

B NA Voluntary Withdrawal - Verbal Request

REVISION 48
(01/01/20 - 12/31/20)

When a budgetary unit verbally requests to withdraw their application for benefits, the reason for the request must be explored and documented in the [case file\(g\)](#).

When the reason for the request is due to the budgetary unit moving out of Arizona, complete the following:

- Ask for, and document the date the budgetary unit moved or is moving out of AZ
- See [Change of Address – Moved Out of State](#)

When the reason for the request is due to a change of household size, or income, complete the following:

- Advise the participant that a change in household or income may not result in ineligibility for benefits
- Offer to report the information as a change to redetermine eligibility
- When the participant agrees, process Report a Change (RAC) in Health-e-Arizona Plus (HEAplus)
- Inform the participant they will receive a determination notice

When the budgetary unit continues to request a withdrawal of benefits, complete the following:

- Key the Voluntary Withdrawal (VW) Denial Closure Reason Code when unable to determine the reason for the request, or the budgetary unit wants to withdraw
- Send the notice that corresponds with the Denial Closure Reason Code. When benefits are stopped using the VW Denial Closure Reason Code, send the Voluntary Withdrawal (C201) notice to confirm a closure request for voluntary withdrawal.
- Stop benefits the first month possible allowing for [NOAA](#).

The budgetary unit retains their right to request an [appeal](#); however, do not continue benefits pending the outcome of the hearing when benefits are stopped using the VW Denial Closure Reason Code.