



Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## Disaster Related Replacement of NA Benefits Reminder

06/24/2016

This NEWS FLASH is being issued to remind staff of the procedure to replace Nutrition Assistance (NA) benefits when food purchased with NA benefits is destroyed in a disaster.

The wildfire in Arizona has spread to thousands of acres. Customers displaced by the wildfire may have had food purchased with NA benefits destroyed.

When a customer visits ANY FAA local office to obtain replacement benefits, FAA staff MUST complete the following:

- Verify the disaster through collateral contact or other acceptable verification
- Verify the participant has not received two replacements of benefits (reported destroyed after receipt) in the last five months
- Elevate the facts of the NA claim by e-mail to the Program Manager, or their designee, that oversees the local office making the request

The PM, or their designee, sends the EBT Emergency Request/Cancellation E-Form to FAA Customer Service Support. Benefits are issued within ten days of the receipt of the request.

Please see the following sections of the FAA Policy Manual for additional information:

- Replacement Issuance of Benefits due to Food Destroyed in a Disaster, please see FAA1.J02A (Index: Food destroyed in a disaster).
- Replacement Issuance of Benefits due to Food Destroyed by Misfortune, please see FAA1J02B (Index: Food Destroyed by Misfortune).

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

Please consider the environment before printing this broadcast.

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