

03 Requirements for NA Expedited Services (NAX)



This subject includes the NA expedited service and time frame criteria for a new NA application.

Policy

All new [NA applications\(g\)](#) are screened for potential eligibility for expedited services. To be potentially eligible for expedited services, **one or more** of the following are required to be reported on the application:

- The reported total gross countable income expected to be received in the application month is less than \$150, and the reported liquid resources are \$100 or less.
- A destitute migrant or seasonal farm worker is included in the NA application, and the reported liquid resources are \$100 or less.
- The reported total gross countable income expected to be received in the application month plus the reported liquid resources are less than the reported rent or mortgage plus **one** of the following for the budgetary unit size:

The Standard Utility Allowance (SUA) when the budgetary unit is obligated to pay for a heating or cooling utility expense.

The Limited Utility Allowance (LUA) when the budgetary unit is obligated to pay for at least two non-heating or non-cooling utility expenses.

The Telephone Utility Allowance (TUA) when the only utility is a telephone expense.

No utility expense deduction when the budgetary unit is not obligated to pay any allowable utility expenses.

NOTE See [NA Utility Expenses and Allowances](#) for additional information regarding the allowances and [Utility Allowance Current Amounts](#) for the current utility allowance amounts.

Eligibility for NA expedited services is determined during the interview. There is no limit on how many times a budgetary unit may receive NA expedited services. When documents are provided with the application, the documents are used to determine eligibility, when applicable.

For budgetary units that are eligible for NA expedited services, a determination is completed no later than the seventh calendar day from the application date. Benefits are on the card no later than the seventh calendar day from the application date.

New applications are ineligible for NA expedited services and are processed using the NA new application time frames when **any** of the following occur:

- All postponed verification requested at the last expedited approval was not received by FAA.
- The application is an untimely NA renewal application.
- The previous NA approval period was stopped for refusing to cooperate with the Quality Control (QC) process. (See [Cooperating with Quality Control](#))
- The information provided on the application or in the case file indicates ineligibility for the month of application or the following month.
- The participant does not provide required information to determine whether the budgetary unit is eligible for NA expedited services.

Procedures

Emergency Issuance of Benefits

When NA benefits are authorized on the seventh day, issuance of emergency benefits is required. (See [EBT Benefit Issuance and Availability – Emergency Benefits](#) for instructions on how emergency benefits are issued.)

Screening

Screen the NA application using the policy defined above to determine whether the budgetary unit is potentially eligible for expedited services. All new NA applications submitted using HEAplus are automatically screened for potential eligibility for expedited services.

Screening a Telephone Application

Telephonic applications are completed by **any** of the following:

- [Contracted Third-Party Non-Merit Staff\(g\)](#)
- FAA Staff

When an NA telephonic application is screened as potentially eligible for expedited services, ask the participant whether they are able to complete the interview the same day. When the applicant is able to complete the interview the same day, complete **one** of the following:

- For applications completed by contracted third-party non-merit staff, the contracted third-party non-merit staff complete **all** of the following:
 - Provides the HEAplus Interview Line telephone number to the participant in case the call is dropped
 - Transfers the call to the HEAplus Interview line at (855) 777-8590
- For applications completed by FAA staff, the FAA staff completes the interview

When the participant is not able to complete the interview, complete **all** of the following:

- Provide the HEAplus Interview Line telephone number to the participant.
- Provide the participant with information about accessing HEAplus and uploading verification to HEAplus.
- Inform the participant that NA expedite interviews must be completed within seven calendar days of the application date and provide the participant with the date.

NOTE The seven days begins the day after receipt of the NA application. When the seventh day falls on a holiday, the interview must be completed by the workday before the holiday.

- Document the [case file\(g\)](#)

AZTECS automatically sends the NA/CA Expedited Interview (X905) notice or the Elderly Simplified Application Project (ESAP) Interview New Application (X906) notice through the [Technical Information Process System \(TIPS\)\(g\)](#) transfer process.

Screening an Application Turned in at an FAA Office

When the participant turns an NA application at an FAA office and the application is potentially eligible for expedite services, ask the participant whether they can stay to complete the interview. When the participant is able to complete the interview, see [Conducting the Interview](#).

When the participant is not able to complete an interview on the date of application, complete **all** of the following:

- Give the applicant the Time Saving Tips (FAA-1513A) flyer. The FAA-1513A advises the participant of information to bring to the interview.
- Provide the participant with information about accessing HEAplus and uploading verification to HEAplus.
- Inform the participant about the Frequently Asked Questions in the HEAplus Help Center for instructions on how to upload documents to HEAplus.
- Advise the participant that interviews can be completed by telephone. Provide the participant with the HEAplus Interview Line telephone number at (855) 777-8590.
- Inform the participant that NA expedite interviews must be completed within seven calendar days of the application date and provide the participant with the date. When the seventh day falls on a holiday, the interview must be completed by the workday before the holiday.
- Document the [case file\(g\)](#)

NOTE AZTECS automatically sends the NA/CA Expedited Interview (X905) notice or the Elderly Simplified Application Project (ESAP) Interview New Application (X906) notice through the Technical Information Process System (TIPS) transfer process.

Screened by HEAplus

When the application is submitted in HEAplus, the application information transfers to AZTECS using the AZTECS Technical Information Process System (TIPS) transfer process. When HEAplus determines the application is potentially eligible for expedited services, **all** of the following occurs during the TIPS process:

- The Y is populated in the EXPEDITED FS field on APMA so that an expedited seven-day time frame begins.
- The seven-day interview date is placed on INDA. The seven days begins the day after receipt of the NA application. When the seventh day falls on a holiday, the interview must be completed by the workday before the holiday.
- AZTECS sends the NA/CA Expedited Interview (X905) notice or the Elderly Simplified Application Project (ESAP) Interview New Application (X906) notice to the participant.

When HEAplus screens the NA application as potentially eligible for expedited services, call the participant no later than the next [workday\(g\)](#) to attempt to complete an interview. When the participant cannot be reached by phone, document the case file of the attempt.

Verification

When an NA application is expedited, all verification except identity of the [Primary Informant\(g\)](#) can be postponed. (See [Postponed Verification](#) for additional information.)

AZTECS Keying Procedures

When a new NA application is screened as potentially eligible for expedited services, AZTECS automatically keys Y in the EXPEDITED FS field on APMA. AZTECS then tracks the timeliness due date of the seventh calendar day.

When previously screened as an expedite, remove Y in the EXPEDITED FS field on APMA when **one** of the following occurs:

- The application is no longer eligible for expedited services.
- The participant does not comply with the expedited interview time frame.
- Ineligibility for expedited services is discovered during the interview.

NOTE Clearly document the case file why the participant is not eligible for expedited services.

Legal Authorities

7 CFR 273.2(i)(1)(i)

7 CFR 273.2(i)(1)(ii)

7 CFR 273.2.(i)(1)(iii)

7 CFR 273.2(i)(4)(iv)

7 CFR 273.2(i)(4)(iii)(D)

7 CFR 273.9

Food and Nutrition Service (FNS) Waiver

[Prior Policy](#)

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