

What's Changed on 02/08/2021**What's Changed on 02/08/2021**

Change: Reopening Cases-REPT

Change: FAA Crossmatch Reports

Reminder: Extension to Supplemental NA Benefits

General Information: Forms Update

This page notifies 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. This page must be discussed during the weekly [policy dissemination](#) in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. ([Current week's FAA-1215A](#))

Change: Reopening Cases-REPT

EFFECTIVE DATE: For eligibility determinations completed on or after 02/08/2021

The Food and Nutrition Services (FNS) has extended a waiver under which FAA is allowed to reinstate the eligibility of households that have recently become ineligible for SNAP benefits due to the household's failure to provide required information or verification.

During the submission of the waiver extension, it has been discovered that the agency was only utilizing the REPT reinstatement process for less than 1% of all households potentially eligible for the reinstatement.

The CNAP Manual has been revised for clarity to ensure staff are correctly following the reinstatement process.

Households that have recently become ineligible for SNAP benefits due to the household's failure to provide required verification can be reinstated without requiring them to file a new application. This applies when the household takes the required action needed within 30 days of the effective date of ineligibility and the household's certification period has not expired.

When an application is in received or renewal status and it is determined that the prior denial or closure action was incorrect, discuss with a supervisor to determine whether the existing application should be deleted.

The supervisor must delete the current application on the DECA screen prior to reopening the last application. Document the case file with the actions and reasons for deleting the application.

Failure to correctly follow the reinstatement process can cause the following:

- Case errors that affect the worker's and the agency's quality.
- Participants receiving benefits to which they are not entitled.
- Delay in receipt of benefits for which participants are entitled.

The REPT reinstatement process is applicable when all of the following conditions hold true:

- The household's case must be in closed status.
- The household's eligibility can only be reinstated without a new application or interview when the missing report, information, or verification is received by the FAA office within 30 days of the date the household became ineligible for program benefits.
- The household has at least one month remaining in the certification period after the effective date of ineligibility.
- The household must fully resolve the reason for the case closure and reestablish eligibility which may include reporting and verifying any changes in household circumstances.
- The household must be eligible for benefits during the reinstatement month and the remaining months of the certification period.
- Benefits for the initial month of reinstated eligibility must be prorated from the date the household took the required action to reestablish eligibility.
- For households other than those that submit a new application, FAA must retain the established certification period.

Failure to follow this process may affect future FNS approval extensions for FAA to continue this process.

Policy reference(s) revised due to this change:

FAA6.C01 – [REPT - Purpose](#)

[Prior Policy](#)

Added verbiage to review NOHS after a case is reopened to correct the incorrect Denial Reason Code. Combined with FAA6.C01A NA Closure – Incorrect Reason Code. (Effective for all eligibility determinations completed on or after 02/08/2021)

FAA6.C02 – [Revert Program to Open - Overview](#)

[Prior Policy](#)

Changed Administrative corrections title to "Reopening reasons. Removed warning box as there could be other reasons to reopen a case. (Effective for all eligibility determinations completed on or after 02/08/2021)

FAA6.C02A – [Reopening Reasons](#)

[Prior Policy](#)

Changed Administrative corrections title to Reopening Reasons. Removed warning box as there could be other reasons to reopen a case. (Effective for all eligibility determinations completed on or after 02/08/2021)

FAA6.C02B – [Reopening Procedures](#)

[Prior Policy](#)

Updated policy with detailed reopening procedure information. (Effective for all eligibility determinations completed on or after 02/08/2021)

FAA6.C03 – [NA Compliance After Closure](#)

[Prior Policy](#)

Updated policy with information regarding when REPT is applicable. (Effective for all eligibility determinations completed on or after 02/08/2021)

Change: FAA Crossmatch Reports

EFFECTIVE DATE: For crossmatch reports completed on or after 02/08/2020

This change was made to provide additional information concerning FAA Crossmatch Reports.

The Arizona Department of Health Services (ADHS) Office of Vital Records provides information for the Deceased Participants Crossmatch Report.

An alert is generated in the Automated Change Tracking System (ACTS) for each participant on the report. The ACTS Alert Type Code is DP (Death of a Participant). The Case Documentation (CADO) screen is automatically documented for each participant. The due date assigned in ACTS is 10 days from the date the alert is generated.

When the case is active, complete the following actions:

- Remove the deceased participant from the case.
- When the death of the entire budgetary unit becomes known, key the DH Denial Closure Reason Code on AFED or FSED for the correct month. No notice is required. The EBT Primary Payee card is deactivated on the date the denial or closure is keyed.
- When applicable, determine the eligibility for the remaining participants in the case. An individual acting as a representative for or on behalf of a CA PI may be named as an Emergency Alternate Card Holder.
- When a CA EBT Alternate Card Holder is not named, complete the following:

Key the OU Participation Code in the PT field on SEPA next to the PI.

Key the DH Denial Closure Reason Code on AFED and stop the benefits allowing for NOAA.

- When the death of the NA PI is reported and there are remaining participants in the budgetary unit complete the following:

Key the PO Denial Closure Reason Code on FSED. Stop benefits allowing for NOAA.

Send the PI No Longer in Home Deny/Closure (F205) notice. This notice informs the remaining participants that an application must be submitted to continue receiving benefits.

- When NA is closed with the PO Denial Closure Reason Code and the budgetary unit needs access to the remaining benefits, an EBT Alternate Card Holder may be established. The following individuals may be established as an EBT Alternate Card Holder:

An adult budgetary unit member.

A non-participant adult who has parental control of the remaining budgetary unit members and provides Verification of Living Arrangements and personal identification.

- Send the appropriate notice based on change notice requirements.
- Close the alert.

When the case is closed document the case file that no action is required.

Information has been added to identify the data sources for FAA Crossmatch Reports as follows:

- Operation Talon Fleeing Felon Report and the Outstanding Felony Warrant Crossmatch Report information is provided by the Arizona Department of Public Safety (DPS).
- Jail Inmate Crossmatch Report data is provided by the Maricopa County Sheriff's Office (MCSO).
- Felony Drug Conviction Crossmatch Report information is provided by the Arizona County Superior Courts.

NOTE Maricopa and Pima County Superior Courts do not provide information for the Felony Drug Conviction Crossmatch Report. Both court systems provide court records online.

Policy reference(s) revised due to this change:

FAA6.A13D.01 – [Operation Talon Fleeing Felon Crossmatch Report](#)

[Prior Policy](#)

Added information to policy identifying the source of data for the Operation Talon Fleeing Felon Report. (Effective for all Operation Talon Fleeing Felon Reports completed on or after 02/08/2021)

FAA6.A13D.02 – [Outstanding Felony Warrant Crossmatch Report](#)

[Prior Policy](#)

Added information to policy identifying the source of data for the Outstanding Felony Crossmatch Report. (Effective for all Outstanding Felony Crossmatch Reports completed on or after 02/08/2021)

FAA6.A13D.03 – [Jail Inmate Crossmatch Report](#)

[Prior Policy](#)

Added information to policy identifying the source of data for the Jail Inmate Crossmatch Report. (Effective for all Jail Inmate Crossmatch Reports completed on or after 02/08/2021)

FAA6.A13D.04 – [Felony Drug Conviction Crossmatch Report](#)

[Prior Policy](#)

Added information to policy identifying the sources of data for the Felony Drug Conviction Crossmatch Report. (Effective for all Felony Drug Conviction Crossmatch Reports completed on or after 02/08/2021)

FAA6.A13D.08 – [Deceased Participant Crossmatch Report](#)

New Policy

Added policy and procedures for the Deceased Participant Crossmatch Report. (Effective for all Deceased Participant Crossmatch Reports completed on or after 02/08/2021)

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 02/01/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 02/2021. Households receiving benefits for the benefit month of 02/2021 will receive an emergency supplement to increase the NA benefit amount for February to the maximum monthly allotment for NA. The supplement is added to AZTECS by FAA Systems.

The emergency supplements in February will be issued:

- On 02/02/2021 for cases with the last name starting with A-B
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with C-Z

NOTE The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular February allotment. The allotment is identified as *CMAX on FSBH.

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0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
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For changes that are processed for the months of 04/2020 through 02/2021 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 03/2021.

For changes that are processed for the months of 04/2020 through 02/2021 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 02/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 03/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 02/2021 and emergency supplements must be elevated through Region Management.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- **Cases that are reopened after EA issuance**
- **Cases with older application dates that are processed after EA issuance**

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 10/2020 through 02/2021.

IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.
- **NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 09/2020).**

General Information: Forms Update

Changes to Forms – 01/30/2021 through 02/05/2021

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