

01 **Verification and Cooperation - Overview**

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

Verification is used to establish the accuracy of each [eligibility factor](#). The programs administered by the Family Assistance Administration (FAA) require that certain factors be verified for the following reasons:

- To establish the accuracy of information stated on the application.
- To address changes that become known to FAA or are reported by the participant.
- To aid in the accurate eligibility determination and benefit level.

Verification includes, but is not limited to, any of the following:

- [Documents](#)
- [Collateral Contacts](#) with third parties
- [Participant's statements](#)
- [State Verification Exchange System \(SVES\)](#)
- [Visually viewed verification](#)

The participant has the primary responsibility for providing verification of eligibility factors. When the participant requests assistance, the agency assists in obtaining the verification.

The PI is not required to appear in person at the FAA office to provide verification. Required verification may be provided through the mail, by fax, uploaded into [HEAplus](#), or other electronic devices.

It is considered a [conflict of interest](#) for an employee to provide verification for participants. When an employee is the only person that can provide the needed verification, the employee, Office Manager, or designated staff member must contact the Region Program Manager (RPM) for approval. Written approval from the RPM is required. The written approval must be uploaded to [OnBase\(g\)](#) with the documented verification.

Policy and procedures regarding verification and cooperation are outlined as follows:

- [Documented Verification](#)
- [Collateral Contact Verification](#)
- [Participant Statement](#)

- [Use of Verification Codes](#)
- [Information Verification](#)
- [Resolving Questionable Information](#)
- [Required Documentation](#)
- [Requesting Verification](#)
- [Cooperation](#)
- [Verification Time Frames](#)
- [Visually viewed](#)

A Documented Verification

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Documents are the primary source of verification. Documented verification is written evidence (also known as hard copy) originating from any of the following:

- An agency
- Organization
- Individual qualified to have knowledge of the required information
- An agency or organizational web site

Verification documents received at the interview and immediately uploaded to the [case file\(g\)](#) are not required to be date stamped. Any documents not uploaded on the same day must be date stamped prior to uploading. This process provides verification of the actual day the information was received by Family Assistance Administration (FAA).

All applications and dropped off verification (mail, fax, dropped off in the FAA lobby) must be date stamped.

Key HC in the verification field when documented verification is used, including documents that are uploaded to the case file.

Do not upload any documents that show the actual residential address of an [Address Confidentiality Program \(ACP\)](#) participant.

Use [participant statement verification](#) when the attempt to obtain documented verification may cause harm or [undue hardship\(g\)](#) for the participant. Document the case file with the reason the participant statement verification was accepted.

B Collateral Contact Verification

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Collateral contacts are sources of verification received verbally from any of the following:

- An agency
- Organization
- Individual qualified to have knowledge of the required information

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

The participant has the primary responsibility for providing verification of eligibility factors. When the participant requests assistance, the agency assists in obtaining the verification.

Document the [case file\(g\)](#) with the following:

- The reason a collateral contact is used
- The necessary verification information
- Any attempts made to obtain a collateral contact

Document the case file with the reason a collateral contact is used, including all the necessary verification information. (See [Documentation Requirements](#))

When 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

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

Do not use collateral contacts to verify the following factors:

- [Noncitizenship Status](#) (when declared)
- [Relationship](#)
- [Social Security Enumeration](#)
- [U.S. Citizenship](#)

Use [participant statement verification](#) when the attempt to obtain collateral contact verification may cause harm or [undue hardship\(g\)](#) for the participant. Document the case file with the reason the participant statement verification was accepted.

C Participant Statement Verification

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Participant statement verification is the participant's account of a particular situation.

Use participant statement verification when the attempt to obtain [documented verification](#) or a [collateral contact](#) may cause harm or [undue hardship\(g\)](#) for the participant. Document the [case file\(g\)](#) with the reason the participant statement verification was accepted as available.

Participant statement verification may be received by any of the following methods:

- The current signed application
- A written participant statement
- The participant's verbal statement of facts

Key CS in the verification field when participant statement verification is used.

A written participant statement must be clear and concise, include all details, the participant's signature, and the date signed.

When a participant's verbal statement is used the case file must be documented to indicate the details of the statement and the reason the statement was accepted.

A participant's statement can be used to verify [Self Employment Expenses](#). When current documented verification is not available, obtain the participant's statement at the time of the interview.

For verification of mandatory [eligibility factors](#), only obtain a participant statement when all of the following apply:

- The participant has attempted but is unable to provide the verification.
- No other source of verification is available. This includes [documented verification](#) and [collateral contact](#) verification.
- The participant has requested assistance from the FAA office.
- The worker has evaluated the request for assistance and cannot obtain the verification from any acceptable source.
- The participant's statement is not [questionable](#).

NOTE Do not send an information request notice for a participant statement.

Do not use a participant statement to verify the following eligibility factors:

- [Identity](#)
- For NA [Elderly or Disabled](#)
- For CA [Medical Disability](#)
- [NA Drug Disqualification Removal Requirement](#)
- [Noncitizenship Status](#)
- [Relationship](#)
- [Social Security Enumeration](#)

Do not use a participant's statement when the statement is questionable. (See questionable information)

NOTE Clarify questionable information with the participant and clearly document the case file.

01 Use of Verification Codes

REVISION 05
(07/01/08 – 09/30/08)

Verification Codes are used in AZTECS to describe how information is or will be verified.

When verification is requested, key one of the following applicable Verification Codes in the VR field:

- PE when verification is pending. AZTECS does not allow benefit authorization when PE is in the verification field for a [mandatory factor](#). AZTECS generates an alert when the verification requirement is still outstanding on the date keyed in the PEND field.
- PP when verification is postponed for [NA expedited services](#). (See [Postponed Verification](#))

When verification is obtained, key one of the following applicable Verification Codes in the VR field:

- HC when a hard copy of the [verification](#) document is in the [case file\(g\)](#).
- CC when [collateral contact](#) is used as verification.
- CS when a [participant statement](#) is used as verification.
- IN when a system [interface\(g\)](#) has verified the information.
- AG when FAA has verified the information, i. e. system reports.
- VV when information is [visually verified](#) and documented in the case file.

NA EXCEPTION

When verification is provided untimely and the budgetary unit is not eligible for [NA Transitional Benefit Assistance](#) (TBA) key the UT Verification Code in the verification field.

See [Citizenship Keying Procedures](#) for Verification Codes specific to U.S. Citizenship.

01 Information Verification

REVISION 46

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

Eligibility factors or information that affects program eligibility and benefit level must be verified before completing an eligibility determination.

For specific policy and verification requirements, see the [Table of Eligibility Factors](#).

When the budgetary unit, or a participant, is obviously ineligible based on information provided by the PI, the following apply:

- Do not request verification of the factor to establish ineligibility.
- Document the [case file\(g\)](#) to support the determination of ineligibility.

Request verification of eligibility factors when any of the following occur:

- Information is [questionable](#) or unclear
- A change has occurred (See [Application Screening](#) and [Effecting Changes](#))
- Verification is not in the [case file\(g\)](#)

Income verification must be requested for NA when income is reported by a renewal application, change report, or [data match](#) and any of the following apply:

- The source of the income has changed
- The income is questionable or unclear
- The reported income amount has changed by \$51 or more
- The previous verification in the case file is more than 59 days old

WARNING

When current verification is in the case file, do not request the verification again.

Do not delay the eligibility determination in one program when required verification for a different program has not been received.

EXCEPTION

For shelter expense, utility expense, and need standard verification requirements, see the following:

- [Shelter Expense Verification](#)
- [Utility Allowance Verification](#)
- [Need Standard Verification](#)

01 *Resolving Questionable or Unclear Information*

[REVISION 45](#)

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

Consider all circumstances when deciding whether information is [questionable](#) or [unclear](#).

Verify information that is questionable or unclear when it affects eligibility or benefit level. Document the [case file\(g\)](#) to explain the reason the information is considered questionable or unclear.

Questionable and unclear verification must be resolved prior to determining benefits.

The appropriate information request notice, requesting verification necessary to resolve the discrepancy must be sent.

Give the participant ten calendar days to provide the verification. (See [Verification process](#)) One of the following is completed, as appropriate:

- Determine eligibility when the additional information is received. (See [Determining Eligibility](#)) Document the verification used to resolve the issue.
- Information may continue to be unclear, questionable, or not provided within the required [verification time frames](#). When this occurs, deny the application or stop benefits allowing for [NOAA](#). Use the Denial or

Closure Reason Code appropriate to the information that was unclear, questionable, or not provided.

When requested verification for Nutrition Assistance (NA) is not provided, send the NA Denial/Closure (F200) notice. List all of the requested verification that was not provided.

Do not list verification items in the F200 that meet any of the following:

- Were already provided
- Were obtained through a collateral contact
- Were not included in any verification request related to the application that is being denied

(For budgeting procedures, see [Budgeting Expenses Overview](#))

H Questionable Information

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

Consider information provided by the PI as questionable when it is inconsistent with any of the following:

- Other statements
- Information on the current or previous applications
- File documentation
- Information received by FAA from a third party

Consider information provided by the PI as questionable when it appears to be altered or fraudulent.

(See Example [Questionable Information](#))

I Unclear Information

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

Consider information received by FAA from a third party as unclear when the information meets one of the following:

- The information conflicts with information provided by the household for the same time period and it is significant enough to bring the household's continued eligibility into question.

- The information is fewer than 60 days old and is required to be reported under the reporting requirements that apply to the household.

01 Prudent Person Concept

Prudent person decision-making (also known as critical thinking) strengthens the worker's policy knowledge, confidence and decision-making capabilities within FAA Offices.

Make all eligibility decisions using reasonable judgment, based on knowledge of and experience with the programs. Research any [questionable](#) or unusual situation thoroughly by using the verification available, which includes electronic sources, and make a decision based on these findings.

Document the [case file\(g\)](#) to show the reasoning that led to the decision. Include the Cash and Nutrition Assistance Policy Manual references used in making the decision.

After thorough research into the questionable or unusual situation and consultation with management, the FAA office staff may still not understand the intent of the policy. When this occurs, authorized staff must request a [policy clarification](#) from the [Policy Support Team](#) (PST).

NOTE See [Request for Policy Clarification](#) for proper instructions on how to elevate a policy clarification and a listing of who is authorized to submit a request.

01 Required Documentation

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Documentation must support determinations of eligibility and benefit level. Documentation must contain sufficient detail to allow a reviewer to decide that the determination is reasonable and accurate.

Written documentation must be clear, concise, and placed in the [case file\(g\)](#).

The following are examples of where documentation may be written or keyed:

- AZTECS screens that allow documentation including, but not limited to, the Case Documentation Screen (CADO)
- Health-e-Arizona Plus screens that allow note entry including, but not limited to, Case Notes
- Program forms

EXCEPTION

When unable to copy verification, see [visually viewed verification](#) for documentation requirements.

When written documentation is not readily available, verbal verification through a [collateral contact](#) may be used as a verification source when the participant requests assistance. For more information on what to document, see [Required Documentation – Collateral Contact](#).

H Required Documentation – Collateral Contacts

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When a [collateral contact](#) is made, document the following:

- Name, phone number, and the title of the contact.
- Information provided by the collateral contact (e.g., dates and amounts of pay, financial account balance, names of persons living at the address, etc.).
- Date of contact.
- Any attempts made when the participant requests assistance

I Required Documentation – Visually Viewed Verification

[REVISION 49](#)
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When verification is visually viewed, the following information must be documented in the [case file\(g\)](#):

- The title or type of verification (e.g., pay stubs, rent receipt, mobile phone text receipt, etc.)
- The names and contact information from the verification.
- The date the verification was issued.
- Applicable information from the document.

NOTE For income verification, include pay period ending date, date paid, gross amount of income, rate of pay, hours worked, etc.

- The signature, Security Key (D0/V0), or Personal Control Number (PCN) of the viewer.
- The date the document was viewed.

Key the VV Verification Code in the verification field when verification is visually viewed.

When an OnBase document is used to verify information, document the following information:

- The case number where the document was printed or visually viewed
- The Document Type
- The Document Handle number

01 Requesting Verification

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During the current NA Interview Waiver, staff must send the F011, F121, or the A011 notice for needed information verification. This is regardless of any RFI that may have already been sent from HEAplus. The [Urgent Bulletin](#) emailed 10/01/2021 informed staff that the interview

waiver is effective with applications submitted on 10/01/2021 and ongoing until further notice.

Request verification when the participant does not have the documents to verify eligibility factors at the time of an interview or a reported change.

Verification can be requested using one of the following:

- Additional verification notices sent in AZTECS (See additional verification notices in the [Notice Listing](#).)
- The Information Request and Pending Information Agreement ([FAA-0077A](#)) form for internal use only.

NOTE Use the FAA-0077A for face to face interviews. This form must be signed by both the participant and the worker. Upload the signed FAA-0077A into OnBase.

- Health-e-Arizona Plus (HEAplus) Request for Information (RFI) letter

AZTECS verification notices and the FAA-0077A form identify the following:

- The [eligibility factors](#) to be verified
- How the eligibility factors can be verified
- The budgetary unit member whose responsibility it is to provide the verification
- Date the verification is due

The RFI is auto generated from HEAplus and gives a 15-day due date when one of the following occurs:

- An application has been correctly submitted in HEAplus
- A change was reported which requires more verification

When all eligibility factors have been requested on the RFI, an additional AZTECS request notice does not need to be sent. When the due date of the RFI has expired prior to the interview and all verification has been correctly requested, and there is no additional verification required do not send another AZTECS request notice.

NOTE Do not deny an application prior to the completion of an interview. Send an AZTECS request notice after a telephone interview or a reported change when the RFI did not list the necessary eligibility factors.

NOTE When sending an additional AZTECS request notice do not list previously requested information that was identified on the RFI.

When both an RFI and an AZTECS request notice was sent and each display a different due date, consider the latter date as the information due date before making a determination.

A participant statement is acceptable when the attempt to obtain other means of verification may cause harm or [undue hardship\(g\)](#). Document the [case file\(g\)](#) with the reason the participant statement was accepted.

01 Cooperation - Overview

Policy and procedures regarding cooperation are outlined as follows:

- [Cooperation Requirements](#)
- [Refusal to Cooperate](#)

H Cooperation Requirements

Participants, including budgetary unit members who are disqualified or have an ineligible status, must cooperate with the eligibility process.

The eligibility process consists of the following:

- Completing and signing an application.
- Completing the interview process.
- Providing mandatory verification.
- Cooperating in any review or audit of eligibility. This includes cooperating with Quality Control (QC), or Federal review. (See [Refusal to Cooperate with QC](#))
- Providing requested information needed to prepare overpayments.

I Refusal to Cooperate

Determine and document refusal to cooperate when the participant meets both of the following conditions:

- Is able to cooperate
- Does not take the actions necessary to comply with [cooperation requirements](#)

NOTE See PRAP for keying Program and Person Alerts Codes when a participant has not cooperated.

WARNING

Do not deny the application or close the case when the participant cooperates but outside sources fail to verify needed information.

For CA, deny the application or stop benefits only for the responsible participant who refuses to cooperate and for the participant whose eligibility cannot be verified. (See [Table of Eligibility Factors](#))

For NA, deny the application or stop the budgetary unit's benefits allowing for NOAA.

When the application has been denied or the case closed for refusal to cooperate, the participant must comply with [cooperation requirements](#), before determining eligibility.

WARNING

Do not deny the application or close the case for failure to cooperate with the Office of Special Investigation (OSI).