

B Crossmatch Reports



Crossmatch reports are received from various federally mandated interfaces with other agencies.

Policy

[Third-party sources\(g\)](#) report changes to FAA through various federally mandated interfaces. When information is received by FAA through a crossmatch report, the information is considered one of the following:

- [Verified upon receipt\(g\)](#)
- [Unclear\(g\)](#)

The following are crossmatch reports FAA receives through various federally mandated interfaces:

- Operation Talon Fleeing Felon Crossmatch Report provided by Arizona Department of Public Safety (DPS)
- Outstanding Felony Warrant Crossmatch Report provided by the Arizona Department of Public Safety (DPS)
- Jail Inmate Crossmatch Report provided by the Maricopa County Sheriff's Office (MCSO)
- Felony Drug Conviction Crossmatch Report provided by the County Superior Courts of Arizona

NOTE The Maricopa and Pima County Superior Court systems do not provide information for the Felony Drug Conviction Crossmatch Report because the court records are available online.

- Federal Tax Information (FTI) Crossmatch Report provided by the Internal Revenue Service (IRS) identifies individuals who had income reported to the IRS
- Deceased Participant Crossmatch Report provided by the Arizona Department of Health Services (ADHS) Office of Vital Records. This report is considered verified upon receipt.

FAA reviews crossmatch reports to determine whether the budgetary unit is required to provide verification of the information reported. Additional verification is not required to effect changes to benefits or eligibility based on information that is considered verified upon receipt. (See [Verifying Reported Changes](#) for more information)

When FAA determines additional verification is required, a notice is sent requesting the verification no later than the close of business day on the [workday\(g\)](#) after the change is received. When the participant does not return the verification requested, one of the following occurs:

- The benefit amount is reduced

- An open case is closed
- A new application is denied

When reapplying after closure, **all** of the following is considered:

- Verification requested regarding the crossmatch report must be provided prior to authorizing benefits for the participant identified on the report.
- When the participant identified on the report is the only person in the budgetary unit, the verification must be provided before benefits are approved. This includes NA expedited benefits.

Procedures

See **both** of the following reports with unique procedures:

- [Federal Tax Information \(FTI\) Report](#)
- [Deceased Participant Crossmatch Report](#)

Closed Cases

When the case is closed, complete **all** of the following:

- Place the crossmatch report in the [case file\(g\)](#).
- Place a copy of the Office of Special Investigations (OSI) Referral form in the case file.
- Document the case file with the outcome of all actions taken.

Open or Pending Cases

Determine whether the information meets any of the following:

- [Verified upon receipt\(g\)](#)
- [Unclear\(g\)](#)

Complete all of the following when a crossmatch report is received:

- Review the reported change in ACTS and determine the source of the information reported. (See [ACTS Alerts](#) for more information.)
- Review the [case file\(g\)](#) and the appropriate screens to determine how the change affects all programs.

NOTE A reported change may affect the eligibility of additional AZTECS cases. Review CAP3 to identify all open cases in which the participant is known. All affected cases must have all appropriate actions completed in accordance with the reporting standard applied to the affected case.

- Determine whether the budgetary unit is required to provide verification of the reported information. (See [Verifying Reported Changes](#) for more information.)

Complete **all** of the following when the participant denies the information on the crossmatch report:

- Contact Research & Analysis via email.
- R&A may contact the Office of Special Investigations (OSI) for assistance when needed.
- Document the crossmatch report discrepancy in the case file.
- Take no further action until the issue is resolved.

When there is only one participant in the budgetary unit and the participant fails to respond to a request for information or when the information on a crossmatch report is confirmed, the case is closed. Complete **all** of the following:

- Close the case for the first month possible allowing for NOAA.
- Take the appropriate actions in AZTECS.
- Complete an Overpayment Referral when FAA failed to stop the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.

When other participants are included in the budgetary unit and the participant fails to respond to a request for information on the crossmatch report or when the information is confirmed, the participant is disqualified. Complete **all** of the following for the disqualified participant:

- Take the appropriate actions in AZTECS.
- Send the appropriate notice to inform the [PI\(g\)](#) of the change in benefits.
- Complete an Overpayment Referral when FAA failed to reduce the benefits in a timely manner.
- Document the case file with the outcome of all actions taken.
- When the disqualified participant is also the PI, determine whether **any** of the following policy applies:

CA - CA EBT Alternate Card Holder

NA - Emergency Representative

Federal Tax Information (FTI) Crossmatch Report (open, renewal, or pending status)

The FTI report is currently worked by the Customer Care Center, site code 281, mail drop 33N3. FTI may not be accessed by any DES personnel, contractors, volunteers, or vendors performing work from an alternate non-DES worksite.

When the case is in open status and the participant contacts the FAA office because they received the Income/Resource Match (FTI Use Only) (C061) notice, advise them to call the number on the notice. Explain that when the participant does not contact the FTI worker, the case may be closed or benefits may be reduced.

When the FTI – Information Needed Notice (C062) is returned by the participant to the FAA office, the FAA office needs to complete **all** of the following:

- Confirm with the participant that the proper verification is provided.

- Upload the information into OnBase.
- Document the [case file\(g\)](#).
- Email the FTI team at faaftrinfo@azdes.gov with the case name and number and confirmation that the verification requested is in OnBase.

When the case is in pending or renewal status, the verification from the C062 notice must be received before the participant can receive benefits. When the verification is received the FAA office must determine **all** of the following:

- What information is needed (Email the FTI worker to determine this)
- Was any income received countable as a resource or income
- Will the income continue
- Was the income previously reported
- When income was not reported does an overpayment exist

Once any discrepancies have been verified and any potential overpayments are written, document the case file and continue with normal processing.

When a case is denied or closed, do not approve benefits until verification from the C062 notice is received.

When an [FTI Security Incident\(g\)](#) occurs, immediately report the security incident to the FAA office manager. The office manager completes **all** of the following:

- Completes the Notice of Security Incident (J-126) form.
- Immediately reports the security incident to the appropriate Program Security Analyst Manager and Internal Risk Management.

The Program Security Analyst Manager follows reporting requirements set forth by IRS and reports to IRS within 24 hours.

FTI/IRS information may not be printed, transmitted, or sent via email or fax. This policy prohibits FTI communication between any divisions within DES.

FTI furnished to the user and any paper material therefrom, must be destroyed by cross-cut shredder in 1 mm x 5 mm in size or smaller particles. These particles must then be placed in a locked shred bin to be re-shredded by the agency's contracted shred company. Electronic FTI must be deleted and overwritten.

Due to the confidential nature of the information contained in the FTI reports, the FTI reports must be maintained with the highest possible degree of security. Release or misuse of confidential IRS FTI information is punishable by law. Penalties can result in fines up to \$5,000 and up to five years in prison.

FAA Data Security is responsible for ensuring User Affirmation Statements (J-129) are obtained from designated primary and secondary staff on an annual basis.

Deceased Participant Crossmatch Report

An alert is generated in the Automated Change Tracking System (ACTS) for each participant on the Deceased Participant Crossmatch Report. Review the reported change in ACTS and determine the source of the information reported. (For more information, see [ACTS Alerts](#)). The Case Documentation (CADO) screen is automatically documented for each participant. The due date assigned in ACTS is 10 workdays from the date the alert is generated.

When the case is closed, document the case file that no action is required.

When the case is open, determine whether additional verification is required before removing or stopping the deceased participant's benefits. (See [Death of a Participant – Effecting Changes](#) for additional procedures). Information received from the Arizona Department of Health Services (ADHS) Office of Vital Records confirming the death of a participant, is verified on receipt.

Notices

When a NA or CA participant has been identified on a crossmatch report, and verification is required, send the appropriate notice listed below to the PI.

Operation Talon Fleeing Felon Crossmatch Report

Send the C015 notice to the PI using the information noted on the specific crossmatch report.

Outstanding Felony Warrant Crossmatch Report

Send the C017 notice to the PI using the information noted on the specific crossmatch report.

Jail Inmate Crossmatch Report

Send the C018 notice to the PI using the information noted on the specific crossmatch report.

Felony Drug Conviction Crossmatch Report

Send the C020 notice to the PI using the information noted on the specific crossmatch report.

NOTE When the Felony Drug Conviction Crossmatch Report is received with Superior Court of Arizona minutes attached, the C020 notice is not required.

Federal Tax Information (FTI) Crossmatch Report

See the [FTI Crossmatch Report procedure](#) for notices unique to this report.

Deceased Participant Crossmatch Report

See the [Deceased Participant Crossmatch Report procedure](#) for notices unique to this report.

Verification

Information on the Deceased Participant Crossmatch Report from the Arizona Department of Health Services (ADHS) Office of Vital Records is considered [verified upon receipt\(g\)](#). No additional verification is required.

For all other reports, the participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy.)

AZTECS Keying Procedures

When immediate action is not required, key Y in the UNCLEAR INFO field on INDA. No further action is required.

See **each** of the following reports with unique AZTECS keying procedures:

- [Federal Tax Information \(FTI\) Report](#)
- [Deceased Participant Crossmatch Report](#)

When there is only one person in the budgetary unit and the participant fails to respond to a request for information on the crossmatch report, complete **all** of the following:

- Key **one** of the following applicable Denial Closure Reason Codes on AFED or FSED:
 - FE: (Failure to provide information on Felony Drug Conviction)
 - FF: (CA-Failure to provide information on Fleeing Felon)
 - FG: (NA-Failure to provide information on Fleeing Felon)
 - RK: (Failure to provide information on residing in jail or prison)

When there is only one person in the budgetary unit and the information on a crossmatch report is confirmed, complete the following:

- Key **one** of the following applicable Denial Closure Reason Codes on AFED or FSED:
 - FD (Felony Drug Conviction Report)
 - FF (Fleeing Felon Report)
 - FW (Felony Warrant Report)
 - RJ (Jail Inmate Report)

NOTE For NA, when denying or closing benefits using the FD, FF, or RJ Denial Closure Reason Codes, send the NA – Ineligible (F210) notice.

When there are other participants in the budgetary unit and the participant fails to respond to a request for information on the crossmatch report, or when the crossmatch report is confirmed, complete **all** of the following for the disqualified participant:

- Key **each** of the following in the PT field on SEPA:
 - For CA key DI
 - For NA key DF
- Key **one** of the following in the INELIG RSN field:
 - FE: (Failure to provide information on Felony Drug Conviction)
 - FF: (CA-Failure to provide information on Fleeing Felon)
 - FG: (NA-Failure to provide information on Fleeing Felon)
 - RK: (Failure to provide information on residing in jail or prison)

Legal Authorities

7 CFR 272.12(c)
7 CFR 273.1(b)(7)
7 CFR 273.1(b)(7)(vi)
7 CFR 273.2(f)(11)
7 CFR 273.2(f)(11)(ii)
7 CFR 273.2(f)(11)(iii)
7 CFR 273.11(c)(1)
7 CFR 273.11(c)(4)(i)
7 CFR 273.11(c)(4)(ii)
7 CFR 273.11(k)(13)(m)
7 CFR 273.11(n)
7 CFR 273.11(s)
7 CFR 273.12(a)(5)(vi)(B)(2)
7 CFR 273.13(a)(b)(c)
7 CFR 273.16(i)(6)
7 CFR 273.16(i)(8)(ii)
7 CFR 274.2(i)(4)

[Prior Policy](#)

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