FAA1.F   The Interview

01   The Interview - Overview

Policy and procedures for interviews are outlined as follows:

- New Applications

- Expedited Applications

- Renewal Applications

- Home-Based Interviews

A   Interviewing New Applications - Overview

REVISION 47
(01/01/19 - 12/31/19)

The Urgent Bulletin emailed 10/01/2021 informed staff that DES received an approval to implement the interview waiver effective with applications submitted on 10/01/2021 and ongoing until further notice.

Applicants are responsible to call the interview line or come into an FAA office to complete an interview when applying for NA and CA.

For new applications, complete the application screening to determine the following:

- The benefits for which applicants are potentially eligible.

- Which of the following specific time frames applicants must be interviewed by:

    Expedited Applications

    Grant Diversion

    Hospitalized applicants

    Kinship Care child only applications

    Kinship Foster Care child only applications

    Two parent CA applicants (See TPEP Application Process)

A single application may be used for multiple-month determinations and multiple programs, based on the applicant's circumstances.

WARNING

Do not delay processing any program when eligibility requirements have not been met for other programs.

When an application is denied for any program, continue processing other program determinations using the documentation and verification already received.

Interviews must be completed in one of the following manners:

- In the FAA office.
- At the applicant's home. (See Completing Home-Based Interviews)
- By a telephone interview.
- Representatives may complete or assist with the interview. The CA PI must be present for the interview.

The applicant may be assisted in completing an application by approved outside agencies who then refer the application to FAA.

Applicants must complete the interview within 10 calendar days from the date of application.

WARNING

NA expedite applicants and TPEP applicants must be interviewed within five calendar days from the date of application.

Interviews for new applications must be completed to allow the determination within program specific time frames.

NOTE   Participants must have the opportunity to complete an office interview upon request.

Sufficient time must be given to allow the PI to provide verification. The PI must be given at least ten calendar days from the date of the information request to provide the verification.

Interview deadlines must meet specific application processing time frames as outlined below:

- CA applications must be interviewed to allow an eligibility determination to be completed within 45 calendar days from the date of application. The 45-day period begins the day following the day the application is received.

- TPEP applicants must be interviewed within five calendar days from the date of application.

- NA new and untimely renewal applicants must call or come into an FAA office to complete the interview within 10 calendar days from the date of application. Determinations must be completed within 30 calendar days from the date of application. The 30-day period begins the day following the day the application is received.

- NA expedite applicants must be interviewed within five days from the day of application. Determinations must be completed so that benefits are received within seven calendar days from the date of application.

Interview flexibility must include nontraditional hours such as the following:

- Before 8:00 AM

- After 5:00 PM

- During lunch hours

- Weekends

B   Interviewing NA Expedited Applications

REVISION 49
(01/01/21 – 12/31/21)

The Urgent Bulletin emailed 10/09/2020 informed staff that an extension of the waiver to allow for a verbal attestation in lieu of a signature on the application form is approved until further notice.

Policy and procedures regarding interviews for expedited NA applications are outlined as follows:

- Eligibility for Expedited Service

- Expedited Application Turned in In Person

- Expedited Application Turned in by Mail or Fax

New applications must be reviewed for NA expedited service during the application screening. Applications screened as potentially eligible for expedited service must be interviewed within 5 days. The five days begin the day after receipt of the NA application.

When the fifth day falls on a weekend or holiday, the interview must be completed by the workday before the weekend or holiday.

FAA must allow eligible participants an opportunity to participate in expedited services no later than seven days from the date of application. Participation in expedited services is defined as:

- Completion of an interview

- Issuance of an EBT card

- Authorization and issuance of NA benefits

NOTE   When expedited NA benefits are not available to the participant by the seventh calendar day, see EBT Issuance and Availability – Emergency Benefits.

When FAA cannot complete expedited processing of an application due to delays caused by the participant, complete the following:

- Remove the Y in the EXPEDITED FS field on the APMA screen

- Process the application according to normal new application time frames (See NA New Application Time Frames)

Participants requesting, but not eligible for expedited service, must have the application processed according to normal new application time frames.

Participants who apply for CA and are an NA expedite, must have a single interview. The interview must be completed within the NA expedited processing time frame.

Residents of Group Living Arrangements (GLA), rehabilitation centers, and domestic violence emergency shelters may be potentially eligible for NA expedited services.

Participants may become eligible for NA expedited services before the interview under the normal new application time frames. (See Eligibility for Expedited Services)

When this occurs, complete the following at the interview:

- Ask the PI for an explanation of the change

- When the explanation is questionable, have the PI provide verification of their explanation

- Postpone verification and process the application as expedited when verification of their explanation cannot be obtained within the expedited time frames

Key Y in the EXPEDITED FS field on APMA.

NOTE   When it is discovered that the participant is eligible for expedited service after the application screening, document the change that has occurred and the date the change was discovered in the case file(g).

.01   NA Expedited Applications - Eligibility for Expedited Services

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

Process NA applications for NA expedited services when the application includes one of the following:

- The total gross countable income expected to be received in the application month is less than $150 and liquid resources do not exceed $100.

- A destitute migrant or seasonal farm worker is included in the NA application and liquid resources do not exceed $100.

- The total gross countable income expected to be received in the application month plus liquid resources are less than the rent or mortgage plus the appropriate utility allowance. Use the appropriate utility allowance as follows:

  Use the appropriate Standard Utility Allowance (SUA) amount for the budgetary unit size.

  Use the Telephone Utility Allowance when the only utility is a telephone expense.

  NOTE   When there are no utility expenses determine NA expedite eligibility without using a utility allowance.

Screen for NA expedite eligibility using information found on the application. When verification is provided with the application, use the verification provided to complete the screening process.

NA expedited services are only available to new NA applications. When turning in a new application for NA, the number of times a budgetary unit may receive NA expedited services is unlimited.

NOTE   Verification of the participant's identity cannot be postponed. (See Postponed Verification.)

The following applications are ineligible for NA expedited services:

• All postponed verification requested at the last expedited approval was not received by FAA.

• The application is a timely NA renewal application.

• The previous NA approval period was stopped for refusing to cooperate with the Quality Control (QC) process. (See Outstanding QC Reviews)

When an application is ineligible for expedited services, process using the NA new application time frames. Remove the Y in the EXPEDITED FS field on the APMA screen.

.02   **Interviewing NA Expedited Applications - Expedited Application Submitted in Person or by Telephone**

REVISION 47
(01/01/19 – 12/31/19)

The Urgent Bulletin emailed 10/09/2020 informed staff that an extension of the waiver to allow for a verbal attestation in lieu of a signature on the application form is approved until further notice.

When an NA expedite application is submitted by the participant in person or by telephone complete the interview and determination on the same day.

When an NA expedite application is submitted by telephone, transfer the call to the HEAplus Interview Line. Provide the HEAplus Interview Line telephone number to the participant in case the call is dropped.

When the participant is not able to complete an interview on the date of application, the following apply:

- AZTECS sends the Appointment Notice (X904) to the participant when the application is registered in AZTECS.

- NA expedite interviews must be completed within 5 days of the application date. The five days begins the day after receipt of the NA application.

- Inform the participant of the date an interview must be completed.

- When the participant is in the FAA Office, complete the following:

  Give the applicant the Time Saving Tips (FAA-1513A) flyer.

  NOTE   The FAA-1513A advises the participant of information to bring to the interview.

  Provide the participant with information about accessing HEAplus and reviewing the Request for Information.

  Inform the participant about the Frequently Asked Questions in the HEAplus Help Center for instructions on how to upload documents to HEAplus.

  Advise the participant that interviews can be completed by telephone. Provide the participant with the HEAplus Interview Line telephone number.

- Document the case file(g).

.03   **Interviewing NA Expedited Applications - Expedited Application Submitted by Mail or Fax**

REVISION 47
(01/01/19 – 12/31/19)

NA applications received by mail or fax have the HEAplus data entry process completed by Centralized Document Services (CDS) within 24 hours.

When an application screened by HEAplus is determined as NA Expedite eligible, the following applies:

- Call the participant no later than the next workday(g) to attempt to complete an interview.

- When the participant cannot be reached by phone, ensure the five-day interview date is keyed on INDA. The five days begin the day after receipt of the NA application. (See NAX Expedited Application Screening.)

- AZTECS sends the Appointment Notice (X904) to the participant when the application is registered in AZTECS. NA expedite interviews must be completed within 5 days of the application date.

- The participant may request an office interview, telephone interview or home-based interview.

C   Interviewing Renewal Applications - Overview

REVISION 49
(01/01/20 – 12/31/20)

Interviews for renewal applications are completed according to the automatic renewal process.

When a change of address is reported before an interview is completed, follow the policy and procedures outlined in Address Change - Pending Applications.

Renewal interviews may be completed no earlier than 60 days before the last calendar day of the approval period. The budgetary unit must not be denied for failing or refusing to complete the interview before the last month of the approval period.

NOTE   NA participants who have been sent a Notice of Expiration (NOE) are not required to interview before the last month of the current approval period.

Treat all renewal applications as a change report. Effect changes for the remaining months of the approval period. (See Effecting Changes)

Verification must be requested for any changes reported, completed and not verified during the current approval period. Review the case file(g) for verification of the reported change before requesting additional verification.

When the provided verification is different from the information reported, the following applies:

- Refer overissuances for overpayments.

- Consider supplemental benefits for the current and future months.

- The NA budgetary unit is ineligible for restored benefit for past month.

- Allow for Notice of Adverse Action (NOAA), when decreasing benefits for the first month possible.

When the provided verification matches the reported information no further verification is needed, document the case file(g).

A renewal might be due for one program but not due for another. When this occurs apply all of the following:

- Use the application as a change report for the program that is not due for renewal.

- Effect any changes for the program that is not due for renewal for the appropriate month.

- Re-determine eligibility for the program that is not due for renewal.

- When the interview process is not completed, do not close the program that is not due for renewal for failure to complete the interview.

.01   Renewal Applications - Automatic Renewal Process

REVISION 46
(01/01/18 – 12/31/18)

FAA uses the automatic renewal process. Renewal due notices are automatically mailed to the PI on the eighth calendar day of the month (or next workday(g)) before the renewal month.

The renewal due notice informs the participant that an application and renewal interview are required. The notice also informs the participant to turn in an application between the 15th and 28th day of the month before the renewal month.

.02 **Auto Close Process**

AZTECS identifies CA cases to be closed when either of the following occur:

- An application for renewal is not registered.

- Y is not keyed on INDA in the COMPLETED field to indicate the interview was completed, even when an application for renewal is registered.

AZTECS sends the Missed Review Notice (X051) Notice of Adverse Action (NOAA) when the following occurs:

- It is the tenth calendar day of the renewal month (or next workday(g) when the tenth is not a workday.)

- The CA application is not turned in or the interview is not completed

The X051 informs the participant that CA benefits will be stopped for a missed renewal unless an application is turned in and an interview is completed.

AZTECS does not automatically close CA cases that are not in the current system month(g); these cases must be closed manually. (See Denial or Closure Reason Code)

The CASE MUST BE CLOSED ONLINE ACTS alert is generated in ACTS for CA cases not in the current system month.

D **Home-Based Interviews - Overview**

Complete a home-based interview only when the household meets the established hardship criteria and the PI requests one. Reasons for a home-based interview include, but are not limited to, the following:

- The Kinship Care, Kinship Foster Care, or Legal Permanent Guardian participant chooses this interview option.

- The participant is disabled and homebound.

- The participant lacks transportation.

- The participant has a valid reason for not being able to appear for an office interview.

- No possibility of completing a <u>NA Mid Approval Contact</u> online or by telephone.

NOTE   Obtain supervisor approval for a home-based interview.

Arrange home-based interviews in advance. Send the Appointment Notice (C900), and include a time frame of arrival (e.g., between 9 a.m. and 12 p.m.). The following apply to home-based interviews:

- Key H in the INTERVIEW DATE AND TYPE field on INDA.

- Confirm the home-based interview by phone, when possible.

- Do not arrange home-based interviews outside normal working hours of the FAA office, except at the request of the PI. A supervisor must approve any after-hours home-based interviews.

- Rearrange the home-based interview when the PI contacts the office before the interview.

<div style="border:2px solid red; padding:10px;">

<p align="center" style="color:red">CA EXCEPTION</p>

Conduct a home-based interview when there is reason to believe that an eligibility error can be avoided by conducting the interview in the participant's home. There is no requirement to arrange the interview seven days in advance. Conduct home-based interviews when any of the following apply:

- Information received from the PI or collateral sources is inconsistent with information in the <u>case file(g)</u> and cannot be resolved satisfactorily.

- A more careful examination of the case is needed, based on prior experience.

When a home-based interview is conducted for a CA new or renewal interview, the PI must be present for the interview.

When the CA home-based interview is conducted to complete a case audit and information is obtained from a responsible person, there is no requirement for the PI to be present. Do not take adverse action in these situations.

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When conducting the home-based interview, see <u>Home-Based Interview Procedures.</u>

.01   Home-Based Interview Procedures

The Urgent Bulletin emailed 10/01/2021 informed staff that DES received an approval to implement the interview waiver effective with applications submitted on 10/01/2021 and ongoing until further notice.

When visiting a participant's home perform the following:

- Exercise caution and common sense.

- Do not become involved in any situation that is potentially dangerous.

- Advise your supervisor of your destination and estimated time of return.

- Take proper identification (DES/DBME ID card) to the interview.

- Confine the interview to matters of eligibility.

- Be professional and courteous at all times.

When conducting a home-based interview, the following apply:

- Do not enter parts of the participant's home other than the kitchen or living room area.

- Do not be aggressive.

- Do not question children. (The parent may retaliate against the child for providing previously undisclosed information.)

When the participant being interviewed appears to be intoxicated or under the influence of drugs, terminate the visit. Rearrange the home-based interview or have the participant come to the office for an interview.

All participant and FAA responsibilities for completing the interview and application process remain the same.

The application must be registered and the determination completed within specific application time frames.

Key all applicable information in AZTECS and complete the application determination once the home-based interview has been conducted.

02 ***Who Can Be Interviewed - Overview***

Policy regarding who can complete the interview for each program is included in the links below:

- Who Can be Interviewed – Nutrition Assistance (NA)

- Who Can be Interviewed – Cash Assistance (CA)

A **Who Can Be Interviewed – Nutrition Assistance (NA)**

REVISION 31
(08/01/14 - 09/30/14)

An interview for NA benefits can be conducted with any of the following individuals:

- PI

- PI's Spouse(g)

- An NA Authorized Representative

- A responsible participant(g) in the budgetary unit

B **Who Can Be Interviewed – Cash Assistance (CA)**

REVISION 31
(08/01/14 - 09/30/14)

An interview for CA benefits can be conducted with any of the following individuals:

- PI

- A CA authorized representative

CA WARNING

The PI must be present at the interview.

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03 ***Missed Interview - Overview***

Policy and procedures for treatment of missed interviews are outlined as follows:

- Missed Interview - New Application

- Missed Interview - New Application Auto Denial Date

- Missed Interview - NA Renewal

- Missed Interview – NA Home-Based Renewal

- [Missed Interview - CA Renewal](#)

- [Missed Interview - CA Home-Based Renewal](#)

A   **Missed Interview - New Application**

[REVISION 46](#)
(01/01/18 – 12/31/18)

Participants who miss an interview are responsible for contacting the FAA office to complete their interview.

AZTECS generates the NA-Did Not Complete Interview Process ([X017 notice](#)) for NA and the CA-Initial Missed Intv/App Process ([X076 notice](#)) for CA on the night of the missed interview deadline or home-based interview when both of the following occur:

- The RESCHEDULED field is blank.

- The COMPLETED field displays an N.

AZTECS generates and sends the notice by the [auto denial date](#) when the participant does not complete an interview by the date on the [X017 notice](#) for or the [X076 notice](#).

B   **Missed Interview - NA Renewal**

The participant may contact the FAA office to complete an interview after the date of the interview deadline but prior to close of business on the last day of the approval period. When this occurs, process the application as an [untimely renewal](#) application.

Participants who timely submit an NA renewal application may not receive benefits by their normal issuance date when any of the following occurs:

- Failure to complete an interview.

- The interview is completed after the deadline for turning in a timely renewal application.

- Failure to provide requested verification timely.

When the participant does not complete an interview by close of business on the last day of their approval period, AZTECS denies the application.

The participant may contact the FAA office after the last day of the approval period, but on or before the last day of the month following the approval period. When this occurs, determine whether the delay was caused by the participant or FAA. (See Timely or Untimely NA Renewal Application Time Frames.)

.01 Missed Interview - NA Home-Based Renewal

AZTECS automatically closes the case at the end of the approval period when an interview is not completed and N is auto populated in the COMPLETED field on INDA.

C Missed Interview - CA Renewal

REVISION 46
(01/01/18 – 12/31/18)

Close the case allowing for Notice of Adverse Action (NOAA) when the participant misses the interview deadline.

.01 Missed Interview - CA Home-Based Renewal

Close the case allowing for Notice of Adverse Action (NOAA). Key the Denial Closure Reason Code FR in the DENIAL CLOSURE REASON field on AFED.

D Missed Interview - New Application Auto Denial Date

AZTECS automatically denies new applications on specific dates depending on the program. The auto denial dates for new applications are as follows:

- For CA, the auto denial date is the 45th day from the date of application

- For NA, the auto denial date is the 30th day from the date of application

01   Beginning the Interview - Overview

The Urgent Bulletin emailed 10/01/2021 informed staff that DES received an approval to implement the interview waiver effective with applications submitted on 10/01/2021 and ongoing until further notice.

The Urgent Bulletin emailed 10/09/2020 informed staff that an extension of the waiver to allow for a verbal attestation in lieu of a signature on the application form is approved until further notice.

Respect the applicant's right to privacy and conduct a confidential interview. (See Confidentiality and Confidential Information)

Report any cases immediately in which there may be a conflict of interest. (See Conflict of Interest Employee Reporting Responsibility)

Policy and procedures regarding beginning the interview process are outlined as follows:

- Conducting the Interview

- Additional Programs Requested During the Interview

- Informing the Participants of Important Information

A   Conducting the Interview - Overview

Policy and procedures regarding conducting an interview are outlined as follows:

- Review of Case History

- During the Interview

- Ending the Interview

.01   Review of Case History (Priors)

Complete a review of all information on the current and prior application before beginning the interview questions. Explore and resolve all unclear or incomplete information with the budgetary unit during the interview. This process is known as a Review of Case History or a Prior.

Completing a Prior means to compare information from the prior application to answers on the current application. Complete a Prior by reviewing the following:

- The current application

- The prior application and any reported changes afterwards

- All changes reported prior to the date of the interview

Resolve discrepancies, questionable(g) or unclear(g) information, and changes during the interview. This includes, but is not limited to, the following:

- Budgetary unit composition (See SEPA)

- Income

- Expenses

- Verification and case documentation

- Documents in Health-e-Arizona Plus (HEAplus) and OnBase(g)

- AZTECS interface(g) verification

- Office of Special Investigation (OSI) reports

- Overpayment Verification Request

Use HEAplus and AZTECS screens to find answers to the following questions:

- Did the budgetary unit change?
  CAP2
  HOSU
  SEPA
  HEAplus Case Summary
  HEAplus Eligibility Application Summary
  HEAplus Submitted Application Summary
- Did the address change?
  CAP1
  HOSU
  HEAplus Case Summary
  HEAplus Eligibility Application Summary
  HEAplus Submitted Application Summary

- Did the income Change?

  HOSU

  SEEI

  UNIN

  EAIN

  FSBH

  AFBH

  ININ

  HEAplus Case Summary

  HEAplus Eligibility Application Summary

  SOLQI Response Summary

  HEAplus Submitted Application Summary

- Did the expenses change?

  HOSU

  EXNS

- Is this a renewal or a new application?

  CAP2

  NOHS

  AFBH

  FSBH

- Are there any pending linked applications?

  HEAplus Information Belongs To screen

- Are there any pending associated applications?

  HEAplus Case Summary

  HEAplus Application Summary

Refer to the Conducting a Prior Review Desk Aid (internal use only) for more information about completing a prior.

.02 During the Interview

The Urgent Bulletin emailed 10/01/2021 informed staff that DES received an approval to implement the interview waiver effective with applications submitted on 10/01/2021 and ongoing until further notice.

The FAA uses an interactive interview method called Key As You Go. As the participant answers questions during the interview, key information into the Health-e-Arizona PLUS (HEAplus) Interview pages and AZTECS screens at the same time.

The Key As You Go method is used in both face-to-face and telephone interviews.

There may be instances where the Technical Information Process System (TIPS) transfer(g) to AZTECS has not yet been transmitted. When this occurs complete the following:

- Conduct the interview through HEAplus.

- Run Eligibility in HEAplus and Disposition the application.

- Register the application in AZTECS.

- Key the HEAplus Application ID on APMA or RERE to prevent a TIPS transfer.

- Key through the AZTECS Roadmap screens using the HEAplus Eligibility Application Summary.

During the interview, complete the following:

- Complete a Review of Case History (Priors).

- Document the case file(g) to support the actions taken. (For more information, see Required Documentation)

- When the participant requests to add a program, see Additional Programs Requested During the Interview.

- Inform the Participant of Important Information.

- Ask the participant all questions in the HEAplus Interview Pages.

- After keying all information obtained during the interview, Run Eligibility and Disposition the application.

- Complete the AZTECS determination, when all eligibility factors have been verified.

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

WARNING

Do not request any verification items that meet one or more of the following:

- Were already provided through hard copy or collateral contact.

- HEAplus Verifications Status Page indicates verified

- Were requested in an associated HEAplus application Request for Information (RFI).

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.

B   Additional Programs Requested During the Interview

REVISION 47
(01/01/19 - 12/31/19)

When the applicant wants to apply for one or more additional programs, during the interview, complete the following:

- Add the additional programs through the Report A Change function in Health-e-Arizona Plus (HEAplus)

EXCEPTION

During a face-to-face interview with a paper application, ask the applicant to complete the following:

- Check the appropriate boxes on the official FAA application.

- Initial each newly checked box.

- Document the current date next to the checked box to indicate the date the application was filed for that program.

- Request the applicant sign the application

- Complete additional application questions in HEAplus when necessary

- Ask additional questions when necessary

- Register the programs in accordance with the [application effective date](#).

- Ensure that all persons in the [caretaker relative(g)](#)'s [family(g)](#) of the child for whom CA benefits are being requested are registered to the case. This is so AZTECS is able to conduct the [CA Needy Family Test](#).

- Conduct the interview for all programs requested.

- Request needed verification.

- Determine eligibility for the requested programs.

- Send the appropriate notices.

See policy and procedures for the following, as applicable:

- [Conducting the Interview](#)

- For the effective date of adding a participant see [Effective Date – Overview](#)

- For policies and procedures for specific types of interviews see [The Interview](#)

C   Informing Participants of Important Information

[REVISION 50](#)
(01/01/22 –12/31/22)

The [Urgent Bulletin](#) emailed 10/01/2021 informed staff that **DES** received an approval to implement the interview waiver effective with applications submitted on 10/01/2021 and ongoing until further notice.

During the interview process, FAA must inform participants of their [rights and responsibilities](#) as listed on the application. This process may be completed by the FAA Interactive Voice Response (IVR) or by FAA staff when completing an interview.

During the interview, review and advise the participant of the following concerning the programs requested:

- The Family Assistance Programs - What You Need to Know (PAF-001-B) booklet. The PAF-001-B includes information regarding the programs administered by the FAA.

- When the budgetary unit includes noncitizen participants, staff must complete all of the following:

  Read the CA and NA Noncitizen script (FAA-1710A form) verbatim to the participant.

Inform the participant that the receipt of Nutrition Assistance (NA), or Medical Assistance (MA) benefits not for long-term care, is not a factor in a public charge(g) determination.

Receipt of NA or MA not intended for long-term care does not affect any of the following:

- The right to remain in the U.S.

- Eligibility for LPR status

- The right to keep LPR status

- The ability to become a U.S. Citizen

- 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.

- Family Benefit Cap Period (FBCP).

- Division of Child Support Services (DCSS) requirements. (See Cooperation with Child Support Services)

- Unwed Minor Parent.

- 12 Month State Benefit Limit (STBL) and 60-Month Lifetime Benefit Limit (LIBL) requirements. Review the CODC screen for each participant.

  NOTE   Provide a screen print of the CODC, upon request.

- Individual Development Account(g) (IDA).

- Benefit Issuance Dates.

- Complaint Procedures. (See Appeals, Discrimination Complaint and General Complaint)

- Change reporting requirements.

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

- FAA receives information through an interface(g) with another state or federal computer system.

- Referral for other benefits or programs.

- The NA Work Registration script. The NA Work Registration script (FAA-1786A) must be read to the PI or representative at the interview.

- NA E&T - Informing Participants.

- Fraud, Intentional Program Violation, trafficking of NA benefits, or misrepresentation.

- Quality Control.

- EBT QUEST Card - Participant Education.

- Potential eligibility for NA Transitional Benefit Assistance (TBA) when a related CA case is closed.

- The requirement to turn in child support and court-ordered medical support to DCSS. (See Benefit Cap and Unwed Minor Parent policies)

Document the case file(g) when additional information is reviewed with the participant.

Answer all questions the participants may have about benefits or programs. When necessary, elevate the questions to a supervisor. The supervisor will also elevate the question when necessary.

.01   Rights and Responsibilities of the Participant

REVISION 47
(01/01/19 - 12/31/19)

Each participant and their authorized representative have the following rights:

- The right to register to vote when applying for benefits.

- The right to receive a copy of the Rights and Responsibilities.

- The right to file for an appeal when they do not agree with any decisions the agency has made in determining their benefit eligibility. (See Appeals - Overview)

- The right to have their case completed the same day (First Contact Resolution) when both of the following occur:

  The necessary documents are provided by the participant or their authorized representative before or during the interview

  FAA receives all mandatory information needed during the interview

- The right to receive one free replacement Electronic Benefit Transaction (EBT) card per calendar year. Additional cards will be charged $5.00 per EBT card replacement.

- The right to know the participant and authorized representative are subject to penalties when actions or statements of either person lead to one or more of the following:

  NA Trafficking

  Intentional Program Violation

  NOTE   Penalties provided by state or federal law include, but are not limited to, criminal prosecution, fines, or imprisonment.

- The right to know their NA account will be monitored and investigated when FAA has reasonable cause to believe misuse of the EBT card. There is reasonable cause when more than three EBT card replacements per calendar year per case are requested by the participant or their authorized representative.

The participant and their authorized representative are responsible to complete the following:

- To avoid an overpayment, report changes using one or more of the following reporting methods as identified on the participant's decision notice:

  When assigned to Standard Reporting for CA or NA, any change must be reported no later than the 10th day of the month following the month the change occurred.

  NOTE   The MA Standard Reporting requirements are listed on the MA decision letter and in the Eligibility Policy Manual.

  When assigned to Simplified Reporting for CA or NA, report changes in income when the gross monthly income of all participants included in the household exceeds 130% of the current federal poverty level (FPL). This change must be reported no later than the 10th calendar day of the month following the month the change occurred.

  NOTE   Change in address must be reported for Standard Reporting. Change in address for Simplified Reporting is not required, but encouraged, to receive renewal information.

- Cooperate with [Quality Control (QC) review](#), when contacted.

    NOTE   Cases are chosen for review randomly. Refusal to cooperate with a QC review may result in closure of the participant's case.

FAA5.I   Ending the Interview

01   Ending the Interview - Overview

The Urgent Bulletin emailed 10/09/2020 informed staff that an extension of the waiver to allow for a verbal attestation in lieu of a signature on the application form is approved until further notice.

Policy and procedures regarding ending the interview are outlined as follows:

- Inform the participant of all items listed on the official FAA application in the AGENCY USE ONLY box.

- Review with the participant all applicable documents, forms, and pamphlets.

- Complete the final steps to end the interview, including obtaining all necessary signatures.

- Provide the participant other information as required by the local office.

- Ensure that the participant has been advised of the programs that are to their best advantage.

02   Items to Inform the Participant - Overview

REVISION 13
(07/01/10 – 09/30/10)

Before ending the interview inform the participant of the following:

- Information that must be provided (See Requesting Verification)
- Availability of WIC benefits
- Information matching procedures
- Child care benefits and eligibility requirements
- NA representatives information
- Change reporting requirements
- Fraud determined and misrepresentation penalties
- Consequences of failure to complete the following:

  Comply with Jobs requirements

  Cooperate with DCSS

  Return requested verification timely

- [Appeals process](#)

- [Voter registration information](#)

- The right to withdraw from benefits at any time (For CA and NA, see [Withdrawing an Application](#), or for State Assistance Programs, see [Voluntary Withdrawal](#))

A   Information Matching

Inform the participant that information matching [SVES](#) is used to verify information.

B   Child Care Benefits

Inform participants of Child Care Administration (CCA) benefits and their eligibility requirements.

Child Care is accessible through the [Child Care FAXed Application Process](#).

Some of the Child Care programs for which the participant might be eligible include the following:

- [CA Employed Child Care](#) for employed CA participants.

- [Transitional Child Care](#) for former CA participants who are employed.

- Low Income Working Child Care for non-CA participants who need child care for employment needs.

For additional information regarding services provided by CCA, see the [Child Care Administration's webpage](#).

.01   Child Care FAXed Application Process

The Child Care FAXed Application Process was implemented to improve customer service to individuals seeking multiple services from DES.

Individuals requesting Child Care assistance at a Family Assistance Administration (FAA) office not collocated with a Child Care Administration (CCA) office are not required to travel to the CCA office to apply for Child Care.

When Child Care Assistance is requested, complete the following:

- Provide the individual with an Application for Child Care Assistance (CC-001)

- Fax the completed application to the appropriate Child Care Office

  NOTE   When faxing documents containing confidential information use the Fax Cover Sheet (DES-1078A) form. This form can be found in the Document Center.

(See CCA FAXed Application Procedures)

.02   CCA FAXed Application Procedures

The Child Care Administration (CCA) FAXed Application Process is for individuals requesting Child Care services at an FAA office NOT collocated with CCA staff.

When an individual inquiry about Child Care at an FAA office either at the reception area or during an interview, complete all of the following:

- Explain to the individual that CCA staff are not available in the office and provide the individual with an Application for Child Care Assistance (CC-001), plus the CCA Rights & Responsibilities.

  NOTE   The CC-001 may be requested from DES supply or printed as needed from the CCA website. (See the Child Care Administration's webpage.)

When the individual completes as much of the CC-001 as possible, FAX the application to the Child Care Office. The CC-001 must include the individual's name, address, phone number, and signature. CCA staff contact the individual to determine eligibility for CCA programs and services.

Send the original CC-001 to the same CCA office through interoffice mail.

- FAX all of the following available documents with the CC-001 to expedite processing and to prevent the individual from having to provide the same information to CCA:

  Pay stubs

  Employer's statements

  Other income verification the individual has on hand

- Provide the individual with both of the following:

  The DES Child Care Program's Brochure (PAY-519). The brochure includes CCA contact information.

  The individual's copy of the signed Child Care Rights and Responsibilities page from the CCA application.

- When the CCA application is not completed or is not returned, take no further action.

C   **Explaining Change Reporting Requirements**

Explain the applicable change reporting requirements and provide the participant with the following:

- A Change Report (FAA-0412A) form

- A copy of Your Change Reporting Responsibilities ([FAA-1759](#)) flyer

(See [Change Reporting (Standard)](#) or [Change Reporting (Simplified)](#)) for applicable change reporting requirements.)

03   *Items to Review with the Participant - Overview*

[REVISION 09](#)
(07/01/09 – 09/30/09)

Before ending the interview, review with the participant the following, when applicable:

- [The Personal Responsibility Act (PRA)](#)

- [Pamphlets](#) and other addendums

- All forms and documents as required by the interview

- [Referral for other benefits](#)

A   Pamphlets

After reviewing each, give the following items to the participant:

- Assistance Programs, What You Need To Know (PAF-001-B) booklet

- Family Assistance Programs – What You Need to Know (English/Spanish) (PAF-001-A)

- Don't Take a Chance….Report a Change! (FAA-1759) Flyer

- How to Use Your Arizona Quest Card (FAA-1045A, FAA-1045S) for CA, NA and ST ONLY

Review any other materials specified by the local office management. Complete the documentation forms with the forms and pamphlets that were reviewed with the participant.

NOTE   For telephone interviews, mail the pamphlets after explaining them to the participant.

WARNING

Americans With Disabilities Act (ADA) pamphlet (POX-248) must be available in the local office lobby for the general public or in an informational packet provided to the hospitalized participant. When anyone requests ADA assistance, the local office must review the ADA pamphlet with them.

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04   Items to Complete - Overview

REVISION 47
(01/01/19 - 12/31/19)

The Urgent Bulletin emailed 10/01/2021 informed staff that DES received an approval to implement the interview waiver effective with applications submitted on 10/01/2021 and ongoing until further notice.

Before ending the interview, complete the following:

- Review the application to ensure that all questions on the application are answered.

- Have the participant sign the application.

- Immediately upload verification documents received during the interview to HEAplus or OnBase.

    NOTE   Verification documents received and uploaded during the interview are not required to be date stamped.

- When verification is required during or after a telephone interview, provide to the participant the fax number of (602) 257-7031, HEAplus fax number (advise the participant to use the HEAplus fax coversheet) or by mail to:

    Arizona Department of Economic Security

    PO Box 19009

    Phoenix AZ 85005 9009

<div style="border:2px solid red; padding:10px">

EXCEPTION

Any verification documents not uploaded during the interview must be date stamped prior to uploading to HEAplus or OnBase. All dropped off verification documents (mail, fax, dropped off in the FAA lobby) received after the interview must be dated stamped.

Do not use the "Received" stamp on the following:

- Original legal documents.

- Verification provided by the participant and the participant requests the verification not be stamped.

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- Place the copies in the case file(g).

A   Signing the Application and Documents

REVISION 50
(01/01/22 - 12/31/22)

The Urgent Bulletin emailed 10/09/2020 informed staff that an extension of the waiver to allow for a verbal attestation in lieu of a signature on the application form is approved until further notice.

In order to complete the eligibility determination for any program, an official application must be signed and dated by the Primary Informant (PI), an adult participant or representative, under penalty of perjury. This must be completed on the application signature page.

A signed application is required for any of the following:

- When submitting a new or renewal application. (See Identifiable Applications)

- When requesting additional program benefits at the time of interview.

A signature is a name or mark representing the name of the participant or authorized representative. The signature is personally added to authenticate the participant as the source or approval of the information.

A signature is unique to the participant signing the document. When available, the following are acceptable methods to sign a document, and becomes their legal signature:

- Written Signature

  A hand-written signature or mark of a participant's name or authorized representative on paper documents as a proof of identity. The purpose of the signature is also to indicate the participant's agreement with the information on the document.

  When the participant or authorized representative signs the application with a mark, the signing must be witnessed by the worker or supervisor. The witness must sign the application in the space designated for the witness.

  When the participant is not able to read or write, or is physically unable to do so, their representative may sign the paper application. Documentation must support the reason that the participant is unable to sign the application.

- Electronic Signature

  When an account is created in Health-e-Arizona Plus (HEAplus), a participant can electronically sign their application using the electronic signature option.

  The participant enters their name and checks the box at the end of their application.

- Recorded Telephonic Signature

  A recorded telephonic signature, or voice signature, is a voice recording intended to capture the voice authorization of the participant or authorized representative acknowledging they gave the information, answered the questions, understood, and agreed to the information in the document that is being signed. After recording a summary of the household's details, the participant or authorized representative is asked for specific information that equals the voice signature. Responses provided by the participant or authorized representative are recorded by designated staff.

  NOTE   Designated staff includes the FAA Customer Care Centers and Processing Centers, HEAplus Customer Support (Contracted Third-Party Non-Merit Staff), AHCCCS staff, and Community Assistors. The recordings must be readily accessible to FAA.

  Identity is verified prior to the recorded telephonic signature by requesting the participant or authorized representative providing confidential case information.

- Signature Pad

  A signature pad is a device that electronically captures a participant's handwritten signature on a liquid-crystal display (LCD) touchpad using a pen-type stylus.

  The signature pad automatically transmits the captured signature directly to an OnBase(g) Unity Form(g).

  The signature pad eliminates the manual process of printing, signing, scanning, and uploading a document to OnBase.

  FAA staff are to use a signature pad when available in an FAA office.

  When using a signature pad, validate the factor in HEAplus as visually viewed.

  Documentation in case notes must include, that the signature was visually viewed, the date the signature was transmitted to OnBase, and the document handle reference number.

When a request for a signature from a required participant is not provided, the application can be denied with NS (No Signature). Documentation must support the reason an application is denied.