

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Extension to Supplemental NA Benefits

10/29/2020

Program Impact: NA

Supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 11/2020. Households receiving benefits for the benefit month of 11/2020 will receive an emergency supplement to increase the NA benefit amount for November to the maximum monthly allotment for NA. The supplement is added to AZTECS with an adhoc report from FAA Systems. **The adhoc report is run again at the end of the month to provide the emergency supplements to households with initial applications approved during the month.** Do not create emergency supplements providing maximum monthly allotments for NA.

The emergency supplements in November will be issued:

- On 11/03/2020 for cases with the last name starting with A-D
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with E-Z

NOTE The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular November allotment. The allotment is identified as *CMAX on FSBH.

```
0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
```

For changes that are processed for the months of 04/2020 through 11/2020 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 12/2020.

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For changes that are processed for the months of 04/2020 through 11/2020 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 12/2020. The household must be mailed a Notice of Adverse Action (NOAA) for 12/2020. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.

Prior to issuance of the supplement, Region Management must contact FAA Systems Help Desk for direction and to be sure the case is documented for federal reporting.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 11/2020 and emergency supplements must be elevated through Region Management.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

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