

What's Changed on 05/26/2020**What's Changed on 05/26/2020**

Reminder: Extensions to NA Renewals, MAC, and Supplemental NA Benefits

General Information: Release of Confidential Information to Law Enforcement

General Information: AHCCCS Office of Client Advocate (OCA) Line

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.

Reminder: Extensions to NA Renewals, MAC, and Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 04/29/2020 to inform staff that special handling due to Covid-19 for Nutrition Assistance (NA) Renewals, MAC, and Supplemental NA Benefits has been extended through 06/2020.

The waiver for Nutrition Assistance (NA) Renewals and Mid Approval Contacts (MAC), as mentioned in the [Urgent Bulletin](#) emailed 03/30/2020, has been extended through 06/2020. FAA Systems is completing the following:

- Adjusting the NA approval period end date in appropriate cases from 06/2020 to 12/2020. For combination cases, the CA approval period will be aligned with the NA approval period.
- Suspending the MAC requirement and all notices involved in the MAC process for the affected cases.

NOTE Do not take adverse action based on failure to complete a MAC until the benefit month of 07/2020.

Supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have also been extended through 06/2020. Households receiving benefits for the benefit month of 06/2020 will receive an emergency supplement to increase the NA benefit amount for June to the maximum monthly allotment for NA. The supplement is added to AZTECS with an adhoc report from FAA Systems. Do not create emergency supplements providing maximum monthly allotments for NA.

The emergency supplements in June will be issued with the household's regular NA benefits during the normal NA Monthly Issuance Cycle. When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular June allotment. The allotment is identified as *CMAX on FSBH.

For changes that are processed for the months of 04/2020 through 06/2020 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any

have caused an increase in NA benefits, review the FSN screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 07/2020.

For changes that are processed for the months of 04/2020 through 06/2020 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 07/2020. The household must be mailed a Notice of Adverse Action (NOAA) for 07/2020.

For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

When the household reports an increase in the household size and the previously issued supplement was for a smaller household size, contact the FAA Systems Help Desk to issue the additional emergency supplement. Do not create emergency supplements providing maximum monthly allotments. FAA Systems must create these payments with a special code for federal reporting purposes.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 06/2020.

General Information: Release of Confidential Information to Law Enforcement

Requests for information from any state or federal law enforcement agency are now referred to the DES Public Records Request Coordinator.

The DES Public Records Request Coordinator receives and determines the legality of all requests for any type of DES records. The coordinator also responds directly to the agency or person that made the request.

For additional information, see [FAA1.A04C.02](#) and [FAA6.M45](#) of the Cash and Nutrition Assistance Policy Manual.

General Information: AHCCCS Office of Client Advocate (OCA) Line

This reminder provides guidelines on AHCCCS related questions from clients, that cannot be answered by DBME staff. Guidelines are as follows:

- When to use the AHCCCS OCA Line
Transfer clients to this line when they have billing questions or emergent needs such as medications, urgent appointments, etc.
- When to use the AHCCCS General Inquiries Line
Refer all calls not related to those situations above to the AHCCCS General Inquiries line at (602) 471-7000

General Information: Forms Update

Changes to Forms – 05/16/2020 through 05/22/2020

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:

- 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