

F EBT Benefit Issuance and Availability - Emergency Benefits

REVISION 14
(10/01/10 – 12/31/10)

Issuance of emergency benefits is required in certain situations. These situations include, but are not limited to, the following:

- Expedited NA benefits must be available to the participant by the seventh calendar day
- The participant has an urgent need and one of the following occurred:
 - The agency's action deauthorized the benefits
 - The application was processed untimely

When issuance of emergency benefits is required, the following must be completed:

- The EI completes the following:
 - Authorizes the case.
 - Reviews the reason for requesting immediate access to benefits with the Supervisor.
 - Documents the case file and CADO indicating the reason for the request. (See [EBT CA Expedited Benefits](#) and [EBT NA Expedited Benefits](#))
- When the Supervisor approved the EI's request, the Supervisor completes all of the following:
 - Completes the EBT Emergency Benefits/Cancellation of Benefits (FAA-1003A) form
 - Immediately sends the FAA-1003A form via e-mail to both of the following:
 - The [FAA Customer Service Unit](#)
 - The Local Office Manager (LOM) or designee

NOTE FAX the FAA-1003A form to the FAA Customer Service Unit when e-mail is unavailable.

WARNING

When non-expedited benefits are not available to the participant by the appropriate [new application time frames](#), see [EBT Same Day Availability](#).

The FAA Customer Service Unit makes benefits available on the day the request is received. (See [EBT Same Day Availability](#))