

What's Changed on 06/23/2025

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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: MAC Form Partial Completion Update

On 06/02/2025, staff were notified on the What's Changed of a change regarding MAC compliance with partial responses. Due to additional testing and the creation of a new ACTS Alert, additional time is needed.

Until the implementation date, staff must only accept fully completed MAC forms.

Staff will be notified on a future What's Changed once the new procedures are ready to be implemented. The implementation date in the procedures section of FAA6.A02A titled NA Mid Approval Contact (MAC) will be updated as needed.

Clarification: Participants' Rights and Responsibilities

The FAA Interactive Voice Response (IVR) no longer informs the participant of their rights and responsibilities automatically before the interview.

It is required that an FAA worker inform the participant of their rights and responsibilities during the interview by completing **one** of the following:

- Using the prerecorded Rights and Responsibilities Script.
- Reviewing the Rights and Responsibilities (FAA-1573A) form with the participant when the prerecorded script is not available.

After the participant is informed of their rights and responsibilities, FAA staff must ask the participant whether there are any questions and provide answers to their questions.

Clarification: Voice Signature

A voice signature includes **all** of the following for documents that are being signed:

- The participant's or authorized representative's verbal agreement or disagreement with the information provided.
- The name of the participant or authorized representative who is agreeing or disagreeing.

For more information, refer to FAA2.A05 titled Signing the Application and Other Documents.

General Information: Forms Update

Changes to Forms – 06/14/2025 through 06/20/2025

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:

- AHCCCS Fraud Prevention Investigation Referral (FAA-1181A) form
The contact information was changed to secured emails as the only point of contact.
- NAABAWD and Work Requirements Script (FAA-1786A) (English)
The instructions were updated to align with the policy.
- NAABAWD and Work Requirements Script (FAA-1786A-S) (Spanish)
The instructions were updated to align with the policy.

Newly created forms:

- No forms were created during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Proof of Eligibility Card (FAA-1788A) flyer (English)
The flyer was rebranded and the new DES logo was added.
- Proof of Eligibility Card (FAA-1788A-S) flyer (Spanish)
The flyer was rebranded and the new DES logo was added.
- Food Assistance Outreach Card (FAA-1715A)
The flyer was rebranded and the new DES logo was added.
- Family Assistance Outreach Card (FAA-1716A)
The flyer was rebranded and the new DES logo was added.

New Marketing Materials (Posters, Pamphlets, Flyers):

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

Forms Archived from the Document Center:

- AHCCCS Fraud Prevention Determination Authorization (FAA-1182A) form