems inquiries for all participants.

Renewal applications must be screened for potential changes. The screening process and any changes must be addressed by the close of the following workday.

Applications received more than 60 days before the end of the current approval period must be treated as a reported change.

01 State Verification Exchange System (SVES) - Overview

REVISION 47
(01/01/19 - 12/31/19)

State Verification Exchange System (SVES) information is received by FAA as a result of computer matching between FAA and other agencies. The matching of computer system information is required by federal law.

Information provided through the SVES by the primary source of the information is considered [verified upon receipt\(g\)](#).

The sub-systems or screens used in SVES are as follows:

- [Household System Check](#)
- [Benefit Agent Claim Inquiry](#)
- [Wire Third Party Information](#)
- [Bendex Information](#)
- [Beneficiary Exchange Earnings Record](#)
- [HEAplus SOLQI Response Data Summary](#)
- [HEAplus Pandemic Unemployment Assistance \(PUA\) Verification](#)

H HOSC - HOSS - Purpose

REVISION 45
(01/01/17 - 12/31/17)

AZTECS interfaces with the Unemployment Insurance (UI) Administration GUIDE system to display base wage and UI benefit

information for an AZTECS case on HOSC.

(See [Household System Check Overview](#))

HOSS is used to replace the SSN with the SSN or pseudo number displayed in AZTECS with the SSN under which the participant is working. AZTECS interfaces with UI to display base wage and UI benefit information for the alternate SSN.

(See [HOSC SSN Substitution Overview](#))

WARNING

Base wage and unemployment benefit information is confidential and must be used only to determine a participant's eligibility for FAA benefits.

I Household System Check - Overview

REVISION 45
(01/01/17 - 12/31/17)

Household System Check (HOSC) is accessed by keying both of the following on INME:

- 19 in the FUNCTION (BY NUMBER) field
- The case number in the CASE NUMBER field

When information is available, HOSC displays the following for each participant registered to a case:

- Edit messages prompting workers to check the following systems or screens, when information is available that may affect eligibility:
ININ
CHSP
- Identifying information for each employer during the last six quarters, from the date HOSC is accessed. (See [HOSC – Employment Information](#))
- Unemployment claim information. (See [HOSC – Unemployment Information](#))

When employment information is displayed on HOSC, the information must be verified. (See [HOSC – Employment Verification Requirements](#))

Review HOSC and [upload\(g\)](#) the HOSC AZTECS screen into [OnBase\(g\)](#) prior to the interview or when any of the following apply:

- A change in budgetary unit composition is reported. (Only when adding a participant – See [Adding a Participant.](#))
- A participant reports any of the following:
 - They have applied for Unemployment Insurance (UI)
 - They have started receiving UI benefits
 - A change has occurred regarding their UI benefits

Refer participants to [file for UI benefits](#) when both of the following apply:

- Income displays in any of the four calendar quarters prior to the date HOSC is accessed.
- The participant reports terminated employment or is not employed.

NA EXCEPTION

NA participants are not required to apply for UI benefits.

.01 HOSC – Employment Information

REVISION 03
(01/01/08 – 03/31/08)

The following information displays on HOSC in the EMPLOYER INFO / BASE WAGE fields:

- Unemployment Insurance (UI) Employer Number. When zeros display in place of a UI Employer Number or there is inaccurate information, elevate to the [Policy Support Team](#) (PST) via email.
 - Name
 - Address
 - City, state, and ZIP Code
 - Telephone number

NOTE Review the employer identifying information with the participant when verifying income.

- A line break separates each employer's information.
- When no wage information is available for the participant for the last six quarters, the following edit message displays in the EMPLOYER INFO / BASE WAGE field:
NO DATA AVAILABLE FOR LAST 6 QUARTERS
- Base wage information from each employer during the last six quarters, from the date HOSC is accessed. Information

displays in the QUARTER and EARNINGS fields for each employer identified in the EMPLOYER INFO / BASE wage field as follows:

Wage information displays in the EARNINGS field when wages are reported in any of the last six quarters.

Up to six quarters of information displays, beginning with the most current of the last six quarters.

Quarters in which no wages are reported display \$.00 in the EARNINGS field.

When the remainder of the six quarters following a quarter with wage information are quarters in which no wages are reported, the quarters do not display. (See Example [HOSC](#))

.01 HOSC - Unemployment Information

REVISION 05
(07/01/08 – 09/30/08)

The following unemployment information displays on **HOSC**:

- Unemployment Insurance (UI) benefit payment information in the UNEMPLOYMENT INFORMATION field, as follows:
 - The last 180 days of UI benefit payments from the date HOSC is accessed.
 - The gross amount of UI benefit payments issued when there is no overpayment.
 - The adjusted gross amount issued when there is an overpayment.
 - Status of the UI benefit payment. (See [Unemployment Insurance \(UI\) Pay Type Code](#))
 - The disqualification code. (See [UI Disqualification Code](#))
 - Child support being paid from the UI.
 - The amount withheld to repay a UI overpayment.When no UI information is available, the UNEMPLOYMENT CLAIM INFORMATION fields display NO DATA AVAILABLE.
- UI benefit claim information in the UNEMPLOYMENT CLAIM INFORMATION field, as follows:
 - The benefit year begin and end date.
 - The weekly benefit amount.
 - The benefit amount paid to date.
 - The benefit balance remaining.
 - The UI overpayment balance.When no UI information is available, the UNEMPLOYMENT CLAIM INFORMATION fields display NO DATA AVAILABLE.

When the participant has applied for UI, information displays in the following fields:

- BENEFIT YEAR BEGIN
- BENEFIT YEAR END
- PAID TO DATE
- BAL
- WKLY BEN AMOUNT
- OVERPAYMENT BAL

.01 HOSC – Employment Verification Requirements

REVISION 03
(01/01/08 – 03/31/08)

Verify income displayed in the two calendar quarters prior to the date HOSC is accessed when verification is not in the [case file\(g\)](#). AZTECS identifies these quarters in HOSC with two asterisks preceding the quarter. The current quarter is designated with one asterisk. (See Example [HOSC Prior Quarters](#))

When a participant is working under a Social Security Number (SSN) that does not belong to them, complete an inquiry for that SSN by using [HOSS](#).

J HOSC SSN Substitution - Overview

HOSS displays when Y is keyed in the SSN SUBSTITUTION field on HOSC.

HOSS displays the following for each participant registered to an AZTECS case:

- The participant's name
- The participant's Social Security Number (SSN) or pseudo number
- A field to key an alternate SSN

Complete the following to inquire on an SSN under which a participant is working:

- Key the additional SSN next to the participant who is using the SSN
- Press F6

When F6 is pressed, HOSS returns to HOSC. HOSC displays the base wage and Unemployment Insurance (UI) benefit information for the following:

- The participant who is using the additional SSN

- The remaining participants registered to the case

K BG01 General Unemployment Insurance Developmental Effort (GUIDE)

REVISION 09
(07/01/09 – 09/30/09)

The Unemployment Insurance (UI) Administration allows FAA to make inquiries into the GENERAL UNEMPLOYMENT INSURANCE DEVELOPMENTAL EFFORT (GUIDE) system to review claims and benefit payment information.

GUIDE is used by the following FAA staff only:

- Overpayment Writers
- Appeals Specialists

WARNING

GUIDE information is confidential and must be used only to determine a participant's eligibility.

To access and inquire in GUIDE, follow the instructions outlined in the [Access Guide Desk Aid](#) (55 KB pdf).

By agreement with UI, designated FAA staff are only to view the following transaction options:

- [W5 Pseudo Monetary Determination](#)
- [W6 Wage Inquiry](#)
- [01 Summary Information](#)
- [04 Employer Information](#)
- [07 Benefit Payment History](#)
- [12 Claim Profile Information](#)
- [13 Benefit Payment Information](#)
- [25 Claimant Characteristics](#)
- [57 Employer Search](#)
- [58 Employer Base Information Inquiry](#)

Using the Social Security Number (SSN) the participant is working under, inquire on the participant as follows:

- To display a different screen for the same SSN, key the transaction option number in the TRANSACTION OPTION field, and press ENTER.
- To display the same screen for a different SSN, key the other

SSN in the SSN field, and press ENTER.

.01 W5 Pseudo Monetary Determination

The Pseudo Monetary Determination screen displays earned income information. The income information is divided into four calendar quarters. (See Example [W5](#))

The bottom of the screen displays one of the following messages:

- THIS IS THE LAST PAGE OF BASE PERIOD WAGE INFORMATION FOR THIS SSN
- PRESS F2 FOR MORE INFORMATION

.01 W6 Wage Inquiry

The Wage Inquiry screen displays current and past employers and earnings for the participants. (See Example [W6](#))

The bottom of the screen displays one of the following messages:

- THIS IS THE LAST PAGE OF INFORMATION FOR THIS SSN.
- PRESS THE F2 KEY FOR ADDITIONAL WAGE INFORMATION.
- THERE IS NO WAGE INFORMATION FOR THE SSN.

.01 01 Summary Information

The Summary Information screen displays Unemployment Insurance (UI) information that may exist for a participant. The message in the 01 CLAIM STATUS field displays the current status of the participant's UI claim. The ACTIVE ISSUES field indicates the status of the participant's UI payments.

.01 04 Employer Information

The Employer Information screen displays the participant's following information:

- Last employer
- Non-base period employers
- Base period employers attached to an [Unemployment Insurance](#) (UI) claim

.01 07 Benefit Payment History

REVISION 05
(07/01/08 – 09/30/08)

The 07 BENEFIT PAYMENT HISTORY screen displays information about each payment that has been issued.

The status of the Unemployment Insurance (UI) payment is indicated by the code in the PAY TYPE field. Situations affecting the participant's eligibility must be resolved with UI before a payment can be issued. When an adjustment or determination changes the status of the pay type for the week, the code is updated. This can cause pay types to vary during the week.

This screen also displays the date the payment is issued. The UI payment is available two [workdays\(g\)](#) following the date the payment is issued. Benefits are considered to be received by a participant on the second workday following the date benefits are issued.

Press the F2 key to view more 07 BENEFIT PAYMENT HISTORY screens when there are more than 12 payments.

Key X next to the benefit week end date in the BWE field and press F6 to display the [13 BENEFIT PAYMENT INFORMATION](#) screen for the **BWE** selected.

.01 12 Claim Profile Information

The Claim Profile Information screen provides more detailed information regarding the most recent Unemployment Insurance (UI) claim.

The message in the 12 CLAIM STATUS field displays the current status of the participant's UI claim.

.01 13 Benefit Payment Information

REVISION 05
(07/01/08 – 09/30/08)

The 13 BENEFIT PAYMENT INFORMATION screen displays Unemployment Insurance (UI) benefit payment information for each benefit week the participant has a claim filed. This screen also displays each benefit payment issued.

This screen can only be accessed from the [07 BENEFIT PAYMENT HISTORY](#) screen. Key X next to the benefit week end date in the BWE field and press F6 to select the appropriate BENEFIT PAYMENT HISTORY screen.

Press the F2 key to view the next Base Wage Earnings (BWE).
Press the F7 key to view the previous BWE.

.01 25 Claimant Characteristics

The Claimant Characteristics screen provides detailed information about the participant. Staff are able to view child support information on this screen.

.01 57 Employer Search

The Employer Search screen allows staff to search for an employer by keying their name or address.

To select an employer for review, key X to the far left of the field displaying the employer's information.

To view more detailed information, press PF6. This accesses the [58 Employer Base Information](#) screen.

The bottom of the screen displays one of the following messages:

- NO REC FOUND
- THIS IS THE FIRST PAGE, PRESS PF2 FOR NEXT PAGE
- NEXT PAGE PRESS PF2, PREVIOUS PAGE PRESS PF7
- THIS IS THE ONLY PAGE

.01 58 Employer Base Information Inquiry

The Employer Base Information (EBI) Inquiry screen displays the most current address and phone number information on an employer. This information does not display unless their account is in active status with Unemployment Insurance (UI).

L HEAplus SOLQI Response Data Summary

[REVISION 46](#)
(01/01/18 - 12/31/18)

Health-e-Arizona Plus (HEAplus) interfaces with both federal and state data sources to verify required information. The HEAplus State Online Query Internet (SOLQI) Response Data Summary screen

displays the data received from the Social Security Administration (SSA) for the Social Security Number (SSN) entered.

One of the following displays in the Verification section of the SOLQI screen to indicate whether the demographic data (Name, Date of Birth (DOB), and SSN) entered in HEAplus is verified:

- SSN is verified
- SSN is not verified

See the [SOLQI Desk Reference Guide](#) located in the FAA Policy Support SharePoint Site Doc Library. (Internal use only)

M HEAplus Pandemic Unemployment Assistance (PUA) Verification

[REVISION 49](#)
(01/01/21 – 12/31/21)

Health-e-Arizona Plus (HEAplus) interfaces with both federal and state data sources to verify required information. The Pandemic Unemployment Assistance (PUA) Hub verification is available in HEAplus.

The “Confirm Income from electronic sources” page in HEAplus displays the income type “Unemployment Benefits - Pandemic Assistance” for PUA income. HEAplus directly receives the information from the Division of Employment and Rehabilitation Services (DERS). The information is updated daily and is considered as [Verified Upon Receipt\(g\)](#).

01 Interface Inquiry (ININ) - Overview

[REVISION 18](#)
(07/01/11 – 09/30/11)

ININ is used to view and request the following information for the participant whose Social Security Number (SSN) displays in the SSN field:

- [Bendex Information](#)
- [State Data Exchange Information](#)
- [Employment Verification Information](#)
- [Wire Third Party Query Information](#)
- [Quarters of Coverage Information](#)

To request or view information, key the number of the selection in the ENTER SELECTION (BY NUMBER) field.

To access ININ, key 9 in the FUNCTION (BY NUMBER) field on INME, and

press ENTER.

Newest information on ININ is displayed first. Press ENTER to advance to older information.

H State Data Exchange Information (SDXI) - Overview

SDXI is used to view SSI benefit information from the Social Security Administration's State Data Exchange file.

SDXI is accessed by keying 2 in the ENTER SELECTION (BY NUMBER) field on ININ.

When a phrase other than DEEMING OVERRIDE displays in the DEEMING INDICATOR field, check for other sources of income.

I Quarters of Coverage - Overview

Policy and procedures regarding quarters of coverage are outlined as follows:

- [Quarters of Coverage Request/Inquiry \(QCRE\)](#)
- [Quarters of Coverage Information \(QCIN\)](#)

.01 Quarters of Coverage Request/Inquiry (QCRE)

The QUARTERS OF COVERAGE REQUEST/INQUIRY (QCRE) screen is used to perform the following functions:

- Request quarters of coverage information on a noncitizen
- Access the QCIN to view quarters of coverage information on a noncitizen

QCRE is accessed by keying 6 in the ENTER SELECTION (BY NUMBER) field on ININ.

To request quarter of coverage information, complete the following:

- Key the AZTECS participant ID in the AZTECS CLIENT ID field.
- Key Y over the default (N) in the REQUEST QUARTERS OF COVERAGE field.
- Key Y in the IS THIS AN AZTECS CLIENT Y/N field when the noncitizen is known to AZTECS. AZTECS completes the participant information fields on QCRE based on the AZTECS

participant ID keyed in the AZTECS CLIENT ID field.
When the noncitizen is not known to AZTECS, key N in the IS THIS AN AZTECS CLIENT Y/N field. Key the following participant information fields:

- LAST NAME
- FIRST NAME
- MIDDLE INITIAL
- SEX
- BIRTHDATE (MMDDYYYY).
- Press ENTER to process the information. QCIN displays.

To view the last record requested, follow the same procedures, but do not key Y over the default (N) in the REQUEST QUARTERS OF COVERAGE field.

.01 Quarters of Coverage Information (QCIN)

The QUARTERS OF COVERAGE INFORMATION (QCIN) screen displays information received from the Social Security Administration (SSA) files through the Wire-to-Wire Third Party Query system. This interface displays information about the [noncitizen](#) selected from QCRE to whom both of the following apply:

- The noncitizen is lawfully admitted to the U.S. for permanent residence under the Immigration and Nationality act.
- The noncitizen has met the qualifying [quarters of coverage](#) requirements.

NOTE When QCIN displays LESS THAN 40 QUARTERS, see [Quarters of Coverage Adjustment](#) procedures.

When SSI information is available for the selected noncitizen, the following edit message displays at the bottom of the screen:

SSI INFO EXISTS - PRESS ENTER TO VIEW

Press ENTER to access a second QCIN screen. SSI/TITLE XVI INFORMATION for the noncitizen displays.

Only the most recent QCIN record is maintained in AZTECS. Information displayed on QCIN cannot be changed.

Press the F9 key to return to QCRE.

.01 Quarters of Coverage Adjustment

When the number in the TOTAL QUARTERS QUALIFYING field on QCIN is LESS THAN 40, complete the following:

- Add the number displayed in the MINIMUM field to the number in the TOTAL QUARTERS QUALIFYING field. When the result is 40 or more, the noncitizen is qualified. When the result is less than 40, add the number displayed in the MAXIMUM field.
- When the result is still less than 40, add the total number of the following symbols displayed in the QUARTERS OF COVERAGE PATTERN fields:
Z

(See [Quarters of Coverage Pattern Values](#))
- When the result is 40 or more, consider the noncitizen qualified and proceed with the eligibility determination. When otherwise eligible, approve the case pending verification of the undetermined quarters following procedures outlined in [40 Quarters Approval Pending](#). When the result is still less than 40, the noncitizen is not qualified. (See [Verification of 40 Quarters](#)) Refer the applicant to the Social Security Administration following the procedures outlined in 40 Quarters Approval Pending.

J Employment Verification Information (EMVI) – Overview

[REVISION 47](#)
(01/01/19 – 12/31/19)

The Employment Verification Information (EMVI) screen is an AZTECS interface screen. Use EMVI to view employment and income information from employers participating in Equifax verification services.

AZTECS auto-generates an EMVI record for all participants, age 16 or older, who have a valid Social Security Number (SSN) and when one or more of the following occurs:

- Registration of a new application on REAP
- Registration of a renewal application on RERE
- A program is added to an active case on APMA
- Information is changed on SSDO
- Information is changed on CLMA

A new EMVI record may be manually generated when any of the following apply to the previous EMVI record:

- The information is insufficient to determine the income that is reasonably certain to be received during the approval period
- The information is more than 59 days old

Manually generate a new EMVI record on CLPR by completing the TO REQUEST EMPLOYMENT VERIFICATION, ENTER Y field.

EMVI records are accessed by keying 5 in the ENTER SELECTION (BY NUMBER) field on ININ.

Each EMVI record consists of two screens. The first screen displays the participant's personal and employment information. The second screen displays 60 days of income information from the date of the request. EMVI displays the newest information first. Press ENTER to advance to older information.

NOTE When the date of a new request is within 60 days of the date of a previous request, the new EMVI record displays only the information received after the date of the previous request.

When clarification of EMVI information is needed, follow the [verification process](#).

Do not contact employers listed on EMVI unless the information provided by the most current EMVI record is [questionable\(g\)](#) or [unclear\(g\)](#). Examples of questionable or unclear EMVI information that may require contact with the employer include the following:

- Bonus income displays but date or frequency of receipt information is missing
- The hourly rate displayed does not match the hourly rate reported by the participant
- The hours per pay period displayed do not match the hours reported by the participant
- The participant is reported as an active employee on EMVI, but the participant reports that this employment was terminated

EXCEPTION

Do not call for employment or wage information verification from the following employers:

- Wendy's: Employment verification for any of the specified Wendy's restaurants must be requested from their corporate office. (See [Wendy's Employment and Wage Information](#))
- Solutions Staffing: Request employment verification via U.S. mail only. (See [Solution Staffing](#))

01 Bendex Information (BDXI) - Overview

The BENDEX Information screen is used to view SSA information received from the Social Security Administration's BENDEX file.

The response AZTECS receives from the Social Security Administration when requesting BENDEX information displays in the COMMUNICATION CODE field.

When a participant has dual or triple entitlement, the secondary Social Security number displays on this screen in the DUAL ENTITLEMENT INDICATOR or CROSS REFERENCE CAN fields.

BDXI is accessed by keying 1 in the ENTER SELECTION (BY NUMBER) field on ININ.

01 Wire Third Party Query Information (WTPI) - Overview

Use WIRE THIRD PARTY QUERY INFORMATION (WTPI) to view information from the Social Security Administration (SSA) via the Wire-to-Wire Third Party Query (WTPY) system.

To access WTPI, key 3 in the ENTER SELECTION (BY NUMBER) field on ININ, and press ENTER.

An interface occurs nightly with AZTECS and SSA. WTPY requests are generated by AZTECS when any of the following occur:

- A new application is registered on REAP
- A renewal application is registered on RERE
- A program is added to an active case on APMA
- A new participant is added to an active case
- Participant information is changed on CLIM
- Information is changed on SSDO

ININ may also be used to manually request WTPY information by keying 4 in the ENTER SELECTION (BY NUMBER) field and keying the participant's Social Security Number (SSN) in the SSN field. A response from SSA is

received within 48 hours.

WARNING

When WTPI displays the message SSN IS VERIFIED, SSA has verified that the name matches the [NUMIDENT information\(g\)](#). SSA and Supplemental Security Income (SSI) benefit information displays when it exists for a participant. When the Wire Third Party response indicates that no SSA or SSI benefit records exist, the following message displays:
ONLY THE MOST RECENT WTPY RECORD IS MAINTAINED.

ARCHIVED (Valid until 08/15/22)