

## FAA1.B12- FAA1.D Setup Participations (SEPA)

### 12 Time Frames for Registering the Application - Overview

[REVISION 46](#)  
(01/01/18 - 12/31/18)

The application must be registered no later than close of business on the workday after the application is received.

For example, when an application is turned into an FAA office on a Friday, the application must be registered in AZTECS no later than close of business the next [workday\(g\)](#). When the next workday is a [state holiday\(g\)](#), the application must be registered in AZTECS no later than close of business on the following workday after the holiday.

### 01 Application Requirements - Overview

[REVISION 46](#)  
(01/01/18 - 12/31/18)

Persons applying for benefits in the state of Arizona must use an [official application](#). The application is used during the interview to assist in determining eligibility. (See [Right to File an Application](#))

Policy and procedures for processing the application are outlined in this chapter as well as the following chapters:

- [Application Screening](#)
- [The Interview Process](#)

Policy and procedures regarding application requirements are outlined as follows:

- [Official Applications](#)
- [Where to Apply](#)
- [Who Can Apply](#)
- [Representatives](#)
- [CA Payee](#)
- [Effective Date of Application](#)
- [Receipt of Additional Application](#)
- [Receipt of Benefits in More Than One Case](#)
- [Receipt of SSI from Another State](#)

- [Withdrawing an Application](#)

(See [Time Frames](#) for application process time limits)

## 02 **Official Applications - Overview**

**REVISION 46**  
(01/01/18 - 12/31/18)

Benefits must be requested using an official application. To be accepted for processing, the official application must also be an [identifiable application](#).

Applications are available in English and Spanish. For information on where applications can be obtained, see [Availability of Applications](#).

The applicant must provide information required for the requested programs, and the applicant is subject to criminal penalties for supplying false statements.

Use an official application when determining eligibility. Specific forms and addendums are available in the [Document Center](#) for documentation purposes.

CA and NA official applications are outlined as follows:

- FAA accepts an [official FAA application](#) as an application for all FAA programs.
- FAA accepts an official [Health-e-Arizona Plus](#) online application for all FAA programs.
- Any other DES/FAA approved application form used for [FAA pilot programs](#) or projects

Official applications that are faxed, photocopied, or downloaded and printed from a web site are acceptable.

When an application for CA or NA is received that is not listed as an official FAA application, complete the following:

- When the applicant is present at the time the application is received, have the applicant complete an official application, and attach it to the submitted application. Register the application.
- When the applicant is not present at the time the application is received, complete the following:  
Send the request to review the application by email to the [Policy Support Team](#) (PST)

Fax the application to the PST using the FAX COVER SHEET (DES-1078A) form.

When an application is sent to the PST, PST reviews and researches the application to determine whether it is an older acceptable version of the application. The PST then notifies the FAA office of the decision and action to take.

FAA staff registers the application in AZTECS within one [workday\(g\)](#) of receipt of the acceptable application.

#### **A Official Applications - FAA Applications for Assistance**

**REVISION 28**  
(2/01/14 - 03/31/14)

FAA accepts the following official FAA applications as an application for all NA and CA:

- [Health-e-Arizona Plus](#) online application
- Application for Benefits (FAA-0001A)
- Application for Benefits – Large Print (FAA-0001A-LP)
- Application for Benefits – Extra Large Print (FAA-0001A-XLP)
- Solicitud de Beneficios (FAA-0001A-S) Spanish version
- Any other DES/FAA approved application form used for [FAA pilot programs](#) or projects
- Photocopies or print outs of any of the previously listed official applications

**NOTE** The FAA-0001A and FAA-0001A-S forms may be downloaded and printed from the [DES Documents Center](#).

When an application for assistance or benefits is received that is not listed as an official FAA application, see [Acceptable Applications](#).

#### **B Official Applications - Availability of Applications**

**REVISION 49**  
(01/01/21 – 12/31/21)

FAA offices must provide an application to anyone who asks for one.

When an applicant is unable to come into the office to get an application, they can complete one of the following:

- Online [Health-e-Arizona Plus](#) (HEAplus) application.

- Paper application downloaded from [MyFamilyBenefits](#) (MFB).
- Request an application be mailed. The FAA office must place an application in the outgoing mail on the same day it is requested.
- Over the phone by calling the centralized [Customer Support Center](#) for HEAplus, AHCCCS and FAA.

[Official applications](#) can also be obtained from any of the following sources:

- [Approved hospitals](#)
- Community groups
- Organizations involved in outreach efforts
- [FAA pilot programs](#)
- Other agencies
- Download or print the application from the [DES web site](#). Search for the application by entering APPLICATION in the Search by Name field

### **C Official Applications - Identifiable Applications**

[REVISION 48](#)  
(01/01/20 – 12/31/20)

Only an identifiable [official application](#) form can be accepted for processing.

An identifiable application includes the following:

- Name of the applicant
- Residential or mailing address (See [Keying General Delivery Service on ADDR](#) when the applicant does not provide a residential or mailing address.)

- Signature of one of the following, as applicable:

[PI\(g\)](#)

[Representative](#) (See [Signing the Application](#) for policy and procedures regarding who must sign)

NOTE When an identifiable application is received and no programs are requested, submit the application for all programs in Health-e-Arizona Plus (HEAplus).

A faxed or photocopied identifiable application is acceptable.

When an identifiable paper application is received, complete the following:

- Date stamp the application.
- When the participant is in an FAA Office, copy Page 1 of the identifiable application and give it to participant as proof of application.
- Enter the information from the application into HEAplus, within one [workday\(g\)](#) of receipt and submit the application. The [Technical Information Process System \(TIPS\) transfer\(g\)](#) process automatically registers the CA and NA programs in AZTECS.
- Upload a copy of the application into OnBase as Document Type "FAA0001A" and shred the original. Review the document in OnBase to ensure the signature can be viewed.

NOTE There may be instances where an interview must be completed on the same day an application is received. When TIPS has not automatically registered the CA or NA in AZTECS, FAA staff may be required to manually register the application. The HEAplus Application ID must be correctly keyed on APMA or RERE to prevent the TIPS process from overriding what has been keyed in AZTECS.

The effective date of an identifiable application is the date it is received during FAA [business hours\(g\)](#). When an application is turned in outside of business hours, the date of application used is the next workday.

All questions on the application that pertain to the programs that are being applied for, must be answered before an eligibility determination can be made.

### **03 Where to Apply and Ways to Provide Information - Overview**

**REVISION 48**  
(01/01/20 - 12/31/20)

Applications and information may be turned in using any of the following methods:

- In person at any [FAA office](#)
- [By mail](#)
- [By fax](#) using the FAX COVER SHEET (DES-1078A) form
- Online through [Health-e-Arizona Plus](#) (HEAplus)
- Over the phone by calling the centralized [Customer Support Center](#) for HEAplus, AHCCCS and FAA
- Online through [MyFamilyBenefits](#)

FAA staff must complete the data entry process of all paper applications through HEAplus and uploaded into OnBase within one [workday\(g\)](#) of the date of the application.

NOTE Public Resource Computers (kiosks) are available in some FAA lobbies to assist applicants in applying online through HEAplus.

When an applicant visits an FAA office, the applicant must be allowed to submit the application and complete the interview regardless of where the applicant lives.

When the applicant chooses not to stay for an interview, the application must be keyed and submitted online through HEAplus by the receiving office. Provide the applicant with the phone number for the [HEAplus Interview Line](#).

### **04 Who Can Apply - Overview**

Anyone can apply for benefits as follows:

- For themselves
- For someone in their budgetary unit
- On behalf of a different budgetary unit (see [Representatives](#))

### **05 Authorized Representatives - Overview**

**REVISION 49**  
(01/01/21 - 12/31/21)

An authorized representative is a non-budgetary unit member chosen by the [Primary Informant\(g\)](#) to assist on their behalf in the application process. The

assistance provided by the authorized representative may include, but is not limited to, the following:

- Completing an application
- Completing forms (work registration, when required)
- Completing the interview
- Reporting changes
- Providing verification
- Receiving notification

The Primary Informant (PI) is legally responsible for all statements and information provided on the application and stated at the interview by the authorized representative. A different authorized representative may be chosen for each program.

When the PI requests an authorized representative they must submit a written request on either of the following:

- The Request for Authorized Representative (FAA-1493A) form.
- The Request for Authorized Representative (C034) notice.

**NOTE** When the PI is applying for NA benefits, the authorized representative must answer whether they are currently disqualified from receiving NA due to an IPV. No response is required when the application is for CA only. See [Authorized Representatives – NA](#) for additional policy for NA Authorized Representatives.

When an eligibility decision is being appealed, the following actions occur concerning the authorized representative:

- The authorized representative designated at the time of the action being appealed must be involved in any proceedings involving the same action.
- A new authorized representative, when designated, may handle any future actions related to the program(s) for which the representative is the designee.

The authorized representative must meet all of the following requirements:

- Be appointed in writing with a signature by the PI. The PI must provide a signature using an [acceptable method to sign](#) the document either written, electronic, or telephonic signature.
- Be an adult non-budgetary unit member.

- Be fully aware of the budgetary unit's relevant household circumstances.

The following are types of representatives:

- [CA Authorized Representative](#)
- [NA Authorized Representative](#)

For information regarding an EBT Alternate Card Holder, see [EBT Alternate Card Holder](#).

The authorized representative remains in effect until any of the following occur:

- The PI requests, in writing, at any time to revoke their consent of the authorized representative. (See [Revoking an Authorized Representative](#))
- The authorized representative requests, in writing, to be removed from the case. The PI needs to select another authorized representative, when needed.
- The application for assistance is withdrawn or denied.
- The eligibility ends and there is a break in benefits.

#### **A Authorized Representatives - CA**

[REVISION 26](#)  
(10/01/13 - 12/31/13)

The PI can appoint an authorized representative. This must be done in writing. The authorized representative may assist the budgetary unit with the following:

- Completing an application
- Completing forms (work registration, when required)
- Completing the interview, with the PI present
- Reporting changes

When the PI is [incompetent\(g\)](#) or [incapacitated\(g\)](#), the application and interview may be completed by someone acting responsibly on behalf of the applicant.

#### **.02 CA Authorized Representative – Multiple Cases**

[REVISION 26](#)  
(10/01/13 - 12/31/13)



A CA authorized representative may represent no more than three budgetary units at a time.

When the CA authorized representative has access to multiple CA cases, FAA must ensure the following:

- The PI freely requests the help of the individual. (See [Authorized Representatives – CA](#))
- The family is being represented correctly.
- The family is receiving the correct amount of benefits.

**.03 CA Authorized Representative – Reason for Assigning an Authorized Representative**

**REVISION 26**  
(10/01/13 - 12/31/13)

A CA authorized representative may be needed for any of the following reasons:

- The participant has been assigned a legal guardian
- The participant has difficulty completing the application process
- As a precaution in the event the participant has an emergency

FAA must document the case file indicating the reason an Authorized Representative was appointed.

The PI and the authorized representative must be aware of their rights and responsibilities. (See [Authorized Representatives – Rights and Responsibilities](#))

**B Authorized Representatives - NA**

**REVISION 49**  
(01/01/21 - 12/31/21)

The [Primary Informant\(g\)](#) can appoint an authorized representative. This must be done in writing on the FAA-1493A form or the C034 notice.

An NA authorized representative cannot be any of the following:

- A retailer involved in the acceptance of NA
- A provider of prepared meals for the homeless, when they are representing a homeless recipient

- A state agency employee involved in the issuance of NA, unless authorized in writing by the Region Program Manager (RPM)
- An individual disqualified from receiving NA for an intentional program violation (IPV) during their disqualification period

**NOTE** When no one else is available to act as an authorized representative, the individual serving an IPV disqualification may act as the authorized representative. This must be attested to by the Primary Informant (PI) on the Authorized Representative Request (FAA-1493A) form or the Request for Authorized Representative (C034) notice.

The individual designated to act as the NA authorized representative must complete the following actions:

- Complete the authorized representative section on the FAA-1493A form, or the C034 notice.
- Check the appropriate box on the FAA-1493A form or C034 notice to indicate whether they are currently serving an NA disqualification due to an IPV.
- Sign the form in the designated area.

**NOTE** When the PI has attested that the individual is the only one available to serve as the NA authorized representative on the FAA-1493A form or the C034 notice, the individual is not required to provide their date of birth.

FAA Staff must review the information to determine whether the individual selected as an authorized representative is serving a current NA disqualification due to an IPV. Determine whether the individual is eligible to act as an authorized representative as follows:

- When the selected authorized representative is currently serving an NA disqualification for an IPV, they are not eligible to act as the authorized representative unless the PI attested to the fact that no one else is available on the FAA-1493A form or C034 notice.
- When the authorized representative states they are not currently serving a disqualification for an IPV, review information in AZTECS as follows:  
Search on the Client Inquiry (CLIN) Screen using the individual's name and Date of Birth.  
When the individual is keyed as DF in an active NA case, review AZTECS to determine whether they are disqualified for an IPV.  
An IPV is indicated by an IP code displayed on the Program and Person Alerts (PRAP) screen.
- When the individual is serving a current disqualification period, inform the PI that the individual is ineligible to act as the authorized representative unless there is no one else who can serve as the authorized representative.
- When it is determined that the individual is not eligible to serve as an NA Authorized Representative, this must be documented in the [case file\(g\)](#).
- When the individual answers that they are not currently disqualified for an NA IPV they are eligible to serve as the authorized representative when one of the following occurs:  
AZTECS data and case file documentation does not indicate the individual has been disqualified for an IPV.  
The individual cannot be located in AZTECS.
- Document the case file to indicate the individual is eligible to act as the NA authorized representative.

NOTE When the selected individual is currently serving a disqualification for an IPV and the PI names a different individual, the steps above must be repeated for the new individual.

Participants who live in a [Group Living Arrangement](#) (GLA) and decide to have an authorized representative, may choose either of the following based on their abilities:

- The authorized representative of the GLA
- Their own authorized representative

Participants who live in an eligible [drug or alcohol treatment center](#) must have an authorized representative. The authorized representative must be an employee of the center.

Policy and procedures regarding NA authorized representatives are outlined as follows:

- [NA Emergency Representative](#)
- [NA Authorized Representative of Multiple Cases](#)
- [Reasons for an NA Authorized Representative](#)

#### **.02 NA Authorized Representative - Emergency Representative**

An NA emergency representative may be named when an emergency occurs, and a participant or the representative is unavailable.

To be named, the emergency representative must present the following:

- A written statement from a responsible participant
- Personal identification

The NA Emergency representative may then complete the application and obtain and use the NA benefits for the participants.

#### **.03 NA Authorized Representative - Multiple Cases**

**[REVISION 26](#)**  
(10/01/13 - 12/31/13)

An NA authorized representative may represent no more than three budgetary units at a time.

#### **EXCEPTION**

An authorized representative who is employed and designated by an eligible [drug or alcohol treatment centers](#) to act for residents of the center has no limit to the number of budgetary units that they may represent.

When the NA authorized representative has access to multiple NA cases, FAA must ensure all of the following:

- The PI freely requests the help of the individual. (See [Authorized Representatives – NA](#))
- The family is being represented correctly.
- The family is receiving the correct amount of benefits.

#### **.04 NA Authorized Representative – Reasons for Assigning an Authorized Representative**

**REVISION 26**  
(10/01/13 - 12/31/13)

An NA authorized representative may be needed for any of the following reasons:

- The participant has been assigned a legal guardian
- The participant has difficulty completing the application process
- As a precaution in the event the participant has an emergency

FAA must document the case file indicating the reason an authorized representative was appointed.

The PI and the authorized representative must be aware of their rights and responsibilities. (See [Authorized Representatives – Rights and Responsibilities](#))

#### **C Authorized Representatives – Revoking an Authorized Representative**

**REVISION 47**  
(01/01/19 – 12/31/19)

The authorized representative consent must be reviewed at each renewal.

The PI may revoke the authorization, in writing, at any time. Any written statement from the PI is acceptable when they are revoking an authorized representative. The use of the FAA-1494A form is optional.

When an eligibility decision is being appealed, the following actions occur concerning the authorized representative:

- The authorized representative designated at the time of the action being appealed must be involved in any proceedings involving the same action.
- A new authorized representative, when designated, may handle any future actions related to the program(s) for which the representative is the designee.

#### **D Authorized Representatives – Rights and Responsibilities**

**REVISION 48**  
(01/01/20 – 12/31/20)

When the PI appoints an authorized representative, the Family Assistance Administration (FAA) must ensure both the PI and the authorized representative are informed of their rights and responsibilities.

FAA informs the PI that they are responsible for the following:

- The accuracy of all information provided by the authorized representative. This includes information written on the application and stated during interviews.
- Making sure their authorized representative is providing accurate information and is maintaining awareness of the household's circumstances.
- Providing updated authorized representative information to FAA and AHCCCS each time the household renews benefits.

The PI has the right to [revoke the authorization](#) at any time. This must be done in writing.

An authorized representative must first be appointed in writing with a signature by the PI. The PI must provide a signature using an [acceptable method to sign](#) the document either written, electronic, or telephonic.

The authorized representative must then provide a signature using an acceptable method to sign the document either written, electronic, or telephonic.

On a telephonic signature the appointed authorized representative must confirm the following:

- Agrees to being the authorized representative for the applicant
- They are not disqualified for an intentional program violation (IPV)

FAA informs the authorized representative that they are responsible for the following:

- Providing accurate information to FAA and AHCCCS.
- Maintaining awareness of the household's circumstances.
- Attending interviews for the household. These interviews may be in person or over the phone.
- Providing verification requested by FAA and AHCCCS during the application process.
- Assisting the household with completing applications and forms.
- Assisting the household with reporting changes and getting any required verification for the change.
- Providing their updated information to FAA and AHCCCS each time they help the household renew benefits.

The authorized representative has the right to review the case file and obtain information from it at any time. (See [Review of Case Information](#))

The PI and the authorized representative must be informed about the rules and penalties regarding the [Intentional Program Violation](#).

The Authorized Representative Request (FAA-1493A) form is available in the [Document Center](#) on the DES internet web site.

When an authorized representative is appointed provide the PI and authorized representative with the Authorized Representative - Rights & Responsibilities (FAA-1492A) pamphlet or information on how to access the FAA-1492A pamphlet. The (FAA 1492A) pamphlet is available in the Document Center on the DES Internet web site.

## **06 CA Payee - Overview**

This section includes the following policy regarding who may receive the CA benefits for the participants:

- [CA Participant Payee](#)
- [CA EBT Alternate Card Holder](#)

### **A CA Payee - Participant Payee**

The CA participant payee is the person who is requesting CA benefits for any of the following:

- Themselves
- Dependent children
- Participants related to the dependent children

The participant payee completes the application and is present during the interview. The CA benefit is in the participant payee's name unless a representative makes the application for the parent.

The CA participant payee should meet the following requirements:

- Be properly related to the applicants
- Be able to act responsibly

A budgetary unit may include a parent and their [spouse\(g\)](#), and the spouse is the dependent child's stepparent. When this occurs, either the parent or the stepparent may be the CA participant payee.

A dependent child may never be the payee.

The CA participant payee may be either eligible or ineligible for the benefit month. The eligibility status of the participant payee has no bearing on the right to file an application or be a payee.



## **B CA Payee - Death of the CA PI**

When death of the CA PI is reported, take action depending on the following:

- [Death of the PI during application process](#)
- [Death of the PI during approval period](#)

### **EXCEPTION**

Do not send a decision notice when all participants in the budgetary unit are deceased.

## **.02 CA Payee - Death of the CA PI - PI Dies During the Application Process**

**REVISION 48**  
(01/01/20 - 12/31/20)

When the death of the PI is reported during the application process, complete the following by the 45th day from the date of application:

- Key the DH Denial Closure Reason Code on AFED.
- Send the Cash Assistance Deny/Close (A200) notice.

The following applies when a new application is filed during the 45-day processing period of the original application:

- The children of the original case may be eligible from the date of the original application.
- The new PI may be eligible from the date of the new application.

NOTE The new PI must be an appropriate [specified relative](#).

The date of the new application is the date of the original application.

**.03 CA Payee - Death of the CA PI - PI Dies During Approval Period**

When the death of the PI is reported during the approval period, benefits for the remaining CA budgetary unit participants may be issued to a [CA EBT Alternate Card Holder](#) when one can be located. (See [Changes in Primary Informant](#))

**C CA Payee - CA EBT Alternate Card Holder**

A CA EBT Alternate Card Holder receives the CA benefit for the CA participants.

Consider the following when assigning a CA EBT Alternate Card Holder:

- [CA EBT Responsibilities](#)
- [CA EBT Reasons to Assign an Alternate Card Holder](#)

**.02 CA Payee - CA EBT Alternate Card Holder - CA EBT Responsibilities**

Explain to the CA EBT Alternate Card Holder the responsibilities they must agree to assume for the participant and to FAA. The CA EBT Alternate Card Holder has a responsibility like a court appointed guardian. Their responsibilities include, but are not limited to the following:

- Handling money that is for the family's well being
- Assuring that the CA benefit is spent for the maximum benefit of the participants
- Safeguarding confidential information about the family's affairs
- Establishing and maintaining a positive relationship with the participant

**WARNING**

The following persons cannot be CA EBT Alternate Card Holders:

- FAA workers
- DES staff handling fiscal processes related to the CA case
- Director of DES
- Grocers
- Landlords of the involved participants
- Office of Special Investigations (OSI) Personnel
- Other people who buy or sell goods directly

NOTE Relatives, neighbors, friends, representatives of community service agencies or churches may be a CA EBT Alternate Card Holder.

**.03 CA Payee - CA EBT Alternate Card Holder - Reasons to Assign a CA EBT Alternate Card Holder**

A CA EBT Alternate Card Holder may be needed for any of the following reasons:

- [Assigned by the Department of Child Safety \(DCS\) or Tribal Social Services](#)
- Disqualified CA Participants
- [Emergency situations](#)

A CA EBT Alternate Card Holder must be aware of the responsibilities required of them. (See [CA EBT Responsibilities](#))

**.04 CA Payee - CA EBT Alternate Card Holder - Assigned by DCS or Tribal Social Services**

The Department of Child Safety (DCS) or Tribal Social Services may instruct FAA to name a CA EBT Alternate Card Holder other than the participant currently receiving the CA benefit. This may be due to either of the following:

- Neglect or abuse of the children
- Mismanagement of the family money

When DCS or Tribal Social Services orders a CA EBT Alternate Card Holder, FAA must discuss the naming of a CA EBT Alternate Card Holder with the participant.

Name a CA EBT Alternate Card Holder whether agreement can be reached or not.

DCS or Tribal Social Services is responsible for monitoring the participant's case.

They inform FAA when the CA EBT Alternate Card Holder is no longer needed.

When DCS anticipates that a CA EBT Alternate Card Holder is needed for more than two years, they take the following action:

- Seek judicial appointment of a guardian.
- Place the children in Foster Care.

**.05 CA Payee - CA EBT Alternate Card Holder - Emergency Situations**

**REVISION 48**  
(01/01/20 - 12/31/20)

An emergency CA EBT Alternate Card Holder may be named when there is not enough time to make any other plan for the child's care and support. Emergency situations include, but are not limited to the following:

- The PI is unable to provide care for the dependent child due to any of the following emergencies:

[Death of the CA PI](#)

Abandons or deserts the child

Is incarcerated

Is committed to a hospital for the mentally ill

- There is not enough time to make other plans for the child's care

An individual is named as an emergency CA EBT Alternate Card Holder when FAA is notified that the individual is acting as a representative for, or on behalf of the CA PI. It is not necessary that the CA EBT Alternate Card Holder be a specified relative, provided they are caring for the child.

Payments may be made available to a CA EBT Alternate Card Holder only for the following:

- The child receiving CA cash benefits
- A period not to exceed 90 days

When an emergency CA EBT Alternate card holder is named, send the [Request for an Emergency Representative \(C000\) notice](#). The C000 notice informs the CA EBT Alternate Card Holder of the following:

- To complete an application
- Benefits for the remaining persons will continue for 90 days
- Benefits will be stopped if an application is not received by the 90th day. Enter the 90th day from the date the CA alternate card holder is established.

Stop CA benefits the month following the end of the 90th day, send an [adequate notice](#) and document actions in case notes.

## 07 **Effective Date - Overview**

**REVISION 47**  
(01/01/19 – 12/31/19)

The effective date of an [identifiable application](#) turned in during FAA [business hours\(g\)](#) is the same date it is received.

The effective date of an application turned in outside of FAA business hours is the next [workday\(g\)](#). The FAA office must date stamp or document the [case file\(g\)](#) with the effective date on the application.

An application may be received from a source other than FAA. When this occurs, the effective date of the application is the date the application is received by FAA.

Any applicant may apply for benefits at any time. When an applicant is incarcerated at the time of application submission, the effective date of application cannot begin before their release date.

**EXCEPTION**

When an applicant is incarcerated at one of the following correctional facilities, see [Inmate Pre-release NA Applications](#):

- Perryville State Prison
- Lewis State Prison
- Tucson State Prison

When a participant decides to apply for additional programs during the interview, the interview date is used as the effective date for the additional programs.

**EXCEPTION**

A participant may request additional programs during a telephone interview. When this occurs, inform the participant that the effective date for the additional programs is the date of the interview.

Complete the following:

- Have the applicant mark the additional program boxes on the front of the paper application. The applicant must also initial and write the interview date next to the program boxes marked.
- When the request is made over the phone FAA staff adds the programs through the Report a Change process in Health-e-Arizona Plus
- Use the interview date as the effective date of application for the additional programs when adding the programs to the case on APMA.

**08 Receipt of Additional Application - Overview**

**REVISION 49**  
(01/01/20 – 12/31/20)

An application may be turned in by a participant while a prior application is pending. When a renewal is due or the participant is applying for an additional program, register the renewal or additional program application.

When an application is pending and a second application is turned in requesting additional programs, the following apply:

- When the first application is pending at an FAA hospital site code, a hospital worker determines eligibility for all programs on both applications.

NOTE This applies whether an interview or customer contact was or was not completed when the second application is received.

- When the first application is pending at another FAA office site code and a second application is turned in at the hospital requesting additional programs, one of the following applies:

The FAA office determines eligibility for all programs when the interview or customer contact is complete for the first application.

The hospital worker determines eligibility for all programs when the interview or customer contact is not complete for the first application.

When a renewal is not due and no additional programs are requested, treat the additional application as a change. Complete the following:

- Compare the information on the additional application to the information in the [case file\(g\)](#) and the prior application.
- Request verification and make changes when needed. When there is a change in benefits or program eligibility, send a notice to the PI. Allow for Notice of Adverse Action ([NOAA](#)) when benefits are decreased or stopped.
- When the additional application results in no change, send a No Change in Benefits notice to the PI.
- When the additional application is a paper application, upload the additional application into OnBase.

When the first application is pending and dated later than the second application, complete either of the following:

- Delete the first application on the [DECA](#) screen and register the second application using the earlier date.
- Change the proration date on APMA.

NOTE Review both applications for any changes.

When an earlier application is received and a later application has been approved, complete a hand budget to determine whether eligibility exists prior to the current effective date.

NOTE CA Budget Records (FAA-0200A and FAA-0200C) form or Nutrition Assistance Budget Worksheet (FAA-1077A) form may be used to determine eligibility in earlier months when needed.

## 09 Delete Case (DECA) - Overview

The AZTECS screen DECA is used to complete the following:

- [Delete a case from AZTECS.](#)
- [Delete a specific program from a case.](#)

NOTE A program cannot be deleted when benefits have paid.

The DECA screen is accessed through the NEXT function and can only be used by authorized staff. The information on this screen cannot be changed, but registered programs or the entire case may be deleted. DECA is only used when cases are registered incorrectly or in error. (See [Receipt of Additional Application](#) and [Administrative Corrections](#))

### A Delete Case (DECA) - Delete Case

**REVISION 05**  
(07/01/08 – 09/30/08)

When the case is deleted, all of the following information related to the case number is deleted:

- Address information
- Case information
- Eligibility information
- Alert information
- Notice request and notice information
- Information linking applicants originally registered to the case

Remove any income, resource or expense information from the case before using this function.

A highlighted message TYPE IN THE WORD ALL TO DELETE THE CASE will appear on the DECA screen when the case can be deleted. To delete the case, enter the word ALL and press Enter.

The records of the applicant originally registered to the case are not deleted. Information linking the applicant to the case is removed.

#### **WARNING**

When documents are imaged in [OnBase\(g\)](#) for the deleted case, see [Centralized Document Services \(CDS\)](#) to move the documents to the correct case number.



## **B Delete Case (DECA) - Delete Program**

To delete a specific program from a case, the program must be highlighted on the DECA screen. When the program is highlighted it indicates benefits have not paid. Complete the following to delete the program:

- Key the word DELETE under the information for the program that is to be deleted.
- Press Enter. The program is now deleted.

Program involvements may overlap in a given month. When this occurs, information for the most recent application replaces information for the previous application in the overlapping month.

Information that is replaced includes the following:

- Eligibility Factors
- Case Name
- [EXPEDITED](#) Indicator
- Designated [Specified Relative](#)

NOTE A program cannot be deleted when benefits have paid.

## **10 *Withdrawing an Application - Overview***

[REVISION 48](#)  
(01/01/20 - 12/31/20)

Applicants may voluntarily withdraw their new application at any time. Their request may be verbal or written.

Determine the reason the applicant wants to withdraw. When the reason causes the application not to be eligible, complete the denial process using the Denial Closure Reason Code appropriate to the reason (i.e. RS when the budgetary unit is moving out of state).

Many denials require minimal information to be keyed to complete the denial process. However, the procedure for denials is to key all the information obtained from the application and later at the interview. The reasons for this are as follows:

- All reasons for case ineligibility need to be documented in the [case file\(g\)](#) for future application purposes, and for notice purposes.
- Participant information in AZTECS may be used to deter fraud cases. For example, a participant may be denied for excessive resources at one office and apply at a different office with no resources listed.

Complete the following steps immediately to deny an application:

- Key the necessary information on INDA.
- Change the Participation Codes in the PT field on SEPA from CO to the appropriate codes based on information from the application.
- Key all applicable information through the AZTECS eligibility screens.

When there is not enough information to determine ineligibility, after keying all known information or voluntary withdrawal is confirmed, complete the following:

- Key VW in the Denial Closure Reason field on the appropriate program screen (AFED or FSED).
- Key Y in the AUTHORIZATION field. Press ENTER.
- Send a Voluntary Withdrawal (C201) notice to the PI to confirm the withdrawal and inform the PI of the right to reapply at any time

When an applicant requests to withdraw their application for only one program, deny the program following the same procedures. Complete the determination for any other program.

When determining eligibility for the other program, eligibility screens from the denied program display in the first benefit month. Advance through these screens to process the eligibility determination.

Once an application is denied for withdrawal, a new application must be turned in to begin the application process again.

For a voluntary withdrawal request at renewal, see one of the following, as appropriate:

- [CA Voluntary Withdrawal](#)
- [NA Voluntary Withdrawal](#)

## 11 Case Record Control (CARC) - Overview

[REVISION 50](#)  
(01/01/22 – 12/31/22)

The CARC AZTECS screen is used to assign AZTECS cases to site codes. The CARC screen is accessed through the NEXT function.

Assigning the correct site code is important to ensure [Mid Approval Contact \(MAC\)](#) ACTS alerts are assigned to the correct workload.

After completing a benefit determination for a case in AZTECS, key on CARC the site code that serves the customer's residential ZIP Code.

### EXCEPTION

Do not change the site code when the site code is one of the following:

- 166C – Site Code 166C is used by the [Employee Benefits Unit \(EBU\)](#).
- 169C – Site Code 169C is used by the [FAA Refugee Units](#).
- 171C – Site Code 171C is used to register an application in the [DCS Fast Pass Application Process](#).
- 285C – Site Code 285C is used by the [FAA Refugee Units](#).
- 759C – Site Code 759C is used for [Address Confidentiality Program \(ACP\)](#) cases.
- 845C – Site Code 845C is used with the [AZSNAP project](#).

To change the site code using CARC complete the following:

- Ensure there are no outstanding notice situations on NORE.
- Determine the office's three-digit site code that serves the participant's residential ZIP Code. (See [FAA Offices by Site Code](#))

NOTE Keying the ZIP Code in the [CNAP Manual Search field](#) displays FAA Sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk. (See [example Primary Site Code Search](#))

- Key the office's three-digit site code in the SITE CODE field on CARC.
- Press ENTER.

- Return to CARC and key the following in the UNIT and CASELOAD fields on CARC based on the status of the case:  
Open: UNIT 5 CASELOAD 55 (5-55)  
Closed: 7-77  
Pending: V-01  
Expedite: X-01  
Read/Correction: B-01  
Transferred: 9-99  
Pending an Interview: P-01
- Press ENTER.

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