

4.1.3 Requesting Verification from W-2 Participants

Whenever possible, the *FEP* should **must** attempt to verify eligibility information via *CARES*, data exchange, and *ECF*. If that is not possible, the applicant or participant is responsible for obtaining verification of information that is necessary and appropriate in order for the *W-2* agency to make a correct eligibility decision.

The applicant or participant has seven working days from the date the verification request is made to provide the needed verification. *W-2* agencies must inform the applicant or participant in writing of the verification items required, including the due date.

The *W-2* agency may extend the verification due date if:

1. Extenuating circumstances exist that make the verification requirements unduly burdensome; or
2. The verification submitted by the individual is questionable or contradictory.

If the individual is	The verification due date may be extended
An applicant	Up to 30 days from the date the agency receives a signed Application Registration form. (See 1.4.2 and 1.4.4)
A participant	Up to 30 days from the date of the initial request for verification.

The *W-2* agency must help the individual provide verification if the individual:

1. Has made a reasonable effort and cannot obtain the required verification;
2. Does not have the power to produce the verification; or
3. Requires assistance.

If the agency is unable to assist, the *FEP* must not deny an application or close a case based on the information that could not be obtained. The agency must use the available information to process the case and then reassess the case when the agency receives the requested information.

W-2 agencies have seven working days from the date they receive verification to process it.

BWF Operations Memo 25-08 Policy Attachment

If the applicant or participant is able to produce the information, but refuses or fails to do so, they are not eligible and the W-2 agency must deny the application or close the case.

Agencies must refer questionable verification or reporting supplied by applicants or participants for fraud investigation. (See [13.4.1](#))

History: [Release 24-13](#)..