

B Interviewing NA Expedited Applications

REVISION 49
(01/01/21 – 12/31/21)

Policy and procedures regarding interviews for expedited NA applications are outlined as follows:

- [Eligibility for Expedited Service](#)
- [Expedited Application Turned in In Person](#)
- [Expedited Application Turned in by Mail or Fax](#)

New applications must be reviewed for NA expedited service during the [application screening](#). Applications screened as potentially eligible for expedited service must be interviewed within 5 days. The five days begin 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.

FAA must allow eligible participants an opportunity to participate in expedited services no later than seven days from the date of application. Participation in expedited services is defined as:

- Completion of an interview
- Issuance of an EBT card
- Authorization and issuance of NA benefits

NOTE When expedited NA benefits are not available to the participant by the seventh calendar day, see [EBT Issuance and Availability – Emergency Benefits](#).

When FAA cannot complete expedited processing of an application due to delays caused by the participant, complete the following:

- Remove the Y in the EXPEDITED FS field on the APMA screen
- Process the application according to normal new application time frames (See [NA New Application Time Frames](#))

Participants requesting, but not eligible for expedited service, must have the application processed according to normal [new application time frames](#).

Participants who apply for CA and are an NA expedite, must have a single interview. The interview must be completed within the NA expedited processing time frame.

Residents of [Group Living Arrangements](#) (GLA), [rehabilitation centers](#), and [domestic violence emergency shelters](#) may be potentially eligible for NA expedited services.

Participants may become eligible for NA expedited services before the interview under the normal new application time frames. (See [Eligibility for Expedited Services](#))

When this occurs, complete the following at the interview:

- Ask the PI for an explanation of the change
- When the explanation is questionable, have the PI provide verification of their explanation
- Postpone verification and process the application as expedited when verification of their explanation cannot be obtained within the expedited time frames

Key Y in the EXPEDITED FS field on [APMA](#).

NOTE When it is discovered that the participant is eligible for expedited service after the application screening, document the change that has occurred and the date the change was discovered in the [case file\(g\)](#).

.01 NA Expedited Applications - Eligibility for Expedited Services

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Process NA applications for NA expedited services when the application includes one of the following:

- The total gross countable income expected to be received in the application month is less than \$150 and liquid resources do not exceed \$100.
- A destitute [migrant or seasonal farm worker is included in the NA application](#) and liquid resources do not exceed \$100.

- The total gross countable income expected to be received in the application month plus liquid resources are less than the [rent](#) or [mortgage](#) plus the appropriate utility allowance. Use the appropriate utility allowance as follows:

Use the appropriate [Standard Utility Allowance](#) (SUA) amount for the budgetary unit size.

Use the [Telephone Utility Allowance](#) when the only utility is a telephone expense.

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

Screen for NA expedite eligibility using information found on the application. When verification is provided with the application, use the verification provided to complete the screening process.

NA expedited services are only available to 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.

NOTE Verification of the participant's identity cannot be postponed. (See [Postponed Verification](#).)

The following applications are ineligible for NA expedited services:

- All postponed verification requested at the last expedited approval was not received by FAA.
- The application is a timely [NA renewal application](#).
- The previous NA approval period was stopped for refusing to cooperate with the Quality Control (QC) process. (See [Outstanding QC Reviews](#))

When an application is ineligible for expedited services, process using the [NA new application time frames](#). Remove the Y in the EXPEDITED FS field on the APMA screen.

.02 Interviewing NA Expedited Applications - Expedited Application Submitted in Person or by Telephone

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(01/01/19 – 12/31/19)

When an NA expedite application is submitted by the participant in person or by telephone complete the interview and determination on the same day.

When an NA expedite application is submitted by telephone, transfer the call to the [HEAplus Interview Line](#). Provide the HEAplus Interview Line telephone number to the participant in case the call is dropped.

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

- AZTECS sends the Appointment Notice (X904) to the participant when the application is registered in AZTECS.
- NA expedite interviews must be completed within 5 days of the application date. The five days begins the day after receipt of the NA application.
- Inform the participant of the date an interview must be completed.
- When the participant is in the FAA Office, complete 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 and reviewing the Request for Information.

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.

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

.03 Interviewing NA Expedited Applications - Expedited Application Submitted by Mail or Fax

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NA applications received by mail or fax have the HEAplus data entry process completed by Centralized Document Services (CDS) within 24 hours.

When an application screened by HEAplus is determined as NA Expedite eligible, the following applies:

- Call the participant no later than the next [workday\(g\)](#) to attempt to complete an interview.
- When the participant cannot be reached by phone, ensure the five-day interview date is keyed on INDA. The five days begin the day after receipt of the NA application. (See [NAX Expedited Application Screening](#).)
- AZTECS sends the Appointment Notice (X904) to the participant when the application is registered in AZTECS. NA expedite interviews must be completed within 5 days of the application date.
- The participant may request an office interview, [telephone interview](#) or [home-based interview](#).