

## A Replacement Issuance of Used NA Benefits



This subject includes information about replacement of NA benefits that are used to purchase food that was destroyed in a disaster or a misfortune.

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### Policy

Food purchased with NA benefits may be destroyed in a disaster or a misfortune that is beyond the control of the budgetary unit. When this occurs, the benefits used to purchase the food that was destroyed may be replaced.

There is no limit on the number of replacements for food purchased with NA benefits destroyed in a disaster or a misfortune.

Disasters include **all** of the following:

- Fire
- Flood
- Tornado
- Other disasters beyond the control of the budgetary unit

Misfortunes include **all** of the following:

- Power outage or appliance failure that causes food spoilage
- Infestation
- Theft of food
- Other misfortunes beyond the control of the budgetary unit

The Replacement Issuance of Used NA Benefits is separate from **any** of the following:

- The Disaster Nutrition Assistance Program (DNAP) policy when a disaster is declared by the President of the United States. (See [DNAP](#) for additional information regarding food assistance to Arizonans when there is a disaster in a large area of the state).

**NOTE** When a federal disaster is declared, budgetary units are not eligible to receive both DNAP and disaster or misfortune benefit replacements at the same time.

- The Replacement Issuance of Stolen Benefits policy when NA benefits are lost due to electronic benefit theft. (See [Replacement Issuance of Stolen Benefits](#) for electronic benefit theft definition and eligibility.)

### Replacement Eligibility

The budgetary unit is potentially eligible for a replacement when **all** of the following conditions are met:

- The replacement request is for food that was purchased with NA benefits.  
NOTE Food purchased with CA benefits are not eligible for replacement.
- The participant or authorized representative timely reports the destruction of food to FAA either verbally or in writing.
- The participant or authorized representative provides a completed, and signed Replacement of Nutrition Assistance (NA) Benefits – Food Destroyed in a Disaster or Misfortune (FAA-1842A) form timely. The FAA-1842A requires the participant or the authorized representative attestation to **all** of the following:

That the food purchased with NA benefits was destroyed.

They understand the penalties for making fraudulent statements under Federal and State laws.

### Amount of Benefit Replacements

When determined eligible for a replacement, the amount is the **lesser** of the following:

- The actual value of the loss
- One month of benefits

### Reporting Timeframes

The budgetary unit is potentially eligible for replacement of NA benefits when **all** of the following are met:

- The destruction of food is reported to FAA within ten calendar days. The ten-day timeframe starts the day after the loss occurred. When the tenth day falls on a holiday or weekend, the due date is moved to the next [workday\(g\)](#).
- The participant or authorized representative returned the completed FAA-1842A form within 10 calendar days from the date of the verbal or written report of the loss to FAA.

### How to Submit a Request for Replacement of Used NA Benefits

The participant or authorized representative may report the destruction of food and request a replacement of benefits by **any** of the following methods:

- By calling (855) 432-7587, Monday through Friday, from 7:00 a.m. to 6:00 p.m. excluding state holidays.
- In writing by completing the FAA-1842A form. The form can be downloaded from the DES Document Center. The completed and signed form may be returned by **any** of the following methods:

By mail to the Department of Economic Security, PO Box 19009, Phoenix, AZ 85005-9009

By fax to (602) 257-7031 or toll free to (844) 680-9840

In person at any FAA Office

## Replacement Processing Timeframes

When eligible for replacement, the benefits are issued within ten calendar days of the receipt of the request or within two workdays of receiving the required statement, whichever is later.

## Request for Benefits Replacement Denial

The request for replacement is denied when **any** of the following occurs:

- The destruction of food was reported to FAA untimely.
- The FAA-1842 form is not signed.
- The FAA-1842 form is submitted to FAA untimely.
- The request is for the replacement of food purchased with CA benefits.
- The request for replacement appears to be fraudulent.

FAA sends a notice when the request for replacement is denied. The notice informs the budgetary unit of the denial reason and the budgetary unit's appeal rights.

## Appeal Hearing

The participant or authorized representative has the right to request an appeal when they disagree with a decision or action taken by FAA. An appeal can be requested when **any** of the following occurs:

- The request for replacement is denied.
- FAA did not act timely on the participant's request for benefit replacement.

NOTE Participants are not eligible for replacement benefits pending a hearing.

See [Right to an Appeal Hearing](#) for additional information regarding the participant's appeal rights.

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## Procedures

When a request for replacement due to a disaster or misfortune is received verbally, FAA staff completes **all** of the following:

- Completes the Replacement of Nutrition Assistance (NA) Benefits – Food Destroyed in a Disaster or Misfortune (FAA-1842A) form.
- Verifies the disaster or misfortune through collateral contact verification, a home visit, or documentation from a related community agency (fire department, Red Cross, etc.).
- Documents the [case file\(g\)](#) with all actions taken and verification obtained.
- Sends an email to an office supervisor and the local office manager (LOM). The office supervisor or the LOM reviews the FAA-1842A form for completeness and signature and completes **one or more** of the following:

Elevates the facts of the NA claim by sending an email to their appropriate Region Program Manager (RPM) or designee when the request for replacement is approved. The RPM or their designee completes the EBT Emergency Benefits e-form and sends the form via email to the FAA EBT Emergency Benefits Unit.

Returns the FAA-1842A to the FAA staff when the form is incomplete, not signed, or additional information is needed. When additional information is needed, the participant is allowed 10 calendar days to provide the information. The request for replacement is denied when the participant fails to provide the requested information.

When the request for replacement is received by mail or fax, the Centralized Document Services (CDS) staff upload the FAA-1542A to the appropriate tracker for processing.

When the request for replacement is approved, the Nutrition Assistance (NA) – Replaced Benefits (F707) notice is sent.

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### Verification

The [case file\(g\)](#) must be reviewed before verification is requested.

The participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy.)

Verification of a disaster or misfortune includes the participant's attestation to the loss of benefits by completing and signing the Replacement of Nutrition Assistance (NA) Benefits – Food Destroyed in a Disaster or Misfortune (FAA-1842A) form and **any** of the following:

- Collateral contact or documentation from a related community agency (fire department, Red Cross, etc.) regarding the disaster
- Collateral contact to the source responsible for the misfortune, such as a utility company, landlord, etc.
- News articles on any available platform including television, social media, or radio.

NOTE The completed and signed form must be retained in the case file.

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### AZTECS Procedures

Full or partial replacement of NA benefits is authorized in FSRE. Only designated staff have access to FSRE. For additional information and procedures regarding FSRE, see [FSRE AZTECS screen information](#).

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### Legal Authorities

7 CFR 274.6(a)

7 CFR 274.6(a)(2)

7CFR 274.6(a)(3)(2)

7 CFR 274.6(a)(6)(ii)

7 CFR 274.6(a)(7)(i)

7 CFR 274.6(b)

[Prior Policy](#)

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