



WHERE DO YOU GET AN APPLICATION?

- Online application is at www.healtharizonaplus.gov
- Paper application:
 - At any Department of Economic Security (DES) Family Assistance Administration (FAA) office.
 - On the DES website @ <https://des.az.gov/>.
 - FAA can mail or fax an application to you, by request, call (855) 732-7587.

WHERE DO YOU APPLY AND FILE AN APPLICATION?

- You can submit an application online by going to the Health-e-Arizona Plus website @ www.healtharizonaplus.gov.
- You can file an application with only your name, address, and the signature of a responsible household member or your authorized representative.
- You should fill out as much of the application as you can.
- If you need help filling out the application, you can call (855) 732-7587.
- You may turn the application in to any FAA office, mail it to P.O. Box 19009 Phoenix, Arizona 85009-9009, or fax it to 602-257-7031.

WHAT DOES FAA DO WITH YOUR APPLICATION?

- FAA will send you a letter with information about the requirement for you to call or come into any FAA office to complete your interview.
- When you call for your interview, FAA will:
 - Conduct an interview with you.
 - Review the information on your application.
 - Request any missing verification to process your application.
- If you need special accommodations or a translator, ask FAA for assistance on the application or call (855)732-7587.

WHO IS ELIGIBLE FOR EMERGENCY NUTRITION ASSISTANCE?

- To qualify for Emergency NA benefits, you must have valid identification and meet any of the following:
 - Households with less than \$150 in monthly gross income and \$100 or less in cash and bank accounts
 - Migrant or seasonal farm worker households who are destitute, provided their cash and bank accounts do not exceed \$100
 - Households with combined monthly gross income and cash and bank accounts that are less than the household's monthly housing and utility costs

HOW LONG CAN FAA TAKE TO DECIDE IF YOU ARE ELIGIBLE FOR NUTRITION ASSISTANCE?

- FAA must make a decision on your Nutrition Assistance application within thirty (30) days from the date they received your application, as long as you have completed the mandatory interview.
- If you are eligible for Emergency Nutrition Assistance, DES/FAA will put your benefits on your Electronic Benefit Transfer (EBT) card within seven (7) days from the date DES/FAA received your application, as long as you completed your interview.
- Before your eligibility for Nutrition Assistance ends, FAA sends you a letter informing you that it is time to renew your benefits so your Nutrition Assistance can continue without a break. It is important that you turn in another application and complete another interview as soon as possible to avoid a break in benefits.



WHAT IF FAA DOES NOT DECIDE ABOUT YOUR APPLICATION ON TIME?

If your Nutrition Assistance application is not decided within the time shown above, or you have questions, you should:

- Call the HEAplus Customer Support Center at (855) 432-7587.
- Visit any FAA office during normal business hours. (Monday - Friday, 8am to 5pm).

WHAT SHOULD YOU DO IF YOUR EBT CARD IS LOST OR STOLEN?

- Call the EBT Processing Customer Service 24-hour hotline right away at 1-888-997-9333 or TTY (Hearing Impaired) at 1-800-367-8939.
- Contact the EBT Processing Customer Service @ www.ebtEDGE.com.
- Visit an FAA office during normal business hours. (Monday – Friday, 8am to 5pm)

This institution is an equal opportunity provider.

DES/TANF Agencies are Equal Opportunity Employers/Programs • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina local.

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