

# Urgent Bulletin

Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## Extension to Supplemental NA Benefits

02/26/2021

Program Impact: NA

Supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 03/2021. Households receiving benefits for the benefit month of 03/2021 will receive an emergency supplement to increase the NA benefit amount for March to the maximum monthly allotment for NA. The supplement is added to AZTECS by FAA Systems.

The emergency supplements in March will be issued:

- On 03/02/2021 for cases with the last name starting with A-B
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with C-Z

**NOTE** The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular March allotment. The allotment is identified as \*CMAX on FSBH.

```
0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
```

For changes that are processed for the months of 04/2020 through 03/2021 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 04/2021.

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For changes that are processed for the months of 04/2020 through 03/2021 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 04/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 04/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 03/2021 and emergency supplements must be elevated through Region Management.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- Cases that are reopened after EA issuance
- Cases with older application dates that are processed after EA issuance

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 11/2020 through 03/2021.

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## IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.
- NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 10/2020).

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

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