

What's Changed on 03/28/2022**What's Changed on 03/28/2022**[Change: The VA Website has been Added to the CNAP Manual](#)[Change: EBT Online Purchases](#)[Change: Using Participant Statement Verification for Expenses](#)[Change: Keying Itemized Expenses](#)[Reminder: Illegal Drug Use Statement Noncompliance](#)[Reminder: Standard Medical Deduction Case Reviews](#)[General Information: Restaurant Meals Program \(RMP\) and NA Approval Notices](#)[General Information: EBT Card Skimming](#)[Reformat Update](#)[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: The VA Website has been Added to the CNAP Manual

EFFECTIVE DATE: For interviews completed on or after 03/28/2022

The CNAP reference now includes a link for referring participants to apply for Veterans Administration (VA) benefits.

When processing a case that includes a participant that served in the U.S. Military, explore whether the participant is receiving VA benefits. When the participants mention that they are not receiving VA benefits, refer them to the Arizona Department of Veteran's Services.

The Arizona Department of Veteran's Services website is [dvs.az.gov](#) and is available in the policy reference FAA2.I06B.03 titled Veteran's Benefits Referral. Advise the participant to visit the VA website for further information on applying for VA benefits.

Policy reference(s) revised due to this change:

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

[Prior Policy](#)

Included the website where participants can apply for VA benefits. (For interviews completed on or after 03/28/2022)

Change: EBT Online Purchases

EFFECTIVE DATE: This has been added in the CNAP Manual effective on or after 03/28/2022

Sam's Club Scan and Go App has been added to the list of retailers that accept EBT benefits for online purchases.

For more information visit: <https://corporate.samsclub.com/newsroom/2022/03/08/theres-even-more-to-love-about-scan-go-shopping-now-offering-more-member-convenience-and-accessibility-with-ebt>

Policy reference(s) revised due to this change:

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

Added Sam's Club Scan and Go App as an approved retailer to accept EBT benefits for online purchases. (This has been added in the CNAP Manual effective on or after 03/28/2022)

Change: Using Participant Statement Verification for Expenses

EFFECTIVE DATE: For all eligibility determinations completed on or after 03/28/2022

A change has been made to the CNAP Manual to clarify that participant statement verification may be used as primary verification of certain expenses.

Also, it has been clarified that participant statement verification includes **all** of the following:

- The participant's verbal statement of facts documented clearly in the case file
- The current signed application
- A written participant's statement
- A completed Participant Statement Verification Worksheet (FAA-1111A) form located in the Document Center

Participant statement verification should be used as primary verification, unless documented or collateral contact verification is available, when verifying **any** of the following:

- Shelter expenses and deduction.
- Utility expenses to determine the utility allowance.
- For NA dependent care expenses, for **any** of the following:
 - Transportation to and from a dependent care provider for the NA Dependent Care Transportation Standard.
 - Information about the participant's search for employment and about SNAP E&T activities.
 - The dependent child or incapacitated adult care expense amount.
- For NA medical expenses when renewing benefits and **one** of the following occurs:
 - The budgetary unit is receiving the Standard Medical Deduction (SMD).

Changes to the medical expenses are less than \$25 when the budgetary unit is receiving their actual medical expense in excess of the SMD.

Participant statement verification cannot be used for the items listed above when **either** of the following occurs:

- The expense is in another person's name who is outside the budgetary unit.
- The participant's statement is questionable.

Policy reference(s) revised due to this change:

FAA1.C03A – [Providing Verification](#)

[Prior Policy](#)

Reformatted and moved verification information to Participant Responsibilities. Clarified what is considered participant statement verification (Effective with all eligibility determinations completed on or after 03/28/2022) (References changed from FAA2.A01 through FAA2.A07)

FAA5.J03 – [Expenses](#)

[Prior Policy](#)

Reformatted all expenses in FAA4.K and moved them to the new 'Determining Benefits' section. Clarified that participant statement verification may be used as primary verification when verifying certain expenses. Clarified how to key itemized shelter and utility bills. (Effective for determinations made on or after 03/28/2022) (References changed from FAA4.K01 through FAA4.K13A)

Change: Keying Itemized Expenses

EFFECTIVE DATE: When keying expenses on or after 03/28/2022

A change has been made to the CNAP Manual to clarify how to key itemized shelter and utility expenses when documented verification is provided.

Shelter Expenses

For shelter expenses, the exact amount keyed in the shelter expense is used to determine NA benefits. It is important to key only the current shelter obligation.

Staff are to carefully review documented verification of a shelter expense and discuss with the participant whether the shelter obligation includes utilities or expenses that are not allowed (e.g., late penalties, rental insurance of furniture, etc.). When the shelter expense is itemized and contains utility expenses or expenses that are not allowed, key only the allowable shelter expense. Key allowable utility expenses separately. When allowed shelter expense types are itemized with another allowed shelter expense type, key the total amount as one shelter expense type. When the amounts are not itemized and cannot be separated, key the entire amount.

Examples:

- 1) Jane provides a rent bill for \$605 which states that the rent of \$600 includes electricity and water. A late fee of \$5 was added because last month's payment was late. The late fee is not an allowable expense and must be removed from the total. Key \$600 using the RE Expense Code on EXNS. Do not key anything using the EL or WA Expense Codes on EXNS. The amounts allocated to the utilities are not itemized so they cannot be used toward the utility allowance.

- 2) Harriet presents a bill which states that the rent of \$600 includes electricity. The amount of \$50 is allocated to electricity and is itemized on the bill. Key \$550 using the RE Expense Code on EXNS. Key \$50 using the EL Expense Code on EXNS.
- 3) Leslie presents a mortgage bill of \$900 which itemizes that \$800 is allocated for the mortgage, \$70 for the property taxes, and \$30 for the property insurance. Key \$900 using the MO Expense Code on EXNS because each item listed is an allowable shelter expense.

Utility Expenses

For utility expenses, the utility amount keyed is not critical. The utility obligation is verified to determine which utility allowance is used. It is more important that the correct Expense Code is keyed. The expense type determines which utility allowance is used.

On documented verification, key the total utility bill amount. Do not remove late penalties or other expenses from the amount. When allowed utility expense types are itemized with another allowed utility expense type, key the total amount as one utility expense type. (For example, when water and garbage expenses are billed on the same bill, key the entire amount as either water or garbage. Do not key each separately.)

When the obligation of the utility expense is verified, but the amount is in question, key \$0 in the amount field.

Policy reference(s) revised due to this change:

FAA5.J03 – [Expenses](#)

[Prior Policy](#)

Reformatted all expenses in FAA4.K and moved them to the new 'Determining Benefits' section. Clarified that participant statement verification may be used as primary verification when verifying certain expenses. Clarified how to key itemized shelter and utility bills. (Effective for determinations made on or after 03/28/2022) (References changed from FAA4.K01 through FAA4.K13A)

Reminder: Illegal Drug Use Statement Noncompliance

This reminder is being issued to remind staff how to correctly use the CA Illegal Drug Use Statement. The Research and Analysis (R&A) Unit has identified an increase in errors due to the improper use of this statement.

At new CA application approvals, AZTECS generates an Illegal Drug Use Statement (X005) notice for each CA participant age 18 or over coded IN on SEPA. An alert is created in AZTECS to assist in tracking the X005 notice.

At a CA renewal interview, staff must provide the Illegal Drug Use Statement (FAA-1415A) form or send the Illegal Drug Use Statement (A002) notice to each required participant. Participants 18 years or older that are coded IN on SEPA for CA are required to complete the form. Children under age 18 are not required to sign an Illegal Drug Use Statement.

When a participant fails to provide the requested Illegal Drug Use Statement, only disqualify the participant who failed to provide it. Authorize benefits for the other eligible members in the budgetary unit.

Code the noncompliant participant DI on SEPA. Key the RD code in the INELIG REASON FIELD on SEPA. On the PRAP screen, only the disqualified participant will be coded NS in the CLIENT ALERT TYPE field. Send the Disqualification-Controlled Substance (A704) notice.

When the disqualified participant is the only eligible member of the budgetary unit, close the CA case for RD on AFED and send the D/C – Controlled Substance (A213) notice.

When the disqualified participant complies with the requirement to provide the Illegal Drug Use Statement, end the disqualification for the first month possible and add the participant back into the case. (For more information on effecting changes, see [When to Effect Changes](#) in the CNAP Manual)

When the CA case was closed and the participant provided the Illegal Drug Use Statement before the effective date of closure, reopen the case using REPT. For more information, see the [Illegal Drug Use Statement Not Provided by the Participant](#) in the CNAP Manual.

Reminder: Standard Medical Deduction Case Reviews

An [Urgent Bulletin](#) was issued on 03/23/2022 to inform staff that the Quality Support Team (QST) is conducting reviews of cases that received the Standard Medical Deduction (SMD). The reviews are part of the data reporting required by the Food and Nutrition Service (FNS).

Effective 03/15/2022, QST is sending letters to randomly selected budgetary units that received the SMD. The letter is requesting verification of the budgetary unit's actual medical expenses incurred in a specific month. The budgetary unit is allowed 10 calendar days to provide the verification.

Since the letter is manually mailed, there will be no record in AZTECS or HEAplus. However, the case file is documented by QST with "SMD Special Project".

When a participant calls inquiring about the letter, review the following:

- Case documentation
- Notice History (NOHI)

When there is no record of a notice requesting verification of medical expenses and the case file is documented with SMD Special Project, inform the participant to call the QST hotline at (602) 771-5463 for further information.

When verification of medical expenses is provided in person or by mail, upload the documents into OnBase using MEDICAL EXPENSES as the document type. Document the casefile that verification of medical expenses is provided and uploaded into OnBase. No further action is required. The QST monitors all the cases that letters were sent.

When a participant walks into an FAA office inquiring about the letter, assist the participant. When unable to assist, call the QST hotline for further instruction.

No negative action is taken when the budgetary unit fails to provide the verification.

General Information: Restaurant Meals Program (RMP) and NA Approval Notices

Effective 03/22/2022, the NA approval notices were updated to include an explanation of the Restaurant Meals Program (RMP).

When a case qualifies for the RMP, the following language is added to the NA approval notice sent to the household:

Your household is eligible for the Restaurant Meals Program. This allows you to use your Electronic Benefits Transfer (EBT) QUEST card to buy prepared meals from participating restaurants and the deli section of participating grocery stores. For more information about this program and participating restaurants visit the following website: www.des.az.gov/services/basic-needs/food-assistance/restaurant-meals-program.

General Information: EBT Card Skimming

When FAA Systems becomes aware that an EBT card has been compromised as a result of card skimming, the EBT card is deactivated and a replacement EBT card is mailed to the participant. FAA Systems staff contacts the Client Liaison Unit (CLU) via email about the compromised EBT card and requests that CLU contact the participant and inform them about the situation.

CLU contacts the client by phone and advises the participant of the following:

- The participant's EBT card has been compromised.
- A new EBT card has been mailed to the participant.
- To immediately change their PIN.
- Stolen benefits cannot be replaced.
- Reviews the EBT Card Prevention (FAA-1819A) flyer with the participant.

When a participant reports fraudulent EBT transactions to FAA, FAA staff are to follow the appropriate standard work or office procedure for EBT issuance. The most recent version of the FAA ALL Core EBT Card Fraud Standard Work document is located in the DBME SharePoint Standard Work Library.

Reformat Update

The CNAP and CNAP+ Manuals are going through a reformatting project to change the look and feel, move the Table of Contents out of an AZTECS roadmap flow, and reduce the number of references to make it easier to find what is needed. (For additional information regarding the new format, see the [Reformat Introductory Video](#)(mp4) or the [Reformat Introductory Transcript](#)(pdf).)

At this time, using Search in the CNAP Manual may help with navigation. Anything that has been reformatted will generally show higher in the Search results than references in the old format.

The changes made toward the reformatting project effective this week are as follows:

- The following has been moved out of FAA4.K:

Expenses Exceeds Income (EEI) information moved to the reformatted 'Financial Eligibility Factors' chapter in FAA4 (temporarily see [FAA4.L01](#)).

Expenses of Disqualified NA Participants moved to 'Determining NA Benefits' in FAA5 (temporarily see [FAA5.J01B](#)).

The CA Payment Standard information (A1/A2) moved to 'Determining CA Benefits' in FAA5 (temporarily see [FAA5.J02B](#)).

The expenses previously in FAA4.K moved to the 'Determining Benefits' chapter in FAA5 (temporarily see [FAA5.J03](#)).

- Verification and Cooperation from FAA2.A moved to the Participant Responsibilities in FAA1.C (temporarily see [FAA1.C02B](#) and [FAA1.C02C](#)).
- Social Security Number (SSN) information from FAA2.L03 has moved to the reformatted 'Nonfinancial Eligibility Factors' chapter in FAA3 (temporarily see [FAA3.D02](#)).
- Duplicate participation information (previously titled 'Receipt of Benefits in More Than One Case or From Another State' and 'Public Assistance State Contacts') from FAA1.D09 has moved to the reformatted 'Nonfinancial Eligibility Factors' chapter in FAA3 (temporarily see [FAA3.D01](#)).
- In order to transfer glossary term links to the new format, there will be two glossary chapters until the reformat project is finished. Any definitions that are in both FAA6.Q and FAA6.QR are identical.

Temporary links to the reformatted references were added to the old references listed above to help staff who use the table of contents for navigation. These links will be removed after a month. Also, be aware that during this reformat process, reformatted references will change reference numbers, but will stay in the same volume (i.e., FAA1, FAA2, etc.) unless mentioned in this What's Changed section.

NOTE It is recommended to use the Internet favorites only for references in the new format because links to the references in the old format will move while under construction.

General Information: Forms Update

Changes to Forms – 03/19/2022 through 03/25/2022

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

New Marketing Materials (Posters, Pamphlets, Flyers):

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

Forms Archived from the Document Center

- No forms were archived from the Document Center