

## A Incoming Calls

**REVISION 06**  
(10/01/08 – 12/31/08)

When taking incoming calls, complete the following:

- Answer the call by stating "Thank you for calling DES, Family Assistance Administration. My name is (your name). How may I assist you?"
- Determine who is calling.
- Determine who the call is for and what it is regarding.
- Determine the appropriate action, which includes researching and routing the call to the appropriate staff.

When receiving a call with inquiries regarding benefits, see [Confidentiality](#) for instructions on releasing information.

When a case is accessed in AZTECS to discuss with the participant, verify information located on the CAP2 and **ADDR** screens. Ask the participant to verify the following personal information:

- Name
- Address
- Telephone number
- Date of birth
- Last four digits of the social security number

### **WARNING**

The participant must provide the information requested. Do NOT state the information to the participant and request confirmation of the accuracy. (See Example [Telephone Sample Script](#))

When the information provided does not match the information in AZTECS, complete each of the following:

- Confirm the correct case is accessed in AZTECS.
- When applicable, make the appropriate changes. (See [Change of Address](#) and [Changes Overview](#))