

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Waiver of the Interview and Signature Requirements

04/03/2020

Program Impact: CA and NA

This Urgent Bulletin is being issued to inform staff that the Food and Nutrition Services (FNS) has approved waivers to disregard the requirement for an interview and the signature requirement for applications when certain criteria is met. This is in an effort to provide expedient assistance and ensure that benefits are made available to those in need as soon as possible. These waivers were approved under authorization of the Families First Coronavirus Response Act (Public Law 116-127, HR 6201).

Waiver of the Interview Requirement

The interview waiver applies to all CA and NA application determinations completed April 6, 2020 through May 31, 2020. All mandatory factors, including identity (See FAA2.K03C - Verification of Identity), must be verified.

Contact with the household is required when any information on the application is questionable and cannot be verified by State Verification Exchange System (SVES) information or current verification in the case file. When mandatory factors cannot be verified using the verification process, the interview cannot be waived.

Follow the [Case Processing Without Interview Standard Work](#) when processing these applications.

For additional information, see the [Application Processing without Interview Flowchart](#).

Waiver of the Signature Requirement

The signature waiver applies to CA and NA applications dated March 1, 2020 through May 31, 2020.

When conducting a phone interview and the technology for a voice signature is not available, the participant may verbally attest to the information provided on the application.

When conducting a phone interview with an unsigned application or attempting contact in order to acquire verbal attestation, staff must document that the applicant verbally attested to the information provided on the application. The following information must be documented in the case file:

- Case name
- Date and time of application

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- A summary of the information to which the participant verbally assents
- The participant's responses indicating agreement or disagreement

For additional information, see [Verbal Attestation of Signature Desk Aid](#).

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

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