

04 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 [F011 or A011](#) notice requesting verification necessary to resolve the discrepancy must be sent.

The customer is given ten 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](#). (Also see [Changes Not Verified - Increases](#)) 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.

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