

What's Changed on 11/12/2019**What's Changed on 11/12/2019**

Changes to Verification of Out-of-State Benefits
Changes to Excessive Replacement EBT Card Procedures
General Information - Medical Assistance Valid Application Requirements
Forms Update

This page relays to 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 [FAA6.R](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

<i>Changes to Verification of Out-of-State Benefits</i>
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EFFECTIVE DATE: For determinations completed on or after 11/12/2019.

This change was done to provide instruction for staff on the use of the Verification of Out-of-State Benefits (FAA-1475A) form and where requests from other States for verification of Arizona benefits are processed.

The Cash and Nutrition Assistance Policy (CNAP) Manual was revised to inform staff of the following changes:

- For States that prefer to receive requests for verification of out-of-state benefits through email or fax, the Verification of Out-of-State Benefits (FAA-1475A) form must be completed and sent to the appropriate State contact using the State's preferred method.
- Requests from other States for verification of Arizona benefits are handled by the Tucson Processing Center (TPC) specialist staff. Inform other States that requests for verification of Arizona benefits must be sent to AZStateInquiries@azdes.gov.

The Verification of Out-of-State Benefits (FAA-1475A) form is available in the Document Center.

Policy references revised due to this change:

FAA1.A04C.01 – [Release of Confidential Information – No Permission Needed](#)

[Prior Policy](#)

Added information specifying that requests from other States are only processed by specialized staff at the Tucson Processing Center. (Effective 11/12/2019)

FAA1.D09 – [Receipt of Benefits in More Than One](#)

[Prior Policy](#)

Case

Added the use of the FAA-1475A when requesting verification of out-of-state benefits. Removed information on Cash Out States. (Effective 11/12/2019)

FAA1.D09A – [Public Assistance State Contacts](#) [Prior Policy](#)

Added information specifying that requests from other States are processed by specialized staff. (Effective 11/12/2019)

FAA4.H03E.11 – [Assistance Payments Verification](#) [Prior Policy](#)

Added the use of the FAA-1475A when requesting verification of out-of-state benefits. Removed information regarding Cash Out States. (Effective 11/12/2019)

Changes to Excessive Replacement EBT Card Procedures

EFFECTIVE DATE: For all replacement EBT cards requested 11/12/2019 or later.

This change was due to State regulations concerning excessive replacement of EBT cards.

The following changes have been made to the excessive replacement EBT card policy, procedures, notices, and questionnaire:

- The REPLACEMENT EBT CARD REQUESTS (X151) notice language has been modified. The X151 notice issues each time the card holder requests a second replacement card, within a 12-month period, unless the card holder has been issued the REPLACEMENT EBT CARD REQUESTS 3 OR MORE (X152).
- The REPLACEMENT EBT CARD REQUESTS 3 OR MORE (X152) notice language has been modified and is now a one-time only issuance when the card holder first requests three or more replacement EBT cards within a 12-month period.
- The Glossary term for vulnerable persons has been revised to include Victims of Domestic Violence.
- FAA must protect vulnerable persons who may lose EBT cards more frequently but are not committing fraud or trafficking. Additional consideration is required prior to referring a vulnerable person to OSI.
- The Replacement EBT Card Questionnaire (FAA-1578) form has been revised. Language has been added placing emphasis on additional consideration to vulnerable persons.
- All participants admitting to fraud or trafficking are referred for investigation.

NOTE IMPORTANT – Destroy all versions of the FAA-1578 form with a date prior to 11/2019.

Policy reference(s) revised due to this change:

FAAEBT.A01 – [Electronic Benefit Transfer \(EBT\) – Overview](#) [Prior Policy](#)

Added information regarding the issuance of the X151 notice and updated language for clarity. (Effective 11/12/2019)

FAAEBT.A02A.02 – [EBT QUEST Card Replacement](#) [Prior Policy](#)

Added information regarding how often the X151 notice issues within a 12-month period unless there are 3 or more requests. (Effective 11/12/2019)

FAAEBT.A03D – [EBT Card - Participant Education](#) [Prior Policy](#)

Revised outdated language and reformatted for clarity. Added information about the first time a request is placed for a second EBT card replacement. (Effective 11/12/2019)

FAAEBT.A03I – [EBT QUEST Card – Excessive Replacement Card Procedures](#) [Prior Policy](#)

Defined procedures for handling requests of replacement EBT cards. Added additional language regarding vulnerable persons.

General Information - Medical Assistance Valid Application Requirements

This is being issued to remind staff of the requirements for Medical Assistance (MA) valid applications.

A valid MA application requires the following information:

- Name
- Address where the applicant can be reached
- Signature
- Signature Date

Applications without a signature are accepted for the MA program, and data entry is completed to preserve the MA application date.

When a paper application without a signature includes programs other than MA, only complete data entry for the MA program.

MA applications must be signed by an authorized person before MA benefits can be approved.

NOTE The Cash Assistance (CA) and Nutrition Assistance (NA) identifiable application requirements are different.

For additional information about accepting applications, please see the following:

- MA533, MA1301B.01, and MA1309C in the Medical Assistance [Eligibility Policy Manual](#) (EPM)
- [FAA1.D02C](#) in the Cash and Nutrition Assistance Policy (CNAP) Manual

Forms Update

Changes to Forms – 11/02/2019 through 11/08/2019

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.

- NO forms were revised during the specified period

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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