

What's Changed on 04/14/2025

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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 [What's Changed History](#) of the CNAP Manual.

The above list summarizes the information on this page. Each item listed above links to the corresponding section below.

Clarification: Third-Party Payroll Verification Source

Third-party payroll verification sources have been clarified to include Corporate Cost Control (CCCVerify).

Before requesting employment verification through the CCCVerify website, staff must register for an account. Once approved, staff can request employment verification using **all** of the following:

- The employee's name.
- The employee's Social Security number.
- The name of the employer.

For more information on approved third-party payroll verification sources, see [FAA1.C02A](#) titled Providing Verification.

Reminder: Replacement Issuance of Stolen Benefits Has Ended

The last day to report benefits stolen through **any** of the following was 02/03/2025:

- Card skimming
- Card cloning
- Other fraudulent methods

When a participant reports that their benefits have been stolen due to electronic benefit theft, complete **all** of the following:

- Direct the participant to call the Fidelity Information Services (FIS) Automated Response Unit (ARU) as soon as they become aware of the electronic benefit theft to deactivate the compromised Electronic Benefit Transfer (EBT) card.
- Issue a replacement EBT Card.

The Electronic Benefit Theft Replacement Request Form (FAA-1847A) and Electronic Benefit Theft Replacement Request Form (Spanish) (FAA-1847A-S) have been removed from the Document Center and the Unity form will be removed from OnBase.

As of 05/07/2025, **all** of the following notices will no longer be available:

- Verification of Electronic Theft (C050)
- CA NA Replacement Benefits Denied (C209)
- Approval CA NA Benefits Replaced due to Theft (C839)
- Possible Victim of Electronic Theft (X153)

See [FAA5.J02A](#) titled Replacement Issuance of Stolen Benefits for more information.

General Information: Retroactive Social Security Payments for Deceased Recipients

The Social Security Administration (SSA) has begun issuing retroactive payments due to the end of the Windfall Elimination Provision and Government Pension Offset. The retroactive payments were referenced in the Urgent Bulletin emailed on 03/14/2025 titled Retroactive Payments and Higher Monthly Benefits for Social Security Benefit Recipients.

SSA may issue a retroactive payment owed to **any** of the following individuals:

- A living SSA benefit recipient
- An underpaid SSA benefit recipient who is now deceased

Staff must review the award letter to determine whether the retroactive payment is owed to the participant or another individual.

When the retroactive payment is owed to a deceased beneficiary, the award letter states the following:

You will receive a payment for \$X because we owe money to a person who was previously entitled on this record and is now deceased.

For NA and CA, a retroactive payment owed to a deceased beneficiary is considered a one-time lump sum when issued to a participant. A nonrecurring lump sum payment is treated as a resource for NA and CA.

See **all** of the following references for more information:

- [FAA4.H01B.44](#) titled Lump Sum Payments
- [FAA4.B03P](#) titled Lump Sum Resources

General Information: ACTS Alert ABAWD Closure

When a case is ineligible due to a member of the budgetary unit receiving three countable months of NA in the current ABAWD three-year period, the ABAWD Eligibility Change ACTS alert is generated. When the ACTS alert is received, stop benefits allowing for Notice of Adverse Action (NOAA) by completing **all** of the following:

- Review CODF to ensure the participant has received three countable full months.
- Disqualify the participant by keying DI in the PT field on SEPA.
- When the remaining budgetary unit members fail the income limit, close benefits on FSAD with the EI Denial Closure Reason Code.
- Send the NA Denial/Closure – Income (F201) notice.
- Send the NA ABAWD Informational (F033) notice.

When it is not possible to allow for NOAA, complete the FAA0526A Potential Overpayment Referral Unity Form located in OnBase.

Until further notice, staff must follow the AZTECS Keying Procedures at FAA2.M09C titled ABAWD Continued Eligibility.

General Information: Forms Update

Changes to Forms – 04/05/2025 through 04/11/2025

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:

- Standard Medical Deduction (SMD) Worksheet (FAA-1813A) form (English)
The verbiage was revised for clarity.
- Standard Medical Deduction (SMD) Worksheet (FAA-1813A-S) form (Spanish)
The verbiage was revised for clarity.
- This Letter is About Your Benefits with the Department of Economic Security and Your Appeal Request (FAA-1656A) form (English)
Voluntary Withdrawal of benefits reason was added as a reason not to receive continued benefits.
- This Letter is About Your Benefits with the Department of Economic Security and Your Appeal Request (FAA-1656A-S) form (Spanish)
Voluntary Withdrawal of benefits reason was added as a reason not to receive continued benefits.

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.

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period.

Forms Archived from the Document Center:

- Electronic Benefit Theft Replacement Request Form (FAA-1847A) (English)
See the above Reminder titled Replacement Issuance of Stolen Benefits Has Ended above.
- Electronic Benefit Theft Replacement Request Form (FAA-1847A-S) (Spanish)
See the above Reminder titled Replacement Issuance of Stolen Benefits Has Ended above.