

## B Collateral Contact Verification

Collateral contacts are sources for verification received verbally from an agency, organization, or individual qualified to have knowledge of the required information. When documented verification is not readily available, use a collateral contact and document the reason on CADO and in the case file.

### EXCEPTION

DO NOT use collateral contacts to verify the following factors; use [documented verification](#):

- [Social Security Enumeration](#)
- [Citizenship](#) (when questionable)
- [Noncitizenship Status](#) (when declared)
- [Relationship](#)

During the interview, ask the PI to name a contact for the specific factor being verified, when one of the following occurs:

- Documented verification is not readily available.
- Documented verification is not available within required time frames.

(See [Requesting Verification at the Interview](#))

### WARNING

Attempt to complete collateral contacts during the interview. The contact may request to speak to the PI before releasing information.

For MA, DO NOT accept a [collateral contact](#) to verify residency from a person in the participant's family or anyone who could benefit from the budgetary unit receiving MA.

Assist the PI in choosing a collateral contact when requested.

Inform the PI that by signing the application, they have given FAA permission to make collateral contacts.

When the PI fails to choose a collateral contact or the collateral contact is not acceptable or is unavailable, complete one or more of the following:

- Request another collateral contact
- Choose a collateral contact
- Request another form of acceptable verification
- Conduct a [home visit](#)

NOTE Complete an [OSI](#) referral when suspected fraud is involved.

Call the collateral contact when the following are available:

- The name of a collateral contact.
- The phone number where the contact can be reached.

During the interview, verify and document all necessary information while making the contact. (See [Documentation Requirements](#))

Key CC in the verification field when a collateral contact is the source of verification used.

The PI may request that FAA NOT make a specific contact. When this occurs, document CADO and the case file with the reason and give the PI the Information Request and [Pending Information Agreement \(FA-077\)](#), requesting [documented verification](#).