What's Changed on 12/07/2020

Reminder: Documentation Restriction Reminder
General Information: Desk Aids
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: Documentation Restriction Reminder

Restrict using the words "Coronavirus", "COVID-19", "pandemic", or "epidemic" in documentation except for the following:

- When instructed to do so by a broadcast, notification, or a supervisor for tracking purposes
- When documenting good cause as it pertains to eligibility (i.e. job loss, noncompliance, etc.)

Do not violate a participant's Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy by documenting they have contracted COVID-19. When a HIPAA violation is identified in documentation, request AZTECS or HEAplus be redacted.

Do not request the documentation in AZTECS or HEAplus be redacted when it includes the words "Coronavirus", "COVID-19", "pandemic", or "epidemic" unless it causes a HIPAA violation.

General Information: Desk Aids

The FAA Policy Support Team (PST), the Office of Professional Development (OPD), and the Program Support Administration (PSA) are working together to create a process for the review and approval of desk aids and other tools used in the eligibility process.

Recently, there has been an abundance of unauthorized material distributed to staff. The PST does not endorse or allow the use of its resources for the unauthorized production or distribution of instructional material.

All desk aids, instructional tools, forms, or any other material used in the eligibility process must be reviewed and approved by the PST. Any items not approved by PST is unauthorized and must not be used for staff instruction.

The PST appreciates the initiative undertaken by staff to assist, clarify, and simplify policy or procedures. However, certain requirements must be adhered to when writing policy or creating instructional materials.

Any material which contains information for any Medical Assistance (MA) program or policy, must also be elevated to PST for approval by the AHCCCS Administration.

When staff wish to seek review and approval for desk aids, instructional tools, forms, or any other material, staff must work with their Region Program Manager (RPM), Management Analyst (MA), or Program Integrity Expert (PIE). This is to ensure that the content is correct and that there are no existing materials that address the topic.

Region staff must submit the material for PST approval via email to faapolicymgmt@azdes.gov. The email must contain the following:

- The purpose of the material
- The person responsible for updating the material when there is a policy change
- When applicable, the reason that any existing materials are not suitable for use by field staff

PST reviews the material, explores any other material which has been approved or already in use and sends an email to the requestor with an approval or a denial.

General Information: Forms Update

Changes to Forms – 11/28/2020 through 12/04/2020

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