

What's Changed on 05/12/2025

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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: Difficulty of Care Payments

As a reminder, Difficulty of Care Payments are considered wages when a participant receives payment for providing **any** of the following to an Arizona Long Term Care System (ALTCS) recipient living in their home:

- Attendant care
- Habilitation services
- Personal care

See [FAA4.H01B.84](#) titled Wages and Salaries for more information.

Clarification: Felony Drug Conviction Verification

A participant statement is not an acceptable form of verification for felony drug conviction information. When further information is needed from the participant, request verification using **one** of the following notices:

- Verification of Drug Conviction (C020) notice
- Information Needed (F011) notice
- Expedited NA – Postponed Verification (F121) notice

For more information on the types of verification, see [FAA1.C02A](#) titled Providing Verification.

Clarification: Incorrect Documents Uploaded to Case File

To report a document uploaded into an incorrect HEAplus account or an incorrect OnBase case, use the ServiceNow Employee Center (internal use only). Under FAA Case Assistance, select Centralized Document Services (DBME CDS) to complete and submit a new request.

For more information, see [FAA6.M](#) titled Centralized Document Services (CDS).

General Information: Updates to Authorized Representatives

All of the following sections have been moved out of the reference FAA2.A04 titled Authorized Representatives:

- CA EBT Alternate Cardholder Emergency Situations
New location: FAA5.J03 titled Electronic Benefit Transfer QUEST Card
 - CA Participant Payee (CA PI)
New location: FAA2.A01 titled Application Requirements
- NOTE This section has been renamed CA Primary Informant.
- Death of the CA PI
New location: FAA6.A03E titled Death of a Participant – Effecting Changes
 - Reasons to Assign a CA EBT Alternate Cardholder
New location: FAA5.J03 titled Electronic Benefit Transfer QUEST Card

General Information: Forms Update

Changes to Forms – 05/03/2025 through 05/09/2025

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:

- Nutrition Assistance Able Bodied Adult Without Dependents (ABAWD) Time Limits (FAA-1530A) (English)
This form was updated to match the policies.
- Nutrition Assistance Able Bodied Adult Without Dependents (ABAWD) Time Limits (FAA-1530A-S) (Spanish)
This form was updated to match the policies.

Newly created forms:

- No forms were created during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- How Do I File a Complaint (FAA-1775A) (English/Spanish)

This poster was rebranded and the new DES logo added.

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.