

04 Resolving Questionable or Unclear Information

Consider all circumstances when deciding whether Information is questionable.

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
- Other information received by FAA

(See [Example Questionable Information](#))

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

Verify information that is questionable when it affects eligibility or benefit level. Document CADO or the CADO Extension Form (CEF) to explain the reason the information is considered questionable.

Notify the PI when information provided by the source is inconsistent with information received from the PI.

The local office must resolve the inconsistent verification prior to determining benefits.

Send the [F011 or A011 notice](#) requesting verification necessary to resolve the discrepancy.

Give the PI ten days to provide the verification. (See [Verification process](#)) Complete one of the following, 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 inconsistent, 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 inconsistent, questionable, or not provided.

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

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