03 Requirements for NA Expedited Services (NAX)

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

Policy

For a new NA application(g) to be expedited, **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 Telephone Utility Allowance (TUA) when the only utility is a telephone expense.

  The Standard Utility Allowance (SUA) amount when the budgetary unit has a utility expense other than a telephone expense.

  See NA Utility Expenses and Allowances for additional information regarding the allowances.

  NOTE   When there are no utility expenses, determine NA expedite eligibility without using a utility allowance.

NA expedited services are only available with new NA applications. When turning in a new application for NA, the number of times a budgetary unit may receive NA expedited services is unlimited. When verification documents are provided with the application, the documents are also used to determine the income and resources of the budgetary unit.

For eligible NA expedite applications, a determination is made for the PI to receive NA benefits by the seventh calendar day from the application date.

The following new applications are ineligible for NA expedited services and are processed using the NA new application time frames:

- 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 Outstanding QC Reviews)

Procedures

Screen the NA application using the policy defined above to determine whether the budgetary unit qualifies for expedited services.

Screening a Telephone Application

When a participant submits their application by telephone and the application is eligible for expedite, ask the participant whether they are able to complete the interview today and complete *one* of the following:

- When the participant is able to complete the interview, complete the following:

  When the application is completed by Contracted Third-Party Non-Merit Staff(g) complete *all* of the following:

  - Provide the HEAplus Interview Line telephone number to the participant in case the call is dropped.
  - Transfer the call to the HEAplus Interview Line at (855) 777-8590.

  When the application is completed by FAA staff, FAA 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, reviewing the Request for Information (RFI), and uploading verification to HEAplus.

  Inform the participant that NA expedite interviews must be completed within five calendar days of the application date and provide the participant with the date.

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

  Document the case file(g)

  NOTE   AZTECS automatically sends the Appointment Notice (X904) through the 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 eligible for expedite services, when time permits, ask the participant whether they can stay to complete the interview.

When the participant is able to complete an interview on the date of application, 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.

> NOTE   The FAA-1513A advises the participant of information to bring to the interview.

- Provide the participant with information about accessing HEAplus, reviewing the Request for Information (RFI), 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 five calendar days of the application date and provide the participant with the date.

> NOTE   The five days begins the day after receipt of the NA application. When the fifth day falls on a weekend or holiday, the interview must be completed by the workday before the weekend or holiday.

- Document the case file(g)

NOTE   AZTECS automatically sends the Appointment Notice (X904) through the 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 eligible for expedite, *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 five-day interview date is placed on INDA.

> NOTE   The five days begins the day after receipt of the NA application. When the fifth day falls on a weekend or holiday, the interview must be completed by the workday before the weekend or holiday.

- AZTECS sends the Appointment Notice (X904) to the participant.

When HEAplus determines an NA application must be expedited, 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

To identify that the new NA application is considered an expedited application, key Y in the EXPEDITED FS field on the APMA. AZTECS then tracks the timeliness due date of the seventh calendar day.

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

- The application is no longer eligible for expedited services.

- The participant does not comply with the expedited interview time frame.

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)

FNS Waiver

Prior Policy

last revised 04/11/2022