

What's Changed on 01/21/2020**What's Changed on 01/21/2020**

Change: Social Security Verification Methods
Change: Excessive Replacement EBT Cards Revision
Change: Death of the PI or Death of a Participant
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General Information: 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.R01](#) 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>Change: Social Security Verification Methods</i>
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EFFECTIVE DATE: Effective for all interviews completed on or after 01/21/2020

This change was made to updated Social Security verification methods in the CNAP Manual.

The CNAP Manual has been updated to reflect the current methods of verifying Social Security Administration benefits through the following:

- HEAplus State Online Query Internet (SOLQI)
- Wire Third Party Query Information (WTPI)

Additionally, the Supplemental Security Income (SSI) rule has been clarified to include a CA Exception Box.

Policy reference(s) revised due to this change:

FAA4.H03E.08 – [Supplemental Security Income](#) [Prior Policy](#)

Updated method of how to verify an SSI overpayment. Added CA exception box and included representative payee information in the rule. (Effective for all interviews completed on or after 01/21/2020)

FAA4.H03DDD – [Social Security Administration \(SSA\) Benefits](#)[Prior Policy](#)

Methods for verifying SSA benefits have been updated. (Effective for all interviews completed on or after 01/21/2020)

Change: Excessive Replacement EBT Cards Revision

EFFECTIVE DATE: Effective for all interviews conducted on or after 01/21/2020

This change is part of ongoing process improvements between the Family Assistance Administration (FAA) and the Office of Inspector General.

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

- The Replacement EBT Card Questionnaire (FAA-1578A) form has been modified. The form directs FAA staff to send the questionnaire, via email to the Research and Analysis (R&A) Unit at FAARAMGT@azdes.gov when fraud or trafficking is indicated.
- Workers are no longer to refer participants to the Office of Special Investigations (OSI). The worker's responsibility will be to complete the questionnaire, determine when the form must be sent to R&A, and to ensure the EBT card suspension is removed.
- Clarified that vulnerable participants are to be referred to R&A only when they admit to fraud or trafficking.
- R&A will evaluate the facts related to the excessive replacement EBT cards and submit a referral to the OSI when warranted.

Policy reference(s) revised due to this change:

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

Policy has been revised to include new procedures for the FAA-1578A. (Effective for all interviews conducted on or after 01/21/2020)

Change: Death of the PI or Death of a Participant

EFFECTIVE DATE: Effective for all applications received or eligibility determinations completed on or after 01/21/2020.

This change is to resolve the inability of remaining NA budgetary unit participants to access benefits when the NA case is closed due to death of the PI.

The following changes have been made to the Cash and Nutrition Assistance Policy (CNAP) Manual:

- The use of the DH Denial Closure code has been clarified. This code is keyed when the death of the entire budgetary unit has been reported or when the death of a participant, other than the PI is reported. When a case is closed with the DH code, the EBT card is deactivated on the date keyed.
- When NA is closed due to the death of the PI, the participants in the budgetary unit are entitled to the remaining benefits. The PO Denial Closure Reason Code has been added to the Denial Closure Reason Reference Links. The PO code allows the remaining budgetary unit members access to the NA benefits.
- When there are other budgetary unit participants in the case, complete the following:
Key OU in the participant's PT field on SEPA for the correct month.
Key PO in the INELIG REASON Code field.
Key the PO Denial Closure Reason Code on FSED.
Send the PI NO LONGER IN HOME-DENY/CLOSURE (F205) notice the first possible month, allowing for NOAA.
- When the NA is closed with the PO code and the budgetary unit does not have access to the remaining NA benefits, an EBT alternate card holder may be established. The following persons may be established as EBT alternate cards holders:
An adult budgetary unit member
A non-participant adult who has parental control of the remaining budgetary unit members
- A non-participant adult who has parental control must provide the following to be established as an NA EBT alternate card holder:
Verification of living arrangements
Personal identification
- The Denial Closure Reference Links have been revised to include the following:
Added Death of Entire Budgetary Unit to the DH reference link.
Added Death Other than PI to the DH reference link.
Added the PO code, PI Out - Deceased to the reference links.
Deleted reference link codes that are no longer active for the CA and NA programs.
- Changes in Primary Informant moved to section FAA6.A03 and removed from section FAA6.A12A.08 of the CNAP Manual.

Policy reference(s) revised due to this change:

FAA2.D07B – [Removing Participants - SEPA](#)

[Prior Policy](#)

Linked to program specific policy. Removed information stated as a WARNING and added it to policy. (Effective for all applications received or eligibility determinations completed on or after 01/21/2020)

FAA6.A03 – [Changes in Primary Informant](#)**[Prior Policy](#)**

Relocated policy from FAA6.A12A.08. Added additional policy regarding the death of the PI. (Effective for all applications received or eligibility determinations completed on or after 01/21/2020)

FAA6.A12A.08 – [Changes in Primary Informant – Standard Reporting](#)**[Prior Policy](#)**

Relocated policy from FAA6.A12A.08 to FAA6.A03. Added additional policy regarding the death of the PI. (Effective for all applications received or eligibility determinations completed on or after 01/21/2020)

Reminder: ABAWD Geographic Exemption

The Food and Nutrition Service (FNS) recently issued the final rule for the method of calculating geographic exemption for the ABAWD work requirements for Nutrition Assistance (NA). This final rule must be implemented on April 1, 2020.

The current list of geographic exempt areas remains in effect until March 31, 2020. The implementation of the final rule on April 1, 2020 will cause some areas to lose their ABAWD geographic exemption effective that date. The Family Assistance Administration (FAA) has initiated a special project to review active NA cases with ABAWD participants who are impacted by the new rule to avoid unnecessary interruption in their NA benefits.

When working on new or renewal NA applications, FAA staff are reminded that geographic exemptions are subject to changes. When an ABAWD participant who resides in a geographic exempt area meets another ABAWD exemption reason, FAA staff must apply the other exemption reason first.

Example: An ABAWD living in Yuma County resides with a minor dependent child. Since either the geographic exempt (GE) or the residing with a minor child (CH) exemption reason can be used, the FAA staff keys CH in the WERE EXPT RSN FS field.

The GE exemption reason must only be applied when the participant resides in a geographic exempt area and does not meet any other ABAWD exemption reason.

For additional information see [FAA2.M10B](#) of the Cash and Nutrition Assistance Policy Manual.

Reminder: Quality Control (QC) Non-compliance and NA Expedites

When a Budgetary (BU) reapplies after a closure due to refusal to cooperate with QC, FAA cannot determine NA expedite eligibility until the QC cooperation requirement is met. When the BU reapplies 125 days after the end of the Federal Fiscal Year (FFY), a determination can be completed.

For additional information see [FAA6.F04C.05](#) of the Cash and Nutrition Assistance Policy Manual.

General Information: Forms Update

Changes to Forms – 01/11/2020 through 01/17/2020

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:

- Appeal Request (FAA-0098A) Form
- Verbal Appeal Request (FAA-0098A) Form
- Medical Incapacity Statement (Hospitalized Patient) (FAA-1148A) Form
- Pre-Approval for Negative Action (FAA-1339A) Form
- Cash Assistance Benefit Limit Extension Request (FAA-1440A-S) Form (Spanish)
- EBT Card Out of State CA Usage Questionnaire (FAA-1596A) Form
- Authority to Release Student Information (FAA-0060A) Form

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Information Needed to Complete Your Case (FAA-0032A) Flyer (English/Spanish)
- FNS Notification Flyer (FAA-1758A)
- Don't Take A Chance...Report A Change (FAA-1759A) Flyer (English)
- Don't Take A Chance...Report A Change (FAA-1759A-S) Flyer (Spanish)
- Don't Take A Chance...Report A Change (FAA-1760A) Poster (English)
- Don't Take A Chance...Report A Change (FAA-1760A-S) Poster (Spanish)