

K Primary Informant - Effecting Changes



This section explains the policy requirements that must be followed when there is a change to the [primary informant\(g\)](#).

Policy

Once a case has been registered and a Primary Informant (PI) assigned in [AZTECS\(g\)](#), that [participant\(g\)](#) must remain the PI of the case.

NOTE When the PI moves with some or all of the other [budgetary unit\(g\)](#) participants, see **both** of the following:

- [Address – Effecting Changes](#)
- [Participants Living in the Household – Effecting Changes](#)

Death of the NA PI

When the death of the PI becomes known, NA benefits are stopped for all participants in the budgetary unit as follows:

- When there are remaining participants in the budgetary unit, benefits are stopped for the first month possible allowing for [NOAA\(g\)](#).

NOTE An EBT Alternate Card Holder may be designated when the budgetary unit needs access to the remaining NA benefits after a case is closed due to the death of the NA PI. The EBT Alternate Card Holder must be **one** of the following:

- An adult budgetary unit participant.
- A non-participant adult who has parental control of the remaining budgetary unit participants.
- In some cases, the PI is the only participant in the budgetary unit. When the PI is the only participant in the budgetary unit, benefits are stopped the first month possible. No notice is sent.

Death of the CA PI

When the death of the PI becomes known, the following apply:

- A person acting as a representative for, or on behalf of, the deceased CA PI may be named as an emergency Alternate Card Holder. (See [CA EBT Alternate Card Holder - Emergency Situations](#) for additional information.)
- When no CA EBT Alternate Card Holder is available, the CA case is closed.

Procedures

Using the guidelines in the policy, redetermine eligibility and the current benefit level for the appropriate month. (For guidelines regarding the appropriate month, see [When to](#)

[Effect Changes.](#))

For NA, when the death of the PI is reported, and there are no other remaining participants in the budgetary unit, stop benefits for the first month possible. No notice is required.

For NA, when the death of the NA PI is reported and there are remaining participants in the budgetary unit, stop NA benefits allowing for Notice of Adverse Action (NOAA).

When NA is closed and the budgetary unit needs access to the remaining NA benefits, an EBT Alternate Card Holder may be established for NA. (See [EBT Alternate Card Holder](#) for procedures on setting up the alternate card holder.) The EBT Alternate Card Holder must be one of the following:

- An adult budgetary unit member.
- A nonparticipant adult who has parental control of the remaining budgetary unit members. The identity of the adult having parental control must be verified. Living arrangements are not required to be verified unless questionable.

For CA, when the death of the CA PI becomes known, complete **one** of the following:

- Name a person acting as a representative for, or on behalf of, the deceased CA PI as an emergency CA EBT Alternate Card Holder. (See [CA EBT Alternate Card Holder - Emergency Situations](#) for time frames and additional procedures)
- When no CA EBT Alternate Card Holder is available, stop CA benefits allowing for NOAA.

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

AZTECS Keying Procedures

Death of the NA PI – Remaining Participants in the Budgetary Unit

Complete the following:

- On FSED, key the PO Denial Closure Reason Code in the DENIAL CLOSURE REASON field on FSED and stop NA benefits allowing for [NOAA\(g\)](#).
- On NORE select and send the PI No Longer In Home Deny/Close (F205) notice and delete any unnecessary notices.
- Document the date of death in the [case file\(g\)](#).

Death of the NA PI – Single Participant Budgetary Unit

Key **both** of the following on FSED the first month possible:

- DH in the DENIAL CLOSURE REASON field.
- The date the participant became ineligible in the INELIG DATE field. No notice is required.

Death of the CA PI

When a CA EBT Alternate Card Holder has been named, complete **all** of the following:

- When the CA budgetary unit reports a new address, key the address on ADDR.
- Send an email to the FAA Policy Support Team (PST) at faapolicymgmt@azdes.gov. The email must include the case name, case number and name of the CA EBT Alternate Card Holder.
- The PST contacts FAA Systems for assistance with processing the CA case. The PST notifies the requestor when this is complete.

When a CA EBT Alternate Card Holder is not named, complete **both** of the following:

- Key the DH Denial Closure Reason Code in the DENIAL CLOSURE REASON field on AFED allowing for NOAA.
- On NORE send the Cash Assistance Deny-Close (A200) notice and delete any unnecessary notices.

[Prior Policy](#)

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