

## **01 Replacement of Benefits – Replacement Issuance**

When a participant reports non-receipt of benefits or that their food was destroyed, complete the policy and procedures outlined as follows:

- For non-receipt of the QUEST Electronic Benefit Transaction (EBT) card, see [EBT Replacement Procedures](#).
- For non-receipt due to issuance and benefit availability problems, see [EBT Benefit Availability](#).
- For replacement of food purchased with NA benefits destroyed in a disaster, see [Food Destroyed](#).
- For replacement of food purchased with NA benefits destroyed by a misfortune, see [Food Misfortune](#).

Policy and procedures regarding restoration of benefits are outlined as follows:

- [Returned Benefits](#)
- [RETURNED REDIRECT BENEFITS \(RERB\)](#)
- [FOOD STAMP MANUAL ISSUANCE \(FSMI\)](#)
- [FOOD STAMP REPLACEMENT \(FSRE\)](#)
- [FIELD WARRANT ISSUANCE \(FIWI\)](#)
- [BENEFIT RESEND \(BERE\)](#)

### **A Replacement Issuance of Benefits - Food Destroyed in a Disaster**

[REVISION 20](#)  
(04/01/12 - 06/30/12)

Food that has been purchased with NA, may be destroyed in a fire, flood, tornado, or other disasters beyond the control of the budgetary unit. When this occurs, the food may be replaced up to the actual value of the loss, as stated by the participant. The replaced benefit amount must not exceed one month's NA benefit amount.

The participant must report the destruction of the food to the FAA office within ten days of the incident.

When a request for replacement is received, FAA must complete the following:

- Verify the disaster through [collateral contact verification](#), a home visit, or documentation from a related community agency (fire department, Red Cross, etc.).
- Verify that the participant has not received two replacements of benefits (reported destroyed after receipt) within the past five months.
- Elevate the facts of the NA claim by sending an email to the Region Program Manager (RPM), or their designee, that oversees the FAA office making the request.

The RPM, or their designee, completes the EBT Emergency Benefits e-form. For information on where to find e-forms and how to complete the e-form, see [Accessing OnBase eForms](#) (PDF 367 KB). The OnBase e-form is sent via email to the FAA EBT Emergency Benefits Unit at [FAACCEBTIssuanceCancel@azdes.gov](mailto:FAACCEBTIssuanceCancel@azdes.gov).

The benefits are issued within ten days of receipt of the request.

## **B Replacement Issuance of Benefits - Food Destroyed by Misfortune**

Food that has been purchased with NA may be destroyed by a misfortune that is beyond the control of the budgetary unit. When this occurs, the food may be replaced up to the actual value of the loss, as stated by the participant. The replaced benefit amount must not exceed one month's NA benefit amount.

The participant must report the destruction of the food to the FAA office within ten days of the incident.

Misfortunes include, but are not limited to, the following:

- Appliance failure (refrigerator, freezer, etc.)
- Infestation
- Power outage
- Theft

Request a statement from the participant regarding how the loss or spoilage of food occurred. Elevate the facts of the NA claim by sending an email to the Region Program Manager (RPM), or their designee, that oversees the FAA office making the request. The RPM, or their designee, sends the EBT Emergency Benefit/Cancellation of Benefits OnBase e-form to the FAA EBT Emergency Benefits Unit at [FAACCEBTIssuanceCancel@azdes.gov](mailto:FAACCEBTIssuanceCancel@azdes.gov).

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