

J Primary Informant - Effecting Changes



Effecting changes to the [primary informant\(g\)](#).

Policy

Once a case has been registered and a Primary Informant (PI) assigned in the computer system, that participant must remain the PI of the case.

NOTE When the PI moves with **some or all** of the other budgetary unit participants, see the following:

- [Address – Effecting Changes](#)
- [Participants Living in the Household – Effecting Changes](#)

Death of the PI

For NA, when the death of the NA PI is reported and there are any remaining participants in the budgetary unit the following occurs:

- The case is closed allowing for [NOAA\(g\)](#)
- A notice is sent to the last known address informing the remaining participants they must submit an application

The following individuals may be established as an [EBT Alternate Card Holder](#) when the budgetary unit needs access to the remaining NA benefits after a case is closed due to death of the NA PI:

- An adult budgetary unit member
- A non-participant adult who has parental control of the remaining budgetary unit members and provides the following information:
 - Verification of Living Arrangements, when questionable
 - Verification of identity

For CA, when the death of the CA PI becomes known, **one** of the following occurs:

- An individual acting as a representative for, or on behalf of, the deceased CA PI may be named as an emergency Alternate Card Holder. (See [CA EBT Alternate Card Holder – Emergency Situations](#) for time frames and additional information)
- When no CA EBT Alternate Card Holder is available, the CA case is closed.

NOTE For both NA and CA, when the death of the entire budgetary unit becomes known, the EBT Primary Payee card is deactivated on the date the case is denied or closed and benefits are expunged. No notice is sent.

Procedures

Using the guidelines in the policy, redetermine eligibility and the current benefit level for

the appropriate month. (For guidelines regarding the appropriate month, see [When to Effect Changes.](#))

For NA, when the death of the NA PI is reported and there are remaining participants in the budgetary unit, complete the following:

- Stop benefits allowing for NOAA using the PO Denial Closure Reason Code.
- Send the PI No Longer In Home-Deny/Closure (F205) notice. This notice informs the remaining participants that an application must be submitted to continue receiving benefits.

When NA is closed with the PO Denial Closure Reason Code and the budgetary unit needs access to the remaining NA benefits, an EBT Alternate Card Holder may be established for NA. (See [EBT Alternate Card Holder](#) for procedures on setting up the alternate card holder.)

For CA, when the death of the CA PI becomes known, complete **one** of the following:

- Name an individual acting as a representative for, or on behalf of, the deceased CA PI as an emergency Alternate Card Holder. (See [CA EBT Alternate Card Holder – Emergency Situations](#) for time frames and additional procedures)
- When no CA EBT Alternate Card Holder is available, close the CA case allowing for NOAA.

AZTECS Keying Procedures

Key the DH Denial Closure Reason Code on AFED or FSED for the correct month when the death of the entire budgetary unit becomes known.. No notice is required.

For NA, when the death of the NA PI is reported and there are remaining participants in the budgetary unit, key the PO Denial Closure Reason Code on FSED to stop benefits allowing for NOAA.

For CA, key the following to close the CA case when the death of the CA PI becomes known, but no CA EBT Alternate Card Holder has been named:

- Key the OU Participation Code in the PT field on SEPA next to the PI.
- Key the DH Ineligible Reason Code in the INELIG RSN field on SEPA.
- Key the DH Denial Closure Reason Code on AFED to stop the CA benefits allowing for NOAA.

[Prior Policy](#)

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