

## What's Changed on 05/04/2026

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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: Work Requirement Disqualifications**

EFFECTIVE DATE: For determinations completed on or after 05/11/2026

This change was made to clarify and align Work Requirement Disqualifications policy with Federal and State regulations.

Participants may be disqualified from benefits when they voluntarily take any of the following actions before the date of the application or **any** time afterwards:

- For NA, quit a job of 30 work hours or more per week 30 days before the application date.
- For CA, quit a job of 20 work hours or more per week 60 days before the application date.

NOTE For NA and CA, when the job paid the federal minimum wage or more.

- Reduce the hours of employment.
- Refuse a job offer.

NOTE Job refusal does not apply to CA.

FAA must review good cause reasons before any disqualification is imposed. A work requirement disqualification is not imposed when the participant has a good cause reason.

FAA must document all information about disqualifications and good cause reasons in the case file.

More information about the voluntary quit policy and good cause reasons is available at FAA6.B04 titled Work Requirement Disqualifications.

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

FAA6.B04 – [Work Requirement Disqualification](#)

[Prior Policy 05/24/2026](#)

Policy revision to align with regulations and provide clarification on disqualification time frame for NA and CA are different. (Updated as of 05/04/2026)

### **Clarification: Medicare Advantage Supplemental Benefits**

Medicare Advantage supplemental benefits are considered a reimbursement. These are benefits for items and services which have a connection to the health of the enrollee and are not available under Medicare Part A, B, or D.

Medicare Advantage organizations may administer these benefits through regularly issued spending cards limited to certain covered items or services that vary by insurer. These items can include, and are not limited to, **any** of the following:

- Food
- Transportation
- Utilities
- Other items that improve or maintain the health or overall function of the enrollee

All Medicare Advantage supplemental benefit reimbursements are excluded.

For more information on reimbursements, see [FAA4.H01B.59](#) titled Reimbursements.

### **General Information: Mid Approval Contact Questions**

Effective 05/01/2026, as part of the Payment Error Reduction (PER) effort, the questions on the Mid Approval Contact Form (F027 and X027) notices have been revised.

### **Urgent Bulletin Reminder: Providing Verification**

An Urgent Bulletin was emailed on 05/01/2026 to inform staff that collateral contact verification may be used for **any** of the following:

- To clarify the information provided on the documented or electronic verification that the participant has provided.
- When the participant informs the agency that they are unable to provide the required verification of an eligibility factor.

When the participant informs the agency that they are unable to provide the needed verification, attempt a collateral contact to obtain the verification, and document the case file with **all** of the following:

- The reason a collateral contact is used.

- The necessary verification information.
- Any attempts made to obtain a collateral contact.

When all attempts to obtain verification are unsuccessful, and there are no other verification sources available, use the best available information. The use of best available information must be approved by the Region Program Manager (RPM) or the Program Administrator (PA).

Best available information includes, and is not limited to, **any** of the following:

- Information written on the participant's application (also known as participant statement).
- Information located in the participant's case file.
- Detailed verbal or written information from the participant (also known as participant statement).

FAA must assist the participant in obtaining the required verification when the participant informs the agency that they are unable to provide the verification.

## **General Information: Forms Update**

Changes to Forms – 04/25/2026 through 05/01/2026

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.