.04 STBL Hardship Extension Procedures – X080, X081, or Other STBL Hardship Extension Requests

REVISION 44
(10/01/16 - 11/30/16)

When the AZ CNTR AF field on WERE displays 10 months or more, and the CA case is in open status and in the current system month, AZTECS sends the X080 notice to the PI. The X080 informs the PI of all of the following:

- The participant has reached the 10th month of their STBL.

- To continue to receive CA, the PI or the spouse of the PI must request an STBL hardship extension.

- The hardship extension reasons for STBL.

- The date the request for an STBL hardship extension must be received by the local office.

When the AZ CNTR AF field on WERE displays 12 months or more and the CA case is in open status and in the current system month, AZTECS sends the X081 notice to the PI. The X081 informs the PI of all of the following:

- The participant has reached the 12th month of their STBL.

- To continue to receive CA, the PI or the spouse of the PI must request an STBL hardship extension.

- The STBL hardship extension reasons for STBL.

- The date the request for an STBL hardship extension must be received by the local office.

- Appeal rights.

The X080 and X081 provide the participant with a section to complete the request for STBL hardship extension.

EXCEPTION

When the case is not in the current system month, AZTECS does not send the X080 or the X081. Send the A080 or A081 notice when the case is rolled into the current system month and both of the following occur:

- The AZ CNTR AF field on WERE displays 10 months or more.

- AZTECS did not send the X080 or X081.

When the participant provides the X080, X081, or any written or verbal request for an STBL hardship extension to the local office, complete the following:

- Set an XX ACTS alert for the case.

- When verification is provided with the request for the STBL hardship extension, complete the STBL Hardship Extension Keying Procedures within ten days.

- When verification is not provided with the request for the STBL hardship extension, send the A011 notice requesting verification of the STBL hardship extension reason. Complete the following:

    When the verification requested on the A011 is provided by the participant, complete the STBL Hardship Extension Keying Procedures within ten days of the date the verification is received.

    When the verification requested on the A011 is not provided:

    - Key the TD Denial Closure reason code on AFED for the 13th CA month or the month after the current approved extension expires.

    - Send the A200 notice.

    - Reauthorize benefits for other programs, when appropriate.

    - Send the appropriate notices for the other programs.

    - Close the XX ACTS alert.

WARNING

When AZTECS has sent the renewal notice, do not authorize the case past the STBL hardship extension approval period. When the case does not automatically close, complete the following in the month after the STBL hardship extension approval period ends.

- Ensure that a renewal notice was sent.

- Remove the STBL Hardship Extension Reason code from the AZ EXT RSN field on WERE.

- Stop CA with the FR Denial or Closure Reason Code.

- Send the A200 notice.