

.05 Treatment Center – FAA Responsibilities for NA

Certain FAA responsibilities are completed for each treatment center to meet minimum requirements. Each Program Manager may establish additional procedures for any local office involved in the eligibility decision of residents in [eligible treatment centers](#).

The assigned EI monitors the eligibility status of participating treatment centers. To monitor a treatment center's eligibility status, complete the following:

- Review the treatment center's Title XIX certificate, contract, or [FNS\(g\)](#) certificate. The Title XIX certificate must specifically state the treatment center is approved to provide residential treatment for alcohol or drug abuse. A treatment center with an unclassified certificate is not eligible.
- For newly applying treatment centers, explain the [treatment center's requirements](#) and [responsibilities](#).

When the [NA representative](#) wants to proceed with the process, complete the following:

- Request that the representative provide written proof that they are an employee of the treatment center. The proof should state that the representative is designated as the NA representative for the NA participants.
- Ask the representative whether the treatment center is nonprofit. When the answer is yes, document the verbal response on the Rehabilitation Center Eligibility Review (FA-620-2) form.
- Obtain proof of the treatment center's contract, Title XIX certificate, or FNS certificate. The Title XIX certificate must clearly show that the treatment center provides residential treatment for alcohol or drug abuse.
- Complete an onsite visit at least once every twelve months. The visit should be conducted the month after issuance of the treatment center's Title XIX certification or appropriate contract. Additional visits may be required when conflicting information is noted on the semi-monthly report.

Use the visits to verify the accuracy of the monthly reports and to check that the state records are consistent and up-to-date. Complete the following:

- Include a review of the treatment center's participating residents. Compare the Rehabilitation Center Semi-Monthly Residential Activity Report ([FA-620-1](#)) provided by the treatment center with the local office records.
- Update the status of the Title XIX certificate or contract.
- Review for timely change reporting and return of benefits.
- Review any problems presented by the treatment center.
- Review additional areas as appropriate and necessary in establishing the treatment center's ongoing eligibility.
- Complete the FA-620-2 following an initial or onsite review.

Route a completed copy of the FA-620-2 to the Region Program Manager through the supervisor. Place the original with the local office records.

Use the FA-620-2 to document the following:

- The treatment center's name, address, and phone number.
- The treatment center's NA representative.
- The treatment center's nonprofit status and information regarding the status.
- FNS certification issue date and certification number or the expiration date of the Title XIX certification or contract.
- The Director's name.
- Whether a review was completed of the treatment center's record keeping system. The review should determine whether the treatment center can identify that all benefits for participants have been dispersed correctly. This includes prior and current participants.
- Whether the treatment center's records show that the treatment center received a signed Returned Food Stamp Receipt ([FA-550](#)) from each leaving participant, whenever possible.
- Identifies that the center gives each leaving participant a Change Report (FA-412). Also shows that the participant is told to report their new circumstances to FAA within 10 days, whenever possible.

- On-site visit dates with results noted.
- Any other appropriate information obtained during the on-site visit.
- Establish and maintain a case record for each center. At a minimum, include the following in each record:
 - All FA-620-1 reports for the last two-year period.
 - When the center has an outstanding issue, keep all related materials until the issue is resolved. Outstanding issues could include, but are not limited to the following:
 - Outstanding overpayments.
 - Opposed or appealed [center disqualification](#).
 - All FA-620-2 reviews completed. This includes the center's initial certification and later on-site visits for the last two-year period. Maintain older reviews when there is an outstanding issue.
 - All written correspondence with the center for the last two years. Maintain older correspondence when there is an outstanding issue.
 - Additional documentation when necessary due to unclear or questionable situations.
- Meet with the center's representative to review the center's rights and responsibilities. Meet with the representative in the following situations:
 - At the time the center is approved to participate.
 - Any time a new NA representative is appointed.
 - At the request of the center.
- Monitor the timely receipt of the semi-monthly report (FA-620-1) from each center. The center may not provide the report by close of business on the fifth and 20th of each month. When this occurs, complete the following procedures:
 - Contact the center to determine the reason the report is not turned in.
 - When the center fails to provide the report after being contacted, the following must occur:
 - Review the situation with the supervisor.
 - The supervisor contacts the Local Office Manager (LOM) or Region Program Manager (PM) to report the situation.

- The LOM or PM contacts the center's director to review the center's responsibilities. The LOM or PM contacts the director to discuss that failure to report results in ineligibility to participate in the NA program. (See [Treatment Center Disqualifications](#))
- Review the accuracy of the center's FA-620-1. Route all actions required to be treated as a change through ACTS.

When the FA-620-1 is received, complete the following:

- Access AZTECS when a participant no longer lives at the center. Determine when a change of address was keyed. Also determine when the case was closed, and appropriate notice sent.
- Compare the list of current residents on the report with the previous report turned in. Identify when a resident participant's name is left off of the resident listing.

Contact the center to resolve the discrepancy when a change has not been reported to the local office and either of the following occur:

- A resident's name is not on the current list.
- The resident is not shown as having left the center.
- Access AZTECS to determine when a change of address is keyed on ADDR too late to stop the benefits from being mailed to the center. When the benefits are wrongly mailed to the center, contact the center for return of the benefits.
- Determine when the center correctly dispersed any benefits held for a departing participant. (See [Treatment Center Responsibilities](#))

At the end of each month review the local office records for the benefits that are returned to the local office from the center. Ensure that all benefits the center is not eligible to keep, they return. When the benefits are not returned, complete the following:

- Contact the center to pursue the return of the benefits.
- Establish an overpayment claim when the benefits are not received.

- When benefits are returned to FAA, use the following procedures:
Complete an FA-550 in triplicate for each case for which the center has returned benefits.
Give one copy to the center's representative.
Keep one copy for the local office benefits record.
Route the original receipt to the designated staff who is responsible for the center's NA cases, who completes the following:
 - Place the original receipt in the participant's [case file\(g\)](#).
 - Review the case file to determine that the returned amount of NA benefits is correct.
 - When the benefit amount returned is incorrect, resolve the issue with the center.
- Nutrition Assistance benefits may be returned to the EI during an on-site visit. In this situation use the following procedures:
Complete an FA-550 in triplicate for each case in which benefits are returned. Route the FA-550 as follows:
 - Give one copy to the center's representative.
 - File the original in the case file.
 - Give one copy of the FA-550 and the returned NA benefits to the local office. The local office is responsible for returning the NA benefits and completing the Food Stamp Issuance Record (FA-558).Review the participant's case file upon return to the local office. Determine whether the returned benefit amount is correct. When the incorrect benefit amount is returned, resolve the issue with the center.
- When it is determined that irregularities or apparent program violations exist, contact the appropriate entities (e.g., employer, Social Security, etc.).
Further proof may be needed to make a decision of program violation. Refer a request of investigation to the [Office of Special Investigations](#) (OSI). Review OSI's findings to determine when documented program violations exist. Pursue [disqualification of the center](#) for these documented cases.