

YOUR NUTRITION ASSISTANCE RIGHTS

Where do you get an application?

You can get an application:

- At any Department of Economic Security (DES) Family Assistance Administration (FAA) local office.
- On DES' web site @ www.azdes.gov/faa **OR**
- You can ask DES to mail or fax an application to you.

Where do you apply?

- Complete an application online by going to the Health-e-Arizona website @ www.healthearizona.org
- You can turn in an application any time by mail, fax, or in person at any DES local office.
- You have a right to get an application and turn it in the same day.

How do you file an application?

- You should fill out as much of the application as you can.
- If you need help filling out the application, you should ask DES for help.
- You can file an application with only your name, address, and the signature of a responsible household member or your authorized representative.
- You may turn the application in, mail it, or fax it to any DES office.

What does DES do with your application?

- DES will review the information on your application.
- DES will set an interview time to discuss the information on the application.
- DES will give you an interview date and time that is best for you and your family.
- DES will let you know the date, time, and place of your interview.
- If you cannot come to the office for an interview, ask DES to set up a telephone or home interview for you.

Who is eligible for emergency Nutrition Assistance?

- If you have little or no money, you may be eligible for emergency Nutrition Assistance.
- DES will use the information on the application to decide if you can get emergency Nutrition Assistance, so be sure to answer questions 3-12 on page 1 of the application.

How long can DES take to decide if you are eligible for Nutrition Assistance?

- DES must make a decision on your Nutrition Assistance application with thirty (30) days from the date they received your application.
- If you are eligible for Emergency Nutrition Assistance, DES/FAA will put your benefits on your Electron Benefit Transfer (EBT) card within seven (7) days from the date your application was received.
- Before your eligibility for Nutrition Assistance ends, FAA will tell you that it is time to reapply so your Nutrition Assistance can continue without a break.

What if DES 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 FAA Customer Service Unit at (602) 542-9935 or 1-800-352-8401.
- Contact your FAA local office during normal business hours. (Monday – Friday, 8am to 5pm)
- Contact FAA @ www.azdes.gov/faa

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) @ 1-800-367-8939.
- Contact the EBT Processing Customer Service @ www.ebtaccount.jpmorgan.com
- Contact your FAA local office during normal business hours. (Monday – Friday, 8am to 5pm)

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