

What's Changed on 05/04/2020**What's Changed on 05/04/2020**

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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: EBT Online Purchasing Pilot

EFFECTIVE DATE: Partially effective 04/30/2020 – See [Urgent Bulletin](#)

This change was done to make it easier for participants to use their CA and NA benefits during the Arizona Stay at Home Executive Order and continues until further notice.

On March 30, 2020 Governor Douglas Ducey issued a statewide Arizona Stay at Home Executive Order to take effect at 5:00 pm on March 31, 2020 due to the novel coronavirus pandemic.

This order requires social distancing which has resulted in schools, and nonessential businesses and workplaces to close. The need for an alternative method to purchase food or other necessities remains critical through this pandemic as families, and elderly and disabled households experience limited ability to access allowable food items at retail stores.

In order to provide much needed assistance to EBT cardholders, Arizona has been approved to implement the EBT Online Purchasing Pilot.

On April 30, 2020, Walmart began piloting online grocery purchases through SNAP for pickup and delivery at the following locations:

- 2020 N. 75th Ave., Phoenix, AZ 85035
- 1060 S. Watson Rd., Buckeye, AZ 85326

Beginning May 5, 2020, Walmart will expand online grocery purchases to all Arizona locations. Participants should see store details for pickup and delivery options.

On April 30, 2020, Amazon.com began offering online grocery purchases across the state through:

- Amazon Grocery
- Amazon Pantry
- Amazon Fresh (where available)

Although Whole Foods is available online through Amazon, the EBT card cannot be used for online grocery purchases from Whole Foods.

Participants can use their EBT benefits to make online purchases. NA EBT benefits can be used to purchase allowable food items. CA EBT benefits can be used to purchase products online and pay for applicable fees.

Walmart customers may be able to pick up their order at the store or have the items delivered. However, not all Walmart stores offer a delivery option or they may not be able to deliver to a specific address. Participants should contact the store for the options available, which include delivery cost options.

NOTE NA benefits cannot be used to pay for delivery fees. CA participants may use their CA EBT Account to pay for fees.

Policy reference(s) revised due to this change:

FAA1.A11A – [Programs Administered by FAA - Cash Assistance \(CA\) - Overview](#) [Prior Policy](#)

Added that CA/GD benefits are based on the Federal Poverty Level. Added how CA/GD benefits can be accessed. Added that cash benefits cannot be used to purchase lottery tickets and the locations where the EBT card cannot be used. (Partially effective 04/30/2020 – See [Urgent Bulletin](#))

FAA1.A11B.01 – [Programs Administered by FAA - NA - Allowable Purchases](#) [Prior Policy](#)

Added online vendors as an option for participants to purchase allowable food items. (Partially effective 04/30/2020 – See [Urgent Bulletin](#))

FAA6.Q01F.01 – [FAA Pilot Programs - Definition](#)

Added new pilot allowing online purchases. (Partially effective 04/30/2020 – See [Urgent Bulletin](#))

Reminder: Keying SPRD to Identify the CA Specified Relative

This is to remind staff that the AZTECS SPRD screen is used to identify the CA specified relative and when the CA specified relative is not a parent of a dependent child.

On the SPRD AZTECS screen, the SPECIFIED REL field is keyed to indicate the CA specified relative. When the CA specified relative is a non-parent caretaker relative (NPCR), the NONPARENT POS and REL (nonparent position and relationship) fields identify the relationship of the CA specified relative to dependent child.

When a child is placed in the home of an unrelated foster care provider by DCS, a Tribal Court or a Tribal Child Welfare Agency in Arizona, the CA specified relative requirement is met. The unrelated foster care provider is not considered a Nonparent Caretaker Relative (NPCR).

For more information, see [FAA3.A03](#) in the CNAP Manual.

Reminder: Arizona P-EBT Pandemic School Meal Replacement Benefits

This Urgent Bulletin was emailed on 04/23/2020 to inform staff that the Families First Coronavirus Response Act (P.L. 116-127) (FFCRA or the Act) authorized a temporary assistance program for households with children affected by school closures during the public health emergency.

This program is called the Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT). The program will provide P-EBT Benefits to replace the meals the children would have received in the free or reduced price school meals program under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.) had school not been closed.

NOTE P-EBT benefits are not Nutrition Assistance (NA) benefits. The program is not subject to NA eligibility or NA change reporting requirements.

In order to provide these children with P-EBT benefits, DTS and FAA Systems have programmed AZTECS to calculate and issue the benefits. AZTECS uses a list received from the Arizona Department of Education (ADE) which provides data for all the children on the school meals program as of the date the schools closed.

The household will receive \$69 for the month of March, \$126 for the month of April, and \$120 for the month of May for each child eligible in the school meals program.

This process will be completed in phases. The first phase matches the children on the ADE list with the children in the households currently receiving benefits on an EBT card. The P-EBT benefits will be added to the cardholder's EBT card. P-EBT benefits for the benefit months 03/2020 and 04/2020 will be issued, starting 04/23/2020, in a staggered manner using the alpha of the last name (2 letters per day) similar to Arizona's normal issuance process. P-EBT benefits for the benefit month of 05/2020 will be issued with the household's standard monthly allotment in May.

NOTE Citizenship is not an eligibility factor for the school meals program.

The second phase analyzes the remaining children on the ADE list. Provided there is a valid address and guardian/parent, a case is created in AZTECS and a P-EBT card will be mailed to the ADE guardian/parent of record. The P-EBT card is a generic white card with P-EBT printed on it. The P-EBT cards can be used at all locations that accept EBT and can be used for the same types of food. However, the P-EBT card cannot be used for the Restaurant Meals Program. (See Allowable NA Purchases at FAA1.A11B.01 in the Cash and Nutrition Assistance Policy Manual)

The P-EBT cards will be issued in batches starting 05/08/2020. Once the guardian/parent activates the card by selecting a Personal Identification Number (PIN) the benefits for the benefit months 03/2020 through 05/2020 will be available for use. The Arizona P-EBT Pandemic School Meal Replacement Program (X020) notice with card use information will be sent to the household prior to receiving the P-EBT card.

NOTE P-EBT cards are not available in FAA offices. Address changes, when needed, must be completed in AZTECS prior to the guardian/parent requesting a replacement card from the EBT Customer Service 24-Hour Hotline at (888) 997-9333.

The third phase is an online form being created to allow the guardian/parent to provide information missing from the ADE data. The third phase creates a list of the children on the ADE list that did not have one or more of the following:

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

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 online form is not yet complete but is expected to go live on 05/15/2020. More information will be sent to staff by another Urgent Bulletin or on the What's Changed page in the Cash and Nutrition Assistance Policy Manual when the online form is ready.

How to Identify P-EBT benefits and cases in AZTECS

P-EBT benefits are displayed on FSIH in AZTECS as a supplement for the benefit months of 03/2020, 04/2020, and 05/2020. Staff are able to identify the supplement is for P-EBT and the name of the child receiving the P-EBT benefit on FSBH in AZTECS. Each child receiving P-EBT benefits are listed individually.

The following image shows *PEBT paid for Jane Doe \$69 for benefit month 03/2020 and \$126 for benefit month 04/2020.

---- ALLOWABLE DEDUCTIONS ----																
MON	HOUSEHOLD SIZ	TYP	SR	CTB	GROSS INC	STD DED	%DED	EXCESS MED	DEP CARE	CHLD SUPP	SHELT COST	BEN TYPE	AMT	RCP	NET BEN	ISS IND
0420		*PEBT			PAID FOR JANE			DOE					126	0	126	PD
0320	03	ECE	Y		860	167	172	0	0	0	0	RE	352	0	352	MO
0320		*PEBT			PAID FOR JANE			DOE					69	0	69	PD
0220	03	ECE	Y		860	167	172	0	0	0	0	RE	352	0	352	MO

IMPORTANT

Do not count P-EBT benefit amounts when determining supplements for NA benefits. P-EBT benefits are not NA benefits. P-EBT benefits should not be included when determining whether a household received the maximum allotment for the months of 04/2020 and 05/2020.

CADO is autopopulated as follows:

```
042020 *PEB :
PANDEMIC SCHOOL MEAL REPLACEMENT (P-EBT)
BENEFIT PAID 04/20/20
SEE FSBH HOUSEHOLD TYPE = *PEBT
```

ACHI is documented as follows:

ACTION DATE	ACTION TIME	SECURITY KEY	ACTION TYPE	SCREEN ID	BEN MONTH	PRGM TYPE	CURRENT SITE	NEW SITE
042020	13:26:15		ADD	*PEB	0320	FS	113	

Cases created during the second phase which include children not in an active case in AZTECS, have a P-EBT case created in AZTECS. Do not use P-EBT cases when adding Cash Assistance (CA) or NA applications.

- P-EBT cases are identified on CAP1 as follows:

SITE CODE: 940 UNIT: 9

- *PEB in the last action field

**TRIBAL TANF:
LAST ACTION: ADD *PEB 042020**

- The PE Referral Source Code in the FS REF SRCE field next to all members of the household

**REF SRCE
AF FS MA
PE
PE
PE**

What if there are questions?

Households receiving P-EBT cards have a dedicated telephone number to Conduent staff, (844) 841-3802, printed on the X020 notice. However, in the event FAA staff are contacted by a P-EBT customer, the information on this Urgent Bulletin has been provided to assist.

The P-EBT cards and benefits are issued based on information from the ADE. In the event a household contacts the FAA office stating they did not receive P-EBT benefits or received P-EBT benefits for only a portion of their children on the school meals program, complete the following:

- Locate the P-EBT customer in AZTECS using the child's name, date of birth, or any available information the guardian/parent provides. A Social Security Number (SSN) search may not be productive because SSNs were not provided with each child on the ADE list.
- When the case is found in AZTECS complete the following:
Have the customer confirm the address. Make changes to the address when needed.
Identify which child received P-EBT benefits by reviewing the FSBH screen in AZTECS.

IMPORTANT

Be sure that information on cases with NA and CA benefits is kept confidential.

- When the customer needs a new P-EBT card, the customer must contact the EBT Customer Service 24-Hour Hotline at (888) 997-9333. P-EBT cards are not available in the FAA offices.

NOTE Do not provide EBT cards as replacement cards for P-EBT cards.

- When the case cannot be found in AZTECS or P-EBT benefits were only received for fewer children than the P-EBT customer expected, complete the following:
Inform the customer that the information that FAA received came from the school records from the Arizona Department of Education (ADE). The record may not have had a valid address or guardian/parent name attached.

An online form will be available shortly which will allow the customer to enter the missing information.

Watch social media and press releases to find when the online form is available.

Reminder: P-EBT Questions or Concerns

An Urgent Bulletin was emailed on 04/28/2020 to inform staff how to answer questions regarding the Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT). A dedicated P-EBT telephone number is being established to assist callers with P-EBT questions. Once the number is available, staff will be informed. **Do not contact or refer customers to the Arizona Department of Education (ADE).**

The P-EBT benefits are being distributed in phases. The first phase, which started 04/23/2020, is currently distributing P-EBT benefits to households in open NA or CA cases where the ADE list matched AZTECS case information. In mid-May, P-EBT cards will be issued for the households that could not be matched in AZTECS.

When a customer is looking for P-EBT benefits on their EBT card, review the last name of the cardholder. Inform customers that the P-EBT benefits are being added to EBT cards similar to the NA issuance based on the cardholders last name starting 04/23/2020. The P-EBT benefits will be added to the EBT cards through 05/05/2020. (See <https://des.az.gov/p-ebt> for exact dates) In the event the customer does not receive the P-EBT benefits in the first phase, they may receive them in the second or third phase.

When P-EBT benefits were received for fewer children than the P-EBT customer expected, complete the following:

- Inform the customer they may receive a P-EBT card during the second phase in mid-May because the ADE data may not have matched with the AZTECS case information.
- Inform the customer, if they do not receive benefits on a P-EBT card that an online form will be available shortly which will allow the customer to enter any missing information that was not received on the list from the ADE. **Do not contact the ADE or refer the customer to the ADE to fix data information.**
- Inform the customer to watch social media and press releases to find when the online form is available.

Be aware, there is no appeal process currently for P-EBT benefits. Additional information will be available once the third phase is ready.

General Information: P-EBT Customer Service Hotline

Effective 05/04/2020, the P-EBT Customer Service Hotline is available for customers to ask P-EBT questions. The hotline is available Monday - Friday, 7:30 a.m. to 5:00 p.m. at 1 (844) 841-3802.

General Information: P-EBT Flyer

The Association of Arizona Food Banks (AzFBN) created a flyer regarding the Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT). The P-EBT flyer will be shared with AzFBN customers and stakeholders. Please share the [P-EBT flyer](#) with anyone that has questions about P-EBT benefits. The P-EBT flyer is also available on the DES P-EBT webpage at <https://des.az.gov/p-ebt>.

General Information: FAA West 1 Region Office and Kingman Office Moves

On 05/01/2020 the West 1 Region office and the Kingman office moved to new locations. The new locations are open for business as of Monday, 05/04/2020 and the Cash and Nutrition Assistance Policy Manual updated.

The new address for the West 1 Region office is 2601 Hwy 95, Bullhead City, AZ 86442. The new address for the Kingman office, site 411C is 2400 Airway Avenue, Kingman, AZ 86409. Notices have been mailed out to participants with active cases regarding the Kingman office move.

Phone and fax numbers remain the same for both locations.

General Information: Forms Update

Changes to Forms – 04/25/2020 through 05/01/2020

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:

- Verbal Request to Voluntarily Withdrawal from an Appeal (FAA-1693A) (English)
- Verbal Request to Voluntarily Withdrawal from an Appeal (FAA-1693A-S) (Spanish)
- Tribal Records Request (FAA-0061A) form

Newly created forms:

- Tribal Native Employment Works (NEW) Referral (FAA-0161B)

NOTE This form replaces the FA-161.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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