

## What's Changed on 04/27/2026

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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.

### **Change: Purchase and Prepare Separately Denial Closure Reason Code**

EFFECTIVE DATE: The CNAP Manual has been updated as of 04/27/2026.

The newly created Purchase and Prepare Separate (PP) Denial Closure Reason code was added to the list of Denial Closure Reason Codes for NA determinations.

Staff were notified through an Urgent Bulletin on 03/17/2026 that, for NA determinations, verification of household composition and purchase and prepare separate is only required when the information provided by the household is questionable.

When verification is requested and not provided, use the PP Denial Closure Reason code, denying the case or stopping the benefits allowing for Notice of Adverse Action (NOAA).

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### **Policy reference(s) revised due to this change:**

FAA2.A06 – [Determining Budgetary Units](#) [Prior Policy 04/27/2026](#)

Clarified purchase and prepare separately, when to request verification of living arrangements, and what actions must be taken when verification of living arrangements is not provided. (Clarified as of 04/27/2026) New PP denial code has been added for when the purchase and prepare separate statement is not provided. (Added as of 04/27/2026)

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FAA2.A07 – [Budgetary Units with Special Circumstances](#) [Prior Policy 04/27/2026](#)

Clarified purchase and prepare separately, when to request verification of living arrangements, and what actions must be taken when verification of living arrangements is not provided. (Clarified as of 04/27/2026) New PP denial code has been added for when the purchase and prepare separate statement is not provided. (Added as of 04/27/2026)

### **Clarification: ESAP Change Verification**

When an Elderly Simplified Application Project (ESAP) eligible budgetary unit reports a change, verification is not required unless the budgetary unit no longer meets ESAP eligibility or the information is questionable. A participant statement is acceptable when the statement is not questionable.

Staff must consider all circumstances when deciding whether the information is questionable and must utilize the prudent person concept. Refer to FAA6.QR01.P titled Prudent Person Concept Definition for more information.

Documentation must support the use of a participant statement as verification and contain sufficient detail to allow a reviewer to decide that the determination is reasonable and accurate.

When a participant statement is available, staff must document the case file with **any** of the following:

- When not questionable, document that participant statement is not questionable. Additional verification is not required.
- When questionable, document **all** of the following:

Why the participant's statement is questionable.

How it was determined that the participant's statement is questionable .

The attempts made to resolve any discrepancies .

NOTE Include what information in the case file assisted with the decision.

- When verification is needed document **all** of the following:

What verification was requested.

Due date of the requested verification.

- When best available information was used, document **all** of the following:

The participant's attempts to obtain the missing verification.

FAA's attempts to obtain the missing verification.

The reasons why best available information should be used.

The use of best available information was approved and by whom.

## **Clarification: Budgeting Expected Income**

The term “normal range of hours” is not an eligibility factor and should not be requested from the participant or the employer.

When determining the correct income to budget, FAA staff discuss with the participant the facts about the participant’s income. This may include, and is not limited to, **any** of the following questions:

- How often is the participant paid?
- What are the hours the participant is expected to work each pay period?
- What is the rate of pay?
- Is there any differential pay?
- When there is overtime, is it expected to continue, how much, and how often?
- Are bonuses or incentive pay received, and how often?
- Does the participant receive tips and gratuities not listed on the paycheck stubs?
- What is the gross income the participant is reasonably expected to receive?

FAA staff project income based on a discussion with the participant and using the verified income that is reasonably expected to continue.

## **Reminder: Forms to Verify Unfit for Work**

For the Able Bodied Adult Without Dependents (ABAWD) and the NA Work Requirement exemption, unfit for work has to be verified by a medically qualified source. **Any** of the following documents can be completed to use as verification:

- A Verification of Unfitness for Work for Adults (FAA-1533A) form.
- A Verification of Disability (FAA-1249A) form. When a completed FAA1249A form is in a case file, FAA may use the FAA-1249A form as verification when FAA received the completed form no more than 30 calendar days before an NA application.
- A Verify Unfit for Work for Adults (A024) notice. When a completed A024 notice is in a case file, FAA may use the A024 notice as verification when FAA received the completed notice no more than 30 calendar days before an NA application.

NOTE The Able Bodied Adult Without Dependents (ABAWD) Time Limit (FAA-1530A) is used for reporting a change and verification of the reported change is required.

More information about ABAWD and NA work requirements is available at FAA2.M09B titled ABAWD Exemptions and FAA6.B01 titled NA Work Requirements.

## **Urgent Bulletin Reminder: Newborn Process**

An [Urgent Bulletin](#) was emailed on 04/24/2026 to inform staff that, effective 12/19/2025, the process for taking action on a newborn change was updated.

## **Newborn Process for NA**

When FAA receives a report of a newborn child from the AHCCCS PMMIS Postback application in HEAplus, the change is considered verified upon receipt. Additional verification is not required to effect the change to the NA benefits. The newborn is added without additional verification.

When FAA receives a report of a newborn from a member of the budgetary unit, the newborn is added without additional verification. FAA addresses the information with the budgetary unit at the next renewal.

FAA increases the NA benefits based on the date the change is reported for the newborn child. The date that the change is reported for a newborn is the earliest of **any** of the following:

- The date the child's information is documented on CADO in AZTECS or the case file, during the AZTECS automated overnight batch process.
- The disposition action date found in the Case Audit History of the AHCCCS PMMIS Postback application in HEAplus.
- The date the participant informs FAA of the child's birth.

NOTE When the other parent is in the home and not included in the budgetary unit, FAA adds the newborn and requests the verification needed to add the other participant to the case.

## **Additional Changes**

The FAA Policy Support Team (PST) is revising the CNAP+ Manual to include **all** of the following changes regarding the newborn process:

- Removing the Newborn Information for CA/NA (X113) notice from the CNAP+ Manual section titled FAA6.D04 Newborn Participant Maintenance. The X113 notice will no longer automatically be mailed to the participant when a newborn is reported through the AHCCCS PMMIS Postback application in HEAplus.
- Removing the Deemed Newborn Information ACTS Alert from the CNAP+ Manual section FAA6.D04 titled Newborn Participant Maintenance. The Deemed Newborn Information ACTS Alert was deactivated. An alert will no longer generate when a document is uploaded to OnBase using the Deemed Newborn Document Type.
- Adding the AHCCCS PMMIS Postback application in HEAplus to the list of sources on FAA6.Q01S.20 titled State Verification Exchange System (SVES) Definition. When information is verified through SVES, additional verification is not required.

Once the changes to the CNAP+ Manual are completed, staff will be notified through the weekly What's Changed webpage.

**Policy Reminder: Uploaded Verification**

A [Policy Reminder](#) was emailed on 04/22/2026 to inform staff of the requirement to thoroughly review all documents and address any relevant information in accordance with policy. A review of OnBase has found that documents may be mislabeled during the upload process. The document type shown in OnBase must not be relied upon to identify if the document is relevant to the case.

Failure to review and address all documents may result in incomplete or inaccurate case actions.

### **General Information: Equifax Disputes**

When a participant disputes the pay information associated with their Social Security number in Equifax/EMVI, FAA staff are to provide the participant with the following website:

<https://www.equifax.com/personal/credit-report-services/credit-dispute/>

This information has been added to the Participant Disagrees with Wage Information procedure at FAA3.D10 titled Social Security Number (SSN).

### **General Information: Forms Update**

Changes to Forms – 04/18/2026 through 04/24/2026

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.

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

#### **Forms and Marketing Materials Archived from the Document Center:**

- No forms were archived from the Document Center.