

What's Changed on 06/22/2020**What's Changed on 06/22/2020**

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General Information: Forms Update

This page relays to staff and the public of changes to the Cash and Nutrition Assistance Policy (CNAP) Manual regarding policy, procedures, and forms. Reminders and general information may also be displayed on this page. Prior What's Changed pages are listed in [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

Change: Using a Voice Signature

This change was made so that when an authorized representative is appointed by the PI an acceptable method for signing the document is available to both the PI and the authorized representative.

The following information has been added to the Cash and Nutrition Assistance Policy (CNAP) Manual.

When an authorized representative is appointed in writing by the PI, an acceptable method of signing the document is required for both the PI and the authorized representative.

An authorized representative must first be appointed in writing with a signature by the PI. The PI must provide a signature using an acceptable method to sign the document either written, electronic, or telephonic.

The appointed authorized representative must then provide a signature using an acceptable method to sign the document either written, electronic, or telephonic.

On a telephonic signature the appointed authorized representative must confirm the following:

- Agrees to being the authorize representative for the applicant
- They are not disqualified for an intentional program violation (IPV)

Provide the PI and authorized Representative with the Authorized Representative - Rights & Responsibilities (FAA-1492A) pamphlet or information on how to access the FAA-1492A pamphlet.

The FAA-1492A pamphlet is available in the Document Center on the DES Internet web site.

Policy reference(s) revised due to this change:

FAA1.D05 – [Authorized Representatives - Overview](#) [Prior Policy](#)

Added the authorized representative must be appointed in writing with a signature by the PI. Added the PI can provide a signature using an acceptable method to sign the document either written, electronic, or telephonic. (Effective for applications received on or after 06/22/2020)

FAA1.D05D – [Authorized Representatives – Rights and Responsibilities](#) [Prior Policy](#)

Added the authorized representative must first be appointed in writing with a signature by the PI. Added the PI and authorized representative can provide a signature using an acceptable method to sign the document either written, electronic, or telephonic. Added requirements to which an authorized representative must agree when providing a telephonic signature. (Effective for applications received on or after 06/22/2020)

Change: Veteran's Benefit Referral Criteria

EFFECTIVE DATE: For applications received on or after 06/22/2020

This change adds clarity as to when a CA applicant must be referred to the Veterans Administration for potential benefits.

A Veteran is a person who served in the U.S. Military and was released by any condition other than a dishonorable discharge.

CA participants who meet any of the following criteria must be referred to the Veterans Administration:

- Veterans age 65 or older who served during a wartime conflict service date.
- Veterans with a service-connected disability.
- Any veteran with a total disability.
- Dependents of veterans with a service-connected disability.
- Spouse, minor child, or dependent adult of a deceased veteran.

Wartime conflict periods include the following service dates:

- Mexican Border period (May 9, 1916, to April 5, 1917, for Veterans who served in Mexico, on its borders, or in adjacent waters)
- World War I (April 6, 1917, to November 11, 1918)
- World War II (December 7, 1941, to December 31, 1946)
- Korean conflict (June 27, 1950, to January 31, 1955)
- Vietnam War era (February 28, 1961, to May 7, 1975, for Veterans who served in the Republic of Vietnam during that period. August 5, 1964, to May 7, 1975, for Veterans who served outside the Republic of Vietnam.)
- Gulf War (August 2, 1990, through a future date to be set by law or presidential proclamation)

Policy reference(s) revised due to this change:

FAA2.I06B.03 – [Veteran's Benefits Referral](#)[Prior Policy](#)

Added criteria to include all CA participants who must be referred to the VA. Added veterans who served during a wartime period. Added the legal definition of a veteran. (Effective for all applications received on or after 06/22/2020)

Change: Update to QC District X Procedures

EFFECTIVE DATE: For any Q.C. District X Transfer request sent on or after 06/22/2020

This change was made to clarify the correct process to follow when a District X transfer is requested.

The process to request a District X transfer has been updated to clarify that OPE management must be copied on all requests. In addition, the following items were added to the list that must be included in the request:

- An explanation of why the transfer is being requested
- CNAP Manual references

When the request is sent, the QC-100 must be attached to the email.

Policy reference(s) revised due to this change:

FAA6.F04F.01 – [QC District X – Procedures](#)[Prior Policy](#)

Updated to include that OPE must be copied on the transfer request. Replaced the list of entities that were previously on this page with a link to QC District X-Overview. Added Note QC 100 must be attached and CNAP references. (Effective for any Q.C. District X Transfer request sent on or after 06/22/2020)

Reminder: Mid Approval Contact (MAC) Reminder

FAA workers must update INDA when completing the MAC process manually with the participant, either in person or over the phone. This action prevents AZTECS from incorrectly closing NA during the auto close process. When the auto-closure occurs, an ACTS alert is not generated.

When the participant complies with the MAC process and INDA has not been updated with a "Y", the worker must manually set the RV ACTS alert and update INDA. The worker must also update INDA when an incorrect document type is used while manually uploading a MAC form to OnBase.

For more information about the NA Mid Approval Contact Process, see [FAA6.A07A](#) in the CNAP Manual.

Reminder: P-EBT Third Phase and P-EBT Online Application

An [Urgent Bulletin](#) was sent on 06/15/2020 to inform staff that the third phase of issuing the Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT) benefits and the P-EBT online application starts on 06/15/2020 and will close 07/10/2020.

Customers who have not received P-EBT benefits are to go to the Pandemic EBT Portal to fill out the Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form. A link to the Pandemic EBT Portal is found at <https://des.az.gov/p-ebt>.

When the child was attending a school that participates in the the National School Lunch Program (NSLP) but was not enrolled in the NSLP when schools closed, after completion of the online form the

customer is prompted to apply for P-EBT benefits using the P-EBT online application. The P-EBT online application is being provided to help children receive P-EBT benefits when they were not enrolled in the NSLP when schools closed but their household was financially eligible for the program before the end of the school year.

Third Phase

As mentioned in the Urgent Bulletin emailed on 04/23/2020, P-EBT benefits are being issued in phases. The Arizona Department of Education (ADE) provided FAA with a list of children currently enrolled in the NSLP prior to the school closure. However, some of the data provided was not complete. P-EBT benefits were not able to be distributed when the data did not include one or more of the following:

- A guardian/parent name
- A valid mailing or home address

Effective 06/15/2020 through 07/10/2020, the Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form is available in the Pandemic EBT Portal to allow the guardian/parent to provide information missing from the ADE data. Once the missing information is provided using the online form, the following occurs:

- A P-EBT card is mailed, when needed, to the address provided
- P-EBT benefits are added to the P-EBT card

The link to the Pandemic EBT Portal is found on the P-EBT webpage at <https://des.az.gov/p-ebt>.

P-EBT Online Application

Since the schools were closed during the public health emergency, there was no way for a guardian/parent to apply for the NSLP to receive P-EBT benefits. A child may be eligible to receive P-EBT benefits when the household income was below the NSLP eligibility income level, or the household income reduced below the NSLP eligibility income level, on or after 03/16/2020. The child must have been attending a school participating in the NSLP when schools closed due to the public health emergency.

NOTE The customer must enter the household income into the P-EBT online application. The application informs the customer whether they are eligible for P-EBT benefits when the household income is compared to the NSLP eligibility income limits.

Effective 06/15/2020 through 07/10/2020, customers with children who were not participating in the NSLP on 03/16/2020 may apply for P-EBT benefits using the Pandemic EBT Portal. The link to the Pandemic EBT Portal is found on the P-EBT webpage at <https://des.az.gov/p-ebt>.

The guardian/parent of the child must complete the Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form with their name, address, child's name, child's date of birth, and the child's school information (i.e. the school participating in the NSLP). The system checks that the child was enrolled in the selected school on 03/16/2020 and checks for NSLP enrollment. Once the system identifies the child was enrolled in the selected school and was not enrolled in the NSLP, the guardian/parent is prompted to complete the P-EBT online application. The P-EBT online application asks questions regarding the household income and whether any changes to the income occurred during the school closure.

When the household income meets the NSLP eligibility income, the guardian/parent will be informed at the end of the application that the child is eligible for P-EBT benefits, will receive a P-EBT card when needed, and will receive P-EBT benefits on the P-EBT card.

When the household's income was met on 03/16/2020, the child is eligible to receive the full month of P-EBT benefits for March, April, and May. (For monthly amounts see the [P-EBT webpage](#).) When the household's income was reduced below the NSLP eligibility income limit after 03/16/2020, the child is eligible to receive the full month of P-EBT benefits in the month the income reduced through May 2020. For example, if the household's income was reduced below the NSLP eligibility limit on 03/30/2020, the child will receive the full monthly amount of P-EBT benefits for March, April, and May. However, if the household's income was reduced on 05/05/2020, the child is only eligible to receive the full monthly amount of P-EBT benefits for May.

When a Customer has Questions about P-EBT

Many P-EBT questions are answered on the P-EBT webpage at <https://des.az.gov/p-ebt>.

Refer P-EBT customers to the P-EBT Customer Service Hotline at 1 (844) 841-3802 to assist with any of the following:

- The Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form
- The P-EBT online application
- Understanding why they did not receive P-EBT benefits
- Address change is needed
- A replacement P-EBT card is needed

The P-EBT Customer Service Hotline is available Monday - Friday, 7:00 a.m. to 5:30 p.m. excluding holidays.

IMPORTANT REMINDER - Do not contact or refer customers to ADE.

Reminder: EBT Replacement Card Questionnaire (FAA-1578A)

An [Urgent Bulletin](#) was emailed on 06/16/2020 to remind staff of the deferral of the EBT Replacement Card Questionnaire (FAA-1578A) form. This is as a result of the ongoing COVID-19 pandemic and the limited-services model we have in place for the safety of our staff and clients.

The deferral of the completion of the FAA-1578A will continue until further notice, due to the constraints associated with COVID-19.

General Information: Forms Update

Changes to Forms – 06/13/2020 through 06/19/2020

As a reminder, it is important not to save documents on your desktop or a folder. It is better to use the form you need directly from the [Document Center](#). Forms are frequently updated and sometimes the current form must be used for programming purposes.

Revised forms:

- No forms were revised during the specified period

Newly created forms:

- No forms were created during the specified period

