

## What's Changed on 07/14/2025

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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: NA Work Requirement Exemption Employed**

Participants working 30 hours per week are exempt from the NA work requirements when **any** of the following apply:

- When employed for less than 30 hours per week, their weekly earnings are equal to or exceed an amount that is 30 hours multiplied by the federal minimum wage.
- Self-employed for a minimum average of 30 hours per week.
- Employed as a migrant or seasonal farm worker, or who is under contract or agreement to begin working within 30 calendar days.
- Receives in-kind income working for 30 hours per week.

Additional information about the NA work requirement is available at FAA6.B01 titled NA Work Requirements, or type NA work requirements in the Search field on the CNAP Manual Tool Bar.

### **Clarification: Duplicate Participation Reopen Code**

When reopening a case due to receipt of benefits in another state or another Arizona case, complete **all** of the following:

- Key OTHR in the REPT CODE field on REPT.
- Manually update the BEN PRORATION DATE field on APMA to the first day of the month after benefits stop.
- Document the case file with the reason for reopening.

The 60IN REPT Reason Code is used only when information is provided during the second 30 calendar days of the application process.

For complete policy information, see **all** of the following:

- [FAA3.D07](#) titled Duplicate Participation
- [FAA6.C02A](#) titled Reopening Reasons

#### **Reminder: FAA Office Overpayment Responsibilities – Overpayment Verification**

FAA staff must request verification of a potential overpayment when a participant reapplies after case closure for failing to provide the previously requested verification.

When the \$\$ Alert Code is present on PRAP, **all** of the following apply:

- For participants who qualify for expedited NA services, the case may be approved, and staff must re-request the overpayment verification.
- For all other participants, the case cannot be approved until all required verification is received.

Staff must re-request the verification using **one** of the following:

- The Information Needed (F011) notice.
- The Expedite NA – Postponed Verification (F121) notice when the participant is potentially eligible for expedited services.

The previously requested verification is listed on the Overpayment Unit Information Needed (C030) notice, which is found in **all** of the following locations:

- AZTECS – NOHS
- OnBase – DBME AZTECS Notices
- OnBase Document Type – Overpayment Information Needed (C002)

NOTE FAA reviews the C030 notice for information that was requested but not received.

When the C030 notice is more than 36 months old, contact the Overpayment Unit (OPU) at [FAAOPUNIT@azdes.gov](mailto:FAAOPUNIT@azdes.gov) to confirm whether the verification is still required.

When the C030 notice is more than 72 months old, the review period has expired. Contact OPU to request removal of the \$\$ Alert Code from PRAP.

After all required verification has been received and uploaded to the case file, notify OPU. Once the \$\$ Alert Code is removed, the case may be processed.

See [FAA6.E02C](#) titled Overpayment Responsibilities - Overpayment Verification for complete information.

#### **General Information: Retroactive Social Security Payments**

The Social Security Administration (SSA) has begun issuing retroactive payments due to the end of the Windfall Elimination Provision and Government Pension Offset.

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

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

For NA and CA, the retroactive payment is considered a lump sum resource.

The retroactive payment displays on SOLQI in the Prior Due Amount field (see screenshot below). The amount in the Prior Due Amount field can be used as verification of the retroactive payment amount.

Demographics verified			
Name	[REDACTED]	Address	[REDACTED]
Gender	Male	DOB	[REDACTED]
DOD	N/A	Railroad Indicator	N/A

  

Benefits			
Entitled	11/01/2011	Payment_status	C Current payment status (except railroad payment)
Gross Monthly Amount	\$946	Black Lung Status	N/A
Special Monthly Payment	N/A	Special Pay Date	N/A
SSN/CAN-BIC	[REDACTED]	Prior Due Amount	\$5560.00

  

Medicare Data						
Insurance Type	Entitled	Terminated	Premium	Buy-In	Code	Start Stop
Hospital Insurance	10/01/2014		\$0.00	No	N/A	
Supplemental Insurance	10/01/2014		\$185.00	No	N/A	

  

Benefits History		
Date	Gross Benefit	Credited
12/01/2024	\$946.00	C
01/01/2024	\$922.70	C
12/01/2023	\$527.70	C
12/01/2022	\$510.90	C
12/01/2021	\$470.10	C
12/01/2020	\$444.50	C
12/01/2019	\$438.60	C
12/01/2018	\$431.50	C

### General Information: Forms Update

Changes to Forms – 07/05/2025 through 07/11/2025

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:

- Arizona Voter Registration Form (DES-1232A) (English/Spanish)

The updated May 2024 version of the form was put into the Document Center.

- Verification of Terminated Employment (FAA-1701A) form (English)

The verbiage was updated.

Newly created forms:

- No forms were created during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Americans with Disabilities Act Notice (POX-248) poster

This poster was updated with new contact information, rebranded, and the new DES logo.

- Employees Receiving Family Assistance Benefits (FAA-1820A) flyer

The flyer 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 and Marketing Materials Archived from the Document Center:

- Americans With Disabilities Act – Grievances (POX-248A) poster (English)

The information on this poster has been combined with the information on the POX-248 poster.

- Americans With Disabilities Act – Grievances (POX-248A-S) poster (Spanish)

The information on this poster has been combined with the information on the POX-248 poster.