

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Family Assistance Administration

NUTRITION ASSISTANCE FREQUENTLY ASKED QUESTIONS

Where do you get an application?

You can 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/>.
 - By asking FAA to mail or fax an application to you.

Where do you apply?

- 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 should ask FAA for help.
- 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.

How do you 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.
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- 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 needed verification to process your application.
- If you need special accommodations or a translator, ask FAA for assistance.

Who is eligible for Emergency Nutrition Assistance?

- If you have little or no money, you may be eligible for Emergency Nutrition Assistance.
- FAA uses the information on the application to decide if you are eligible for Emergency Nutrition Assistance, so be sure to answer the Emergency Nutrition Assistance questions in the Emergency Nutrition Assistance section of the paper application.

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)

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