.02   During the Interview

During the interview, complete the following:

- Review all case information.

- Ask the PI or Representative all questions in the Health-e-Arizona Plus (HEAplus) Interview Pages.

- Key information in the appropriate HEAplus screen.

- After keying all information obtained during the interview, click the Determine Eligibility button to allow HEAplus to run rules with the new information.

- Key as you go updating the AZTECS screens as the applicant or representative answers questions.

EXCEPTION

When the Primary Informant (PI) requests assistance in completing the application, it may be necessary to complete the application for the PI.

Inform and explain to the PI or Representative all the following:

- A nonqualified noncitizen is not eligible for NA or CA benefits and that DES has the responsibility to report discovered violations of federal immigration law

    NOTE   Read the Noncitizen Script aloud verbatim to the PI or Representative.

- Change Reporting Requirements

    NOTE   Advise the PI or Representative of the importance of reporting changes in their address to FAA and the U. S. Postal Service.

- FAA interfaces with other state and federal computer systems

- IPV, fraud or misrepresentation

- LIBL and LIBL Hardship Extensions

- Quality Control – AHCCCS

- [Quality Control – FAA](#)

- [Rights and responsibilities](#)

- [Referral for other benefits](#) or programs, when applicable

- [EBT QUEST Card - Participant Education](#)

Ask the applicant whether any changes have occurred since the application was submitted.

When changes or discrepancies are found during the [Review of Case History](#), or during the interview discuss the differences with the PI or Representative to clarify. Resolve any incomplete or inconsistent information and document the [case file(g)](#) to support the actions taken. (For more information, see [documentation forms](#).)

Document the case file with permanent verification factors to eliminate the need to re-request verification. This includes terminated employment and Office of Special Investigations (OSI) reports.

WARNING

Do not request any verification items that meet 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. Only include items from an HEAplus RFI when it was the only verification request sent.

WARNING

When the need to complete a referral to the Department of Child Safety (DCS) or Adult Protective Services (APS) is evident (abuse or neglect) see [DCS Hotline Phone Number](#) or [APS Hotline Phone number](#).