.02 During the Interview

Review the application to ensure completeness, and that all questions for the type of assistance requested are completed.

When the application is not completed before the interview, ensure the applicant or representative completes it during the interview. Ask the applicant or representative to answer each question applicable to the benefits they are requesting.

EXCEPTION

When the PI requests assistance in completing the application, it may be necessary for the EI to complete the application.

The applicant must complete and sign the Application Documentation Addendum (FA-001-D) authorizing the EI to complete the application. The PI's signature attests to the information included on the application.

While conducting the interview, inform and explain to the PI or Representative all of the following:

- Change Reporting Requirements
- FAA matches with other state and federal computer systems
- IPV, fraud or misrepresentation
- Quality Control – AHCCCS
- Quality Control – FAA
- Rights and responsibilities
- Referral for other benefits or programs, when applicable
- Referral to Advocates for the Disabled, when applicable

Ask the applicant whether any changes have occurred since the application was turned in. Review all answers on the application. Discuss, resolve, and document the documentation forms to clarify any incomplete or inconsistent information.

When changes or discrepancies are found during the Review of Case History, discuss the differences with the PI or Representative to clarify.

Have the applicant complete the Application Addendum (FA-001-B) form for listing additional applicants and absent parents when there is not enough space on the official application.

Thoroughly document the responses to all questions asked during the interview on the appropriate documentation forms.

When verification of mandatory factors is not available at the interview and must be requested, pend the field and process the screen. Continue with the interactive interviewing.

Document CADO with permanent verification factors to eliminate the need to re-request verification. This includes terminated employment and OSI reports that are not available when duplicate files are used.

> **WARNING**
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> When the need to complete a referral to Child Protective Services (CPS) or Adult Protective Services (APS) is evident (abuse or neglect) see CPS Hotline Phone Number or APS Hotline Phone number.