

What's Changed on 10/13/2020**What's Changed on 10/13/2020**

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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: Combining Policy Clarifications and Field Inquires</i>
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This change was made to reduce the workload by combining Policy Clarifications and Field Inquiries onto one form.

The Request for Policy Clarification/Field Inquiry (FAA-1512A) form has been changed and policy revised. The PST added Field Inquiries (FI) to the form and changed the title to Request for Policy Clarification/Field Inquiry (FAA-1512A). The form now gives a definition of PC and FI and allows a worker to choose one. A Discussion section was added, which will show that the proper steps were taken, and that an attempt to solve the question was completed prior to requesting assistance from the PST.

Another new section was added to the form, Requestor's Proposed Answer to highlight the thought process of the worker and reviewers regarding the understanding of the policy.

The new version of the form may reduce the amount of time it takes for PST to research the question(s) and provide guidance to the field.

The Policy Support Team (PST) combined the policies FAA1.A02C Request for Policy Clarifications and FAA1.A02D.01 Request for a Field Inquiry in the Cash and Nutrition Assistance Policy (CNAP) Manual.

In order to clarify what policy does with a clarification or field inquiry by adding the following sentence to the Exception box: PST only clarifies the policy reference that was elevated and does not resolve disputes between workers, case readers and management.

Policy reference(s) revised due to this change:

FAA1.A02C – [CNAP Manual - Request for Policy Clarification](#)

[Prior Policy](#)

Combined policy for requesting a Policy Clarification and a Field Inquiry into one reference. (Effective 10/13/2020)

FAA1.A02C.01 – Request for a Field Inquiry

[Prior Policy](#)

Combined policy for requesting a Policy Clarification and a Field Inquiry into one reference and removed this reference. (Effective 10/13/2020)

Change: Participant Disagrees with Wage Information

This change was made to update the interfaces that can be used when there is a dispute of wages.

A participant may disagree with wages received from various interfaces. The list of interfaces has been updated.

Procedures have also been added to clarify what actions to take when the dispute is via face-to-face or telephone contact.

Policy reference(s) revised due to this change:

FAA2.L03D – [Employee Using a Child's SSN](#)

[Prior Policy](#)

Added instructions for face to face and telephone contact. (Effective 10/13/2020)

FAA2.L03E – [Participant Disagrees with Wage Information](#)

[Prior Policy](#)

Added instructions for face to face and telephone contact. (Effective 10/13/2020)

Reminder: Policy Support Team (PST) Survey

The FAA Policy Support Team (PST) wants to hear your comments and ideas about the What's Changed notification process. Please submit your comments and ideas using the following survey by close of business on Friday, 10/16/2020.

<https://www.surveymonkey.com/r/WhatChanged>

Reminder: Keying the correct address in HEAplus and AZTECS

Assignment Number: 20-1819 Tamanna/ti

This is being issued to remind workers that all addresses keyed in HEAplus and AZTECS must be correct and match each other.

Do not key an email address as a participant's residential or mailing address.

When a participant has a General Delivery or a PO Box address, only key the address in the mailing address field.

Incorrect keying of an address causes a delay in processing, case rework, returned mail, and the

need for workers to manually reconcile invalid addresses.

For addresses keyed in HEAplus, a “Check the Address” popup displays when the address keyed is different than the United States Postal Service (USPS) validated address. The “Check the Address” pop-up displays as follows:

- When the USPS address validation service finds a partial match for a home or mailing address entered, the pop-up window displays “Partial Match Found,” and allows the worker to select an address found or use the address entered.
- When the USPS address validation service is unable to find an address similar to the home or mailing address entered, the pop-up window displays “No Match Found.”
- When the worker selects to use a General Delivery address as the mailing address, the pop-up window displays “General Delivery,” and provides information regarding General Delivery service.

Workers must review the listed addresses with the participant and select the correct one.

For addresses manually keyed into AZTECS, workers must press enter on the ADDR screen to display the AZTECS Address Finalist Format work screen (ADFF). The Finalist software program uses an interface with USPS to validate the following:

- Street and City names
- PO Boxes
- ZIP Codes
- Place identifiers (apartment, trailer space, building unit, etc.)

Workers must review the listed addresses with the participant and select the correct one.

Reminder: Extension of the Telephonic Signature Waiver

The [Urgent Bulletin](#) emailed 10/09/2020 was sent to inform staff that the Food and Nutrition Service (FNS) has approved an extension of the Telephonic Signature Waiver to allow for a verbal attestation in lieu of a signature on the application form.

The telephonic signature waiver applies to all CA and NA application signature requirements and will remain in effect until further notice. For additional information, see the [Verbal Attestation of Signature Desk Aid](#).

General Information: Smart Action Implementation

Smart Action is an artificial intelligent virtual agent that will improve the percentage of customers served by the Family Assistance Administration (FAA). Smart action assists with reducing the following:

- The number of calls directed to Conduent and FAA Call Centers.
- The time FAA staff spend on an NA renewal interview.

When participants are authenticated through the Interactive Voice Response (IVR) and identified as needing to complete a Mid Approval Contact (MAC) or an NA renewal interview, the call is connected

needing to complete a Mail Approval Contact (MAC) or an NA Renewal Interview, the call is connected to the Smart Action Virtual Agent.

NOTE There will be instances where the IVR is unable to connect the participant to Smart Action. When this occurs, the caller will be transferred to the regular MAC queue or NAR interview queue.

For MAC calls, the Smart Action Virtual Agent completes the following:

- Asks each question required to complete the MAC.
- Records the participant's responses.
- Records the participant's voice signature.
- Transmits the MAC responses to an OnBase Unity form and uploads the form to OnBase.
- When there is a 'Yes' response to any question the participant is advised that they are being transferred to speak to a Family Assistance Eligibility Specialist and transfers the call to the Smart Action MAC queue.
- When all questions are answered with a 'No' the participant is advised that the MAC form is complete, and they will not be transferred to a Family Assistance Eligibility Specialist.

When FAA staff receive a MAC call, they must check OnBase to determine if an applicable Smart Action MAC Unity form is on file. Ensure the MAC form is complete and INDA is updated. Address any changes reported on the MAC form according to the applicable change policies.

For NA renewal interviews, the Smart Action virtual agent completes the following:

- Asks selected NA renewal interview questions that are required to complete an NA renewal.
- Records the participant responses.
- Transmits the Smart Action NA renewal interview responses to an OnBase Unity form and uploads the form to OnBase.
- When all questions have been answered, Smart Action advises the participant that they are being transferred to a Family Assistance Eligibility Specialist to complete the interview.

When FAA staff receive a Smart Action NA renewal interview call, they are to review the Smart Action NA Renewal Unity form, address each 'Yes' response and complete the NA renewal interview as outlined in [FAA1.F01C](#) titled Interviewing Renewal Applications.

FAA staff must complete a thorough review of case history (priors) including review of OnBase to determine if a Smart Action Unity form is on file that may have been submitted during a previous call.

General Information: Keying Information for Mailed EBT Cards

The CARD ISSUE field is now defaulted to an M which indicates an EBT card will be mailed. FAA staff are no longer required to key the CARD ISSUE field on the EBPM AZTECS screen unless they are issuing an over the counter EBT card

General Information: Customer Authentication

Customers contacting FAA to receive any information related to a case must be authenticated before releasing information. Information needed for authentication includes:

- Name of the PI and Representative, when applicable
- Date of Birth (DOB) of the PI
- Address of the PI, including the full residential and mailing address, when applicable

When the customer is unable to provide the needed information, additional case information must be requested. This may include the following:

- Telephone number.
- Last four digits of a budgetary unit member's Social Security Number (SSN).

NOTE When a participant does not want to disclose an SSN or any portion of an SSN, staff must use other identifying data verification.

- Other identifying data verification in the case file that is not commonly known to individuals who are not included in the budgetary unit.

General Information: Forms Update

Changes to Forms – 10/03/2020 through 10/09/2020

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