

What's Changed on 04/21/2025

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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: HOSC Employment Verification Requirements

On HOSC, all employers displayed with one or more asterisks in a quarter, must be verified as current or terminated.

Income must be verified when quarters with one or more asterisks displays zero income and verification is not currently in the case file.

See [FAA2.A02](#) titled Application Screening for more information.

Clarification: Death of a Participant Verification

Notification of a participant's death may be reported by **any** of the following:

- Another participant in the budgetary unit
- Third-party source
- System Interface

When FAA is notified of a participant's death and verification has not been provided, the notification is treated as unclear information.

Verification is required before removing or stopping the deceased participant's benefits.

NOTE When the budgetary unit reports and verifies the death of another budgetary unit participant with a hard copy document, additional verification is not required.

Documents used to verify the death of a participant include, and are not limited to, **any** of the following:

- A letter from an out-of-state vital statistics agency
- Birth certificate when it identifies that a parent is deceased
- Death certificate
- Hospital records
- In Memoriam card
- Indian census records
- Institutional records
- Insurance company records
- Newspaper obituaries
- Policy records
- Signed funeral director's statement
- Signed statement from a religious leader or individual who conducted the funeral
- Veterans Administration (VA) or military service records

This information can be found in FAA6.A03E titled Death of a Participant – Effecting Changes.

Clarification: Contract Income and Rental Property Income

When contract income is paid at an hourly or piecework rate, and the contract states the income is an annual amount, budget the income by prorating the income over the 12 months of the contract.

For rental property income, when the participant has at least one allowable expense for the rental property, a 40% deduction from the gross income is allowed.

See [FAA4.H02E](#) titled Averaging Income for more information about how to budget contract income.

See [FAA4.H01B.59](#) titled Rental Property Income for more information about when rental property income is considered self-employment or unearned income.

Reminder: Language Line Solutions Codes

Staff must use the correct Language Line code for their office location when requesting a translator.

The codes have changed for the Customer Care Centers (CCC). The document titled Language Line Desk Aid in the Standard Work Library has been updated with the new codes. Field offices (FO) start with zero and CCC offices start with one.

NOTE The CLIENT ID Account Number for MAO AHCCCS has also changed.

A link to the Language Line Desk Aid for staff is located on FAA6.M72 titled Language Line Solutions and in the procedures section of FAA1.C01M titled Right to Request Translation Services.

General Information: Forms Update

Changes to Forms – 04/12/2025 through 04/18/2025

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:

- Authorized Representative Request (FAA-1493A) form (English)
The form has been revised to align with policy and the application.
 - Authorized Representative Request (FAA-1493A-S) form (Spanish)
The form has been revised to align with policy and the application.
- Continuously Residing Timeline Form (FAA-1558A) (English)
The form has been revised to comply with the federal regulations.

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:

- No forms were archived from the Document Center.