

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Expiration of the Interview Waiver

07/26/2022

Program Impact: NA and CA

This Urgent Bulletin is being issued to inform staff that the requirement to conduct an interview is reinstated for NA or CA applications registered on 08/01/2022 or later. Review Notice History (NOHS) when completing a Review of Case History or a Prior. An interview is required when an interview notice is mailed to the Primary Informant (PI).

The following notices are active effective 08/01/2022 and ongoing:

- The Appointment Notice (X904) is sent when applications are registered through the Technical Information Process System (TIPS) process.
- The Appt Notice (X902) is sent when applications are manually registered in AZTECS.

When an interview is conducted, staff are reminded to key Y in the COMPLETED FIELD on INDA to prevent AZTECS from completing both of the following:

- Sending the NA – DID NOT COMPLETE INTERVIEW PROCESS (X017) notice.
- Denying the application for Failure to Complete the Interview Process.

The interview waiver applies to all of the following:

- Applications registered on or before 07/31/2022.
- Applications in which AZTECS displayed no appointment notice is sent.
- Denied applications or terminated benefits for applications submitted on or before 07/31/2022 when the case requires reopening. For policy and procedures regarding reverting program to open, see [FAA6.C02](#) titled Revert Program to Open – Overview.

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.

Please consider the environment before printing this broadcast.

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