

.01 Rights and Responsibilities of the Participant

REVISION 47
(01/01/19 - 12/31/19)

Each participant and their authorized representative have the following rights:

- The right to [register to vote](#) when applying for benefits.
- The right to receive a copy of the Rights and Responsibilities.
- The right to file for an appeal when they do not agree with any decisions the agency has made in determining their benefit eligibility. (See [Appeals - Overview](#))
- The right to have their case completed the same day (First Contact Resolution) when both of the following occur:

The necessary documents are provided by the participant or their authorized representative before or during the interview

FAA receives all mandatory information needed during the interview

- The right to receive one free replacement Electronic Benefit Transaction (EBT) card per calendar year. Additional cards will be charged \$5.00 per EBT card replacement.
- The right to know the participant and authorized representative are subject to penalties when actions or statements of either person lead to one or more of the following:

[NA Trafficking](#)

[Intentional Program Violation](#)

NOTE Penalties provided by state or federal law include, but are not limited to, criminal prosecution, fines, or imprisonment.

- The right to know their NA account will be monitored and investigated when FAA has reasonable cause to believe misuse of the EBT card. There is reasonable cause when more than three EBT card replacements per calendar year per case are requested by the participant or their authorized representative.

The participant and their authorized representative are responsible to complete the following:

- To avoid an [overpayment](#), report changes using one or more of the following reporting methods as identified on the participant's decision notice:

When assigned to [Standard Reporting](#) for CA or NA, any change must be reported no later than the 10th day of the month following the month the change occurred.

NOTE The MA Standard Reporting requirements are listed on the MA decision letter and in the [Eligibility Policy Manual](#).

When assigned to [Simplified Reporting](#) for CA or NA, report changes in income when the gross monthly income of all participants included in the household exceeds [130% of the current federal poverty level \(FPL\)](#). This change must be reported no later than the 10th calendar day of the month following the month the change occurred.

NOTE Change in address must be reported for Standard Reporting. Change in address for Simplified Reporting is not required, but encouraged, to receive renewal information.

- Cooperate with [Quality Control \(QC\) review](#), when contacted.

NOTE Cases are chosen for review randomly. Refusal to cooperate with a QC review may result in closure of the participant's case.