

Accepting Information Via Facsimile and Electronic Transmissions Policy

MAP No. 30-12

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State of Alaska
Department of Health & Social Services
Division of Public Assistance
FIELD SERVICES
MANAGEMENT ADMINISTRATIVE PROCEDURES

Approved by:


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Chief of Field Services

Date: May 13, 2002

PURPOSE

To provide a clear guideline to District Offices for accepting information from applicants and recipients by fax or other electronic transmission.

BACKGROUND

With the ongoing use of facsimile (fax) and electronic transmission (Internet) in the District Offices, and as a result of a change in Food Stamp program rules, the guidelines for accepting information from applicants and recipients via fax and Internet have been updated.

PROCEDURE

1) District offices **will** accept faxed applications, reviews, recertifications, and requests for service from applicants and recipients of Food Stamps, Temporary Assistance, Adult Public Assistance, and General Relief Assistance benefits.

Applications, recertifications, and reviews signed through the use of electronic signature techniques or handwritten signature transmitted by fax or other electronic transmission are acceptable. District offices no longer need the applicant to follow up with a signed original application.

2) District offices **will only** accept faxed Medicaid (including Denali KidCare) and CAMA applications in **urgent and emergency situations**. In these cases, the signed original application **must** follow the faxed application.

3) District offices **will** accept verification of information via fax. Unless there is some reason to doubt the authenticity of the document, the faxed version of the verification is adequate.

4) District offices **will** accept all reports of change via fax. If the report is required by policy to be reported on specific forms, the faxed form **will** also be accepted.

Note:

For procedures on receiving and responding to email from clients, refer to MAP 30-17.