

What's Changed on 01/26/2026

[Change: Same Day Interviews for NAX](#)

[General Information: Forms Update](#)

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.

Change: Same Day Interviews for NAX

EFFECTIVE DATE: For all applications received on or after 02/02/2026

To help with office workflow, it is no longer a procedural requirement for FAA staff to offer a same-day interview when an NA expedited (NAX) application is submitted in an FAA office.

When the participant turns in an NA application at an FAA office and the application is potentially eligible for NAX, FAA staff are to complete **all** of the following with the participant:

- Give the Time Saving Tips (FAA-1513A) flyer.

NOTE The FAA-1513A advises the participant of the information to have available during their interview.

- Provide the HEAplus website location at <http://www.healthearizonaplus.gov/> and explain how to access HEAplus.
- Inform them that the instructions on how to upload documents to HEAplus are located in HEAplus Frequently Asked Questions.
- Explain that NA expedite interviews must be completed within seven calendar days of the application date and provide them with the required completion date.

NOTE The seven calendar days begin the day after receipt of the NA application. When the seventh day falls on a weekend or holiday, the interview must be completed by the workday before the weekend or holiday.

- Inform them that they will receive a notice with instructions on how to complete their interview. Once the notice is received, the interview can be completed by **any** of the following methods:

Calling the HEAplus Interview Line telephone number (855) 777-8590.

Requesting an interview at any FAA office.

- Document the case file.

FAA staff should refer to their standard work and their office management for additional instructions and exceptions.

Policy reference(s) revised due to this change:

FAA2.A03 – Requirements for NA Expedited Services (NAX)

[Prior Policy](#)

Removed procedural requirement to ask the participant to complete the interview the same day when they turn in their application in an office. Also, removed the procedure about screening during a telephone application, because telephone applications are no longer being taken as of 11/01/2025. (Updated as of 01/26/2026, Effective 02/02/2026)

General Information: Forms Update

Changes to Forms – 01/17/2026 through 01/23/2026

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:

- No forms were revised during the specified period.

Newly created forms:

- No forms were revised during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

NOTE When a mandatory poster is listed below, offices must order the mandatory poster through the warehouse. Refer to FAA1.C03F titled Communicate with the Public for more information about posters.

- No revisions to marketing materials were made during the specified period.

New Marketing Materials (Posters, Pamphlets, Flyers):

NOTE When a new mandatory poster is listed below, offices must order the mandatory poster through the warehouse. Refer to FAA1.C03F titled Communicate with the Public for more information about posters.

- Arizona Minimum Wage 2026 (DES-1216A) poster (English).

This poster replaces the Arizona Minimum Wage 2025 (DES-1216A) poster.

- Arizona Minimum Wage 2026 (DES-1216A-S) poster (Spanish)

This poster replaces the Arizona Minimum Wage 2025 (DES-1216A-S) poster.

Forms and Marketing Materials Archived from the Document Center:

- No forms were archived from the Document Center.