

**What's Changed on 04/27/2020****What's Changed on 04/27/2020**

Change: When a Change is Reported, Decrease or Stop CA and NA Benefits Without Verification

Change: Ordering EBT Cards

Change: Key As You Go Interview Process

Reminder: Documentation Restriction Clarification

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: When a Change is Reported, Decrease or Stop CA and NA Benefits Without Verification***

EFFECTIVE DATE: Effective for all changes reported on or after 04/27/2020

Clarification was received from the Food and Nutrition Service (FNS) that a decrease affected without verification during the approval period, must be verified at the time of the next renewal.

When enough information is provided with a reported change, decrease benefits without verification. Decrease benefits for the earliest possible month allowing for Notice of Adverse Action.

At renewal, the worker must determine whether a decrease was effected without verification during the prior approval period. When a decrease was effected without verification, FAA must verify the missing information at renewal.

When the verification is received, and the verification is different from the reported change information, FAA staff must determine when an overpayment referral is required, whether supplements are needed for future months. Benefits are not restored for past benefit months.

The change information must be verified prior to approval of a renewal.

Policy reference(s) revised due to this change:

FAA1.F01C – [Interviewing Renewal Applications - Overview](#)

[Prior Policy](#)

Added policy regarding verifying changes reported during the prior approval period. Added guidelines for when verification of a reported change caused a benefit decrease. When the verification of the reported change matches, the information reported document the case file. (Effective for all changes reported on or after 04/27/2020)

[FAA6.A10 – Multiple Changes](#)[Prior Policy](#)

Added instruction for a reported new source of income when the participant has earned income already budgeted from a different source. (Effective for all changes reported on or after 04/27/2020)

[FAA6.A12C – Benefit Decreases - Overview](#)[Prior Policy](#)

Removed the verbiage regarding NA compliance after closure. Removed verbiage regarding effecting benefit decreases for CA. (Effective for all changes reported on or after 04/27/2020)

[FAA6.A12C.01 – Effecting Benefit Decreases or Stopping Benefits](#)[Prior Policy](#)

Revised to clarify when verification is required and not required. When enough information is provided with the reported change, decrease benefits without verification. (Effective for all changes reported on or after 04/27/2020)

[FAA6.A12C.02 – Verifying Decrease](#)[Prior Policy](#)

Added that when enough information is provided with the reported change to reduce benefits, verification shall be obtained at the next renewal. Added that when the reported change indicates additional changes, treat the changes as a separate change reports. (Effective for all changes reported on or after 04/27/2020)

**Change: Ordering EBT Cards**

EFFECTIVE DATE: This change was effective for all EBT card orders placed in February 2020 or after.

The FAA EBT Unit no longer receives requests for EBT cards through email.

EBT card orders are now submitted through the OnBase Unity E-form FAA-Request for EBT QUEST Cards. EBT card orders are no longer to be sent through email. A new ordering schedule has been distributed to FAA Office Managers and added to the Cash and Nutrition Assistance Policy Manual.

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Policy reference(s) revised due to this change:

[FAAEBT.A03F.04 – EBT QUEST Card - Inventory – Ordering EBT cards](#)[Prior Policy](#)

Revised policy to include new EBT card ordering schedule and procedures. (Effective for all EBT card orders placed in February 2020 and after)

**Change: Key As You Go Interview Process**

EFFECTIVE DATE: Effective for all interviews completed on or after 4/27/2020.

Health-e-Arizona PLUS (HEAplus) Key As You Go interview and TIPS transfer process was not included in the Cash and Nutrition Assistance Policy (CNAP) Manual.

Policy has been updated to clarify that the Key As You Go interview process applies to keying through the HEAplus pending pages and AZTECS Roadmap Screens at the same time.

A new glossary term, Technical Information Process System (TIPS) transfer, has been added to the CNAP to clarify when CA and NA applications are auto registered in AZTECS.

During the interview when a worker finds that the TIPS transfer to AZTECS has not yet occurred it may be necessary to manually register the application. Complete the following when the application has not auto registered in AZTECS:

- Complete the interview through HEAplus pending pages.
- Complete Disposition and Run Eligibility
- Register the application in AZTECS.
- Key the HEAplus Application ID on APMA or RERE to prevent a TIPS transfer from occurring which would override what has been keyed in AZTECS.
- Key through the Roadmap Screens and complete the interview.

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Policy reference(s) revised due to this change:

FAA2.B01 – [Beginning the Interview - Overview](#) [Prior Policy](#)

Removed the Key As You Go information from this section and added to the During the Interview policy section. (Effective for all interviews completed on or after 4/27/2020)

FAA2.B01A.02 – [During the Interview](#) [Prior Policy](#)

Added the Key As You Go policy and expanded policy to include the HEAplus Key As You Go process. (Effective for all interviews completed on or after 4/27/2020)

### ***Reminder: Documentation Restriction Clarification***

An Urgent Bulletin was emailed on 04/20/2020 to clarify the restriction to documentation listed in the [Urgent Bulletin](#) emailed on 03/24/2020.

On 03/24/2020, staff were directed not to use the words “Coronavirus”, “COVID-19”, “pandemic”, or “epidemic” in documentation. However, there are situations where these words are needed in documentation for tracking purposes.

Effective immediately, only use the following words in documentation when instructed to do so in a broadcast, notification, or by a supervisor:

- “Coronavirus”
- “COVID-19”
- “pandemic”
- “epidemic”

Unless the documentation causes a HIPAA violation, do not request the documentation in AZTECS or HEAplus be redacted when it includes the words “Coronavirus”, “COVID-19”, “pandemic”, or “epidemic”.

### ***General Information: Forms Update***

Changes to Forms – 04/18/2020 through 04/24/2020

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

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period