

## .05 Crossmatch Report Procedures

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

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

- Close the case for the first month possible allowing for [NOAA](#).
- Key one of the following applicable Denial or Closure Reason Codes on [AFED](#) or [FSED](#):  
FE: (Failure to provide information on Felony Drug Conviction)  
FG: (Failure to provide information on Fleeing Felon)  
RK: (Failure to provide information on residing in jail or prison)
- Complete and submit the [OIG Investigation Referral](#) form.
- 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 the information on a Crossmatch Report is confirmed and there is only one budgetary unit participant, complete the following:

- Close the case for the first month possible allowing for [NOAA](#).
- Key one of the following applicable Denial or Closure Reason Codes on [AFED](#) or [FSED](#):  
FD ([Felony Drug Conviction Report](#))  
FF ([Fleeing Felon Report](#))  
FW ([Felony Warrant Report](#))  
RJ ([Jail Inmate Report](#))
- Complete and submit the [OIG Investigation Referral](#) form.
- 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 the participant fails to respond to a request for information on the Crossmatch Report and other participants are included in the budgetary unit, complete the following for the disqualified participant:

- Key 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)  
FG: (Failure to provide information on Fleeing Felon)  
RK: (Failure to provide information on residing in jail or prison)
- Send the appropriate notice to inform the PI of the change in benefits.
- Complete an Overpayment Referral when FAA failed to reduce the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.
- When the disqualified participant is also the PI, determine whether the following policy applies:  
[CA - CA EBT Alternate Card Holder](#)  
[NA - Emergency Representative](#)

When the information on the Crossmatch Report is confirmed-and the budgetary unit includes two or more participants, complete the following for the disqualified participant:

- Key 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:  
FD ([Felony Drug Conviction Report](#))  
FF ([Fleeing Felon Report](#))  
FW ([Felony Warrant Report](#))  
RK ([Jail Inmate Report](#))
- Send the appropriate notice to inform the PI of the change in benefits.
- Complete an Overpayment Referral when FAA failed to reduce the benefits in a timely manner.
- Document the [case file\(g\)](#) with the outcome of all actions taken.
- When the disqualified participant is also the PI, determine whether the following policy applies:

[CA - CA EBT Alternate Card Holder](#)

[NA - Emergency Representative](#)

Complete the following when the participant denies the information on the crossmatch report:

- Contact Research & Analysis via email to resolve any discrepancies.
- 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.

ARCHIVED (Valid until 05/10/21)