

90-050.5. INSPECTION OF CASE RECORDS

A. General

Authorized persons requesting review, as well as those authorized to actually complete the inspection will be subject to the FRC review procedures listed in this section. This includes those persons requesting review in preparation for a County Hearing. If a more extensive review is requested, the applicant/recipient should be referred to the Appeals section to schedule an appointment.

B. Procedure

FRC review procedures are as shown in the table below.

Step	Action
1	The complete case record will be made available for inspection, except for privileged communications as noted in C , below, and information not provided solely by or authorized by the applicant/recipient. Such information must be not be shown to the applicant/recipient or his/her AR. As a result of litigation (<u>WRO v. Bacon</u>), GR applicants/ recipients and/or their ARs may not be denied copies of the Case Comments.
2	Case inspection will be permitted only during normal working hours.
3	FRCs will make a private room available for record review where reviewers may discuss case contents. No case will be made available unless the worker or a suitable substitute is present in the room during the entire period of examination.
4	The reviewers will not be permitted to remove, alter, print or photograph anything in the case record. Reviewers will be permitted to make notes on what they see in the case record. On request, specific items in the case record may be printed by eligibility staff for the reviewer. Prints in response to general requests (the case file, all status reports, etc.) should not be provided. PGs or other regulations may be made available, on request, for the case review. Prints of applicable regulations may be made, however, entire chapters are not to be printed.

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C. Privileged Communications

There are communications in case records that are not subject to review by the applicant/recipient or his/her AR. Additionally, there are communications that are not subject to review by an applicant's/recipient's AR without specific written consent of the applicant/recipient.

Some of these privileged communications are briefly summarized in the table below.

Type of Communication	Action
Physician-Patient (Medical Personnel-Patient)	Confidential communication from a physician cannot be disclosed to the AR without specific written consent of the patient. Some physicians may request a report not be released to the patient. In such cases the physician's consent to release the report must be obtained.
PAFD Reports	All reports, summaries and other confidential communications/information obtained by PAFD in the process of investigating an alleged fraud will be removed from the case record prior to its inspection by an applicant/recipient or AR.
Identity of Informer	Workers will not disclose the identity of an informer to the applicant/recipient or his/her AR.
Child Abuse Hotline Reports	All reports and other confidential communications/information obtained as a result of a Child Abuse Hotline Complaint will be removed from the case record prior to inspection by an applicant/recipient or AR.
Lawyer-Client	Matters of confidential communication between a lawyer and client cannot be disclosed without specific written consent of the client.
Husband-Wife	Confidential communication between husband and wife during their marital relationship cannot be disclosed unless both agree to its disclosure, even if the marriage has terminated.
