



POLICY CHANGE ALERT #16-020F

TITLE: RELEASE OF CONFIDENTIAL INFORMATION

ISSUE DATE: 05/17/2016

EFFECTIVE DATE: EFFECTIVE IMMEDIATELY

Summary

Programs Impacted: MA, NA, and CA

This Policy Change Alert is being issued to inform staff that the confidential information policy has been revised.

Participants have the right to review their case file and obtain information from the case file at any time. However, certain confidential information cannot be viewed by or provided to the participant or their representative. FAA must remove all confidential information of this type from the case file prior to the review. Policy has also been revised to specify the information that must be removed from the case file.

NOTE Information that cannot be released to the participant or their representative must also be excluded from Fair Hearing packets.

Revision Details

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

POLICY REFERENCE: FAA1.A06C.04 – CONFIDENTIALITY - PARTICIPANT REVIEW OF CASE INFORMATION

A participant has the right to review their [case file\(g\)](#) and obtain information from **the case file.**

EXCEPTION

Specific confidential information cannot be viewed by or provided to the participant or their representative. Family Assistance Administration (FAA) must remove all confidential information from the case file prior to the participant or representative's review.

NOTE This information should also be excluded when preparing a Fair Hearing Packet.

The following information must be removed from the case file prior to participant's review, and excluded from the Fair Hearing Packet:

- **The names of individuals who have provided information to FAA without the participant's knowledge.**
- **Office of Special Investigations (OSI) Information from Automated Fraud Tracking System ([AFTS](#)).**



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EXCEPTION (Continued)

- **Federal Tax Information (FTI) Reports.**
- **Any document that contains the birthdate or Social Security Number for persons who are not included in the current household.**
- **Information received from the Department of Child Support Services (DCSS) that displays the birthdate or Social Security Number for non-household members. Both CHPS and FPUB contain Social Security Numbers and birthdates of non-household members.**
- **Information from [HOSC](#).**
- **The nature or status of pending criminal prosecutions.**
- **Information that might be considered psychologically harmful to any participant in the budgetary unit, such as medical information deemed inappropriate for release by a physician.**

Replace the documents after the participant has viewed the case file.

When the documents containing confidential information must be removed from [OnBase\(g\)](#), complete the following:

- **Print the confidential documents.**
- **E-mail [Centralized Document Services \(CDS\)](#) and request that the documents be deleted from OnBase. Include 'Participant Case Review' in the subject line of the e-mail.**
- **When the participant completes the case review, scan the previously printed documents into OnBase.**

The participant must request an appointment to review their case file. An FAA employee **must be** present during the entire review. FAA must schedule and conduct the appointment within ONE [workday\(g\)](#) of the request.



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EXCEPTION

When a participant has filed a fair hearing request and is in the local office, allow the participant or their representative to review the case file on the day the request to review **is received**, whenever possible.

Provide a copy of the determination notice to the PI, when requested. No appointment is needed.

Printed copies may be provided for either the participant or their representative during the review, upon request.

WARNING

Confirm the identity of the person requesting information prior to allowing the case file to be reviewed.

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.

(16-0151)