

# Urgent Bulletin

Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## P-EBT Administrative Review

06/04/2021

Please disregard the Urgent Bulletin emailed on 06/01/2021 titled P-EBT Appeals. P-EBT recipients do not have appeal rights, but instead they have the right to dispute any action or inaction related to P-EBT benefits.

When a P-EBT recipient disagrees with an action or inaction related to P-EBT they can request an Administrative Review of the circumstances. The Administrative Review is completed by the Client Liaison Unit (CLU).

When a P-EBT dispute is received, staff must gather the P-EBT recipient information using the P-EBT Escalation Request form found at <https://forms.gle/zGbExSyu3kMqG38P6>. (Form is for internal use only.)

When selecting the primary P-EBT issue, select Administrative Review.

Choose

- Client needs new EBT card.
- Unable to locate AZTECS case number.
- Located AZTECS case number but P-EBT benefits did not pay with staggered issuance date.
- Add/Remove children from case.
- Update the client that is primary on the case file.
- Update child's date of birth or other demographics.
- Missing school information, parent information, learning model, or other information.
- Research denial.
- Underpayment.
- Overpayment.
- Aged benefits.
- PEBT refused.
- Administrative Review.**
- P-EBT mail dispute (CLU use only).


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Any field on the form with an asterisk (\*) must be filled in before clicking the submit button at the bottom of the form. An error message displays when a required field is not filled in.

D-Number or Conduent ID \*

Your answer \_\_\_\_\_

 This is a required question

When completing a field that needs words or names, enter the information in ALL CAPS. It is recommended to put Caps Lock on during the completion of the P-EBT Escalation Request form.

Additional Information (use all caps)

Your answer \_\_\_\_\_

When the form is completed and submitted, it is routed to the CLU who contact the P-EBT recipient and complete the Administrative Review process.

For additional instructions, see [Standard Work](#) in SharePoint. (For internal use only)

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

**Please consider the environment before printing this broadcast.**

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