

C Address - Effecting Changes



Effecting changes to a participant's address.
out of state.

AZTECS Keying Procedures

Open Cases

Address changes must be keyed in AZTECS by close of business on the day the change is reported.

When an address change is reported on an open case take **all** of the following actions:

- Key the new address in AZTECS on ADDR
- Key the new address in HEAplus on the Contact Information page

Moved Out of State

Complete **all** of the following when FAA is notified that all the participants in the budgetary unit have moved out of state:

- Key the out of state address on ADDR. When no forwarding address is provided, see [Returned Mail Procedures for NA and CA](#) for additional procedures.
- Stop all benefits the first month after the month of the reported move.
- Key the actual date the participants moved out of Arizona on the eligibility determination screen for each active program.
- Key the RS Denial Closure Reason Code.
- When the actual date of the move is not known, key the date the change is reported, and document the case file.
- For NA, key the first day of the month and year that the participant became prospectively ineligible. For NA, no notice is required when all budgetary unit participants move out of state. Stop NA benefits the first month possible after the reported move. NOAA is not required.

Keying Attention on ADDR

Use the ATTENTION field to key information that is not part of the physical address, such as the name of a representative. Do not key the name of the [PI\(g\)](#).

Do not key additional telephone numbers or anything other than the actual address information in the ATTENTION field. The wording displays in the mailing address and on the notices and it may be a breach of confidentiality. Document any additional address information (shelter names, telephone numbers, homeless sleeping location, etc.) in the case file.

When mailing in care of someone other than the participant, key C/O and the person's

name in the ATTENTION field.

NOTE A space must be keyed before the C for AZTECS to process the address. (See [Example 1](#))

Keying Addresses on ADDR

When entering residential and mailing address information on ADDR, complete **all** of the following to ensure the participant receives notices and EBT cards:

- When the residential and mailing addresses are the same: Only key the RESIDENTIAL ADDRESS fields. The MAILING ADDRESS fields must be left blank. AZTECS sends mail to the participant's residential address.
- When the residential and mailing addresses are different:
 - Key the RESIDENTIAL ADDRESS fields.
 - Key the MAILING ADDRESS fields.
- Document the case file with the reasons for using a mailing address.
- When a participant's physical residence does not have a valid mailing address, complete **all** of the following:
 - In the case file, describe how to locate the residence. (See [Example 2](#))
 - Key SEE MAILING ADDRESS in the STREET ADDRESS field under RESIDENTIAL ADDRESS.
 - Key the MAILING ADDRESS field.

When the participant is homeless, see General Delivery Service for additional instructions.

Consider **all** of the following when keying the residential and mailing address fields:

- Key the RESIDENTIAL ADDRESS field with the physical address where the budgetary unit (BU) resides.
- Key the MAILING ADDRESS field when a PO Box, General Delivery, or another mailing address that is different from the BU's residential address.

NOTE A General Delivery or a PO Box address must only be keyed in the MAILING ADDRESS field on ADDR.

- Do not key the physical address of a domestic violence shelter in AZTECS. Complete **all** of the following:
 - Key SEE MAILING ADDRESS in the STREET ADDRESS field under RESIDENTIAL ADDRESS.
 - Key the PO Box number of the shelter or the address of the FAA Office in the MAILING ADDRESS fields.
- Do not split the address between more than one field. When the complete address does not fit in one field, key as much of the address as possible. When Finalist

displays a match, all the characters may not fit in the fields. In this situation, notices are printed with as much information as displays.

- Key only one place identifier (apartment, unit, or lot number, etc.) in the APT-UNIT-ETC field.
- Key all abbreviations using the USPS recognized address abbreviations.
- Do not use punctuation in any part of the address.
- Do not use double spacing.
- Do not use the backward slash (\).
- Do not use the letter O in place of a zero.
- Do not key the additional Plus Four digits of the ZIP Code anywhere on ADDR. Only key the first five digits of the ZIP Code.
- Do not include the names of building complexes, trailer parks, reservations, etc. Review a utility bill, rental receipt, or mortgage statement to assist in identifying the correct address. Validation can also be completed through the USPS website.
- The AZTECS ZIP CODE/CITIES tables in LISTCODES allow for only fifteen characters in a city name. As a result, the CITY field on ADDR allows for only 15 characters. When the length of a city name exceeds 15 characters, Finalist compares the 15 characters against the complete city name and determines the address invalid. Finalist displays the same address keyed on ADFF as the closest match and requires the worker to select a function and process through to ADDR.
- To prevent Finalist from unnecessarily creating a new address record, **any** of the following city names must be keyed on ADDR as indicated:

Key Chandler Heights (85227) as CHANDLER HTS

Key Kykotsmovi Village (86039) as KYKOTSMOVI or KYKOTSMOVI VILL

Key Lake Havasu City (86403-86406) as LAKE HAVASU CIT

Key Oak Creek Villa (86341) as SEDONA

Key Petrified Forest National Park (86028) as PETRIFIED FORES

Key White Mountain Lake (85912) as WHITE MTN LK

Keying General Delivery Service on ADDR

When a participant is homeless and does not have a valid mailing address complete ADDR as follows:

- Key SEE MAILING ADDRESS in the STREET ADDRESS FIELD under RESIDENTIAL ADDRESS
- Key the CITY, STATE, and ZIP fields where the homeless participant sleeps
- In the MAILING ADDRESS field, key GENERAL DELIVERY in the STREET ADDRESS field and the CITY, STATE, and ZIP fields with a USPS General Delivery location.