

# Urgent Bulletin

Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## Expungement Time Frame for Unused Benefits

05/25/2021

Program Impact: NA

This Urgent Bulletin is being issued to inform staff that effective immediately the expungement time frame for unused NA benefits has decreased. Households were previously notified that if they did not use their benefits within 365 days of issuance, the benefits would automatically be returned to the State of Arizona. These benefits would no longer be available for the household to use.

The law has changed and effective 01/20/2021, unused benefits are now returned to the State of Arizona after 274 days.

FAA Systems will conduct a mass mailing of the Expungement Time Frame (X023) notice, with a mail date of 05/26/2021. Approximately 145,000 households will be receiving notification of the change in law, which may result in an increase in phone calls by participants with questions. Most households will use their benefits well before the 274-day time frame. However, there may be households whose benefits were expunged after 274 days without notification. This broadcast is to assist workers in answering questions should they receive these calls.

Attached as page two of this Urgent Bulletin is the [Expungement Time Frame](#) (X023) notice to further assist workers with questions they may receive.

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

**Please consider the environment before printing this broadcast.**

(21-1327)

NOTICE: X023            NUMBER OF LINES:            PAGE: 01  
EFFECTIVE DATE FROM: 042321 EFFECTIVE DATE TO: 999999    LANG: ENGL ADDR  
IND: C  
TITLE: EXPUNGEMENT TIME FRAME            STUFFER:            MAX OCCURS: 01

THIS NOTICE IS ABOUT YOUR NUTRITION ASSISTANCE (NA) BENEFITS@@  
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Your household was previously notified if you did not use your benefits within 365 days of issuance, they would automatically be returned to the State of Arizona and you would no longer be able to use them. The law has changed, and benefits are now returned to the State of Arizona after 274 days when they have not been used.@@  
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If you believe you were negatively impacted by this change and would like to discuss your case, you must contact us by phone at (602) 542-8201 or toll free at 1 (833) 677-7650. You can also send an email to FAAClientLiaisonUnit@azdes.gov.@@

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LEGAL AUTHORITY@@

- Stale accounts: 7 CFR section 274.2(i).@@

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You can find these laws at any of the following:@@

- At a public library; and@@

- On the Internet at CFR: [www.ecfr.gov/](http://www.ecfr.gov/).@@

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Este aviso se refiere a la informacion importante acerca de sus beneficios, los plazos cortos para pedir una Audiencia y la manera de seguir recibiendo beneficios si usted esta en desacuerdo con nuestra decision. Llame de inmediato al DES al 1 (855) 432-7587 y DES le leeran esta aviso a usted en Espanol.@@