

## **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.

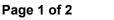
When a P-EBT recipient disagrees with an action or inaction related to P-EBT they can request an Administrative Review of the circumstances. The Administrative Review is completed by the Client Liaison Unit (CLU).

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

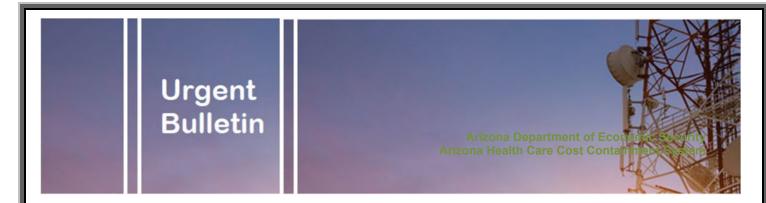
When selecting the primary P-EBT issue, select Administrative Review.

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. درالس
P-EBT mail dispute (CLU use only).









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.

dditional Information (use all caps)
buranswer

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 <u>Standard Work</u> 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 with any questions or concerns regarding this broadcast. Please consider the environment before printing this broadcast.

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