

B Crossmatch Reports



This section includes information about crossmatch reports that 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.

- 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 [Deceased Participant Crossmatch Report](#) for this report's unique procedures.

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

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.

Deceased Participant Crossmatch Report

See [Death of a Participant AZTECS Keying Procedures](#) 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 Deceased Participant Crossmatch Report for this report's unique AZTECS keying procedures.

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 **all** 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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