What's Changed on 01/19/2021

Change: EBT Account Adjustments and Inactive NA Accounts
Change: Office of Program Evaluation (OPE) Contact Information
General Information: Medicare Premium Increase for 2021
General Information: Forms Update

This page notifies 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. This page must be discussed during the weekly policy dissemination in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. (Current week's FAA-1215A)

Change: EBT Account Adjustments and Inactive NA Accounts

EFFECTIVE DATE: (Effective for all Appeal requests received on or after 01/19/2021.)

This change was made to inform staff of EBT account adjustments due to EBT transaction system errors.

EBT account transaction system errors can occur causing incorrect auditable credits or debits to a participant's EBT account. A participant may request a credit or retailer may request a debit to offset an out-of-balance EBT account. Requests for an EBT account adjustment is made by contacting Fidelity Information Services (FIS).

Other changes include:

- FIS Adjustment Timeframes
- Reasons that would cause a benefit adjustment
- Procedures and time frames in which participants and retailers must contact FIS when an EBT adjustment is needed
- Responsibilities of the FIS Adjustment Research Department (ARD)

- **Responsibilities of the FAA EBT Support Unit**

When a participant does not request an appeal within the 15 calendar days or a hearing decision affirms a retailer's debit request, FIS attempts to debit the system error amount. When insufficient benefits are remaining to cover the full amount, the debit adjustment is attempted to the household's next future month's benefits. No further action is taken when there are insufficient funds to debit an EBT account by the end of that next month.

NA benefits that have not been accessed for nine months and CA benefits for 180 days, are deleted. The card holder loses rights to regain those EBT benefits. When it has been verified that all budgetary unit members are deceased, the EBT account is deleted.

Policy reference(s) revised due to this change:

FAA6.F03 – Appeals - Overview   Prior Policy

EBT account adjustments due to system errors has been added as an appealable action. (Effective for all Appeal requests received on or after 01/19/2021)

FAA6.F03A – Appeal – Request Requirements   Prior Policy

Added an EBT account adjustment to the list of eligibility decisions. (Effective for all Appeal requests received on or after 01/19/2021)

FAA6.F03D.03 – Preparing the Hearing Packet   Prior Policy

Added third-party process or financial institution evidence to the list of documents to be included in a hearing packet, when applicable. (Effective for all Appeal requests received on or after 01/19/2021)

FAA6.F03D.05 – Hearing Decision Implementation -
Affirmed Decision   Prior Policy

Added policy to address EBT account adjustment appeal decisions that are affirmed. (Effective for all Appeal requests received on or after 01/19/2021)

FAA6.F03D.06 – Hearing Decision Implementation -
Reversed Decision   Prior Policy

Added that when the hearing decision applies to an EBT account adjustment, staff send a copy of the hearing decision via email to FAA EBT Support within two workdays. (Effective for all Appeal requests received on or after 01/19/2021)

FAAEBT.A08 – EBT Account Adjustments –
Overview   New Policy

Inserted new policy regarding EBT account adjustments due to system errors. (Effective for all Appeal requests received on or after 01/19/2021)

FAAEBT.A08A – EBT Account Adjustments – Processing   New Policy

Inserted new policy regarding EBT account adjustments due to system errors.
(Effective for all Appeal requests received on or after 01/19/2021)

Change: Office of Program Evaluation (OPE) Contact Information

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EFFECTIVE DATE: (Effective for all contact requests received on or after 01/19/2021.)

The Office of Program Evaluations (OPE) Offices contact information has been updated with the most current information. The following is the current contact information for OPE:

For counties Gila and Maricopa:

- Office of Program Evaluation (OPE) Phoenix Office

  8620 N 22nd Ave

  Mail Drop 3511

  Phoenix AZ 85021-4258

  Phone: (602) 255-4100

  FAX: (602) 258-0547

For counties Cochise, Graham, Greenlee, Pima, Pinal, Santa Cruz, and Yuma:

- Office of Program Evaluation (OPE) Tucson Office

  400 W Congress St

  Ste 454

  Mail Drop 3521

  Tucson AZ 85701

  Phone: (520) 209-1009

  FAX: (520) 628-6832

For counties Apache, Coconino, La Paz, Mohave, Navajo, and Yavapai:

- Office of Program Evaluation (OPE) Flagstaff Office

  1701 N 4th St

  Mail Drop 3504 3531

  Flagstaff AZ 86004

  Phone: (928) 214-2590

  FAX: (928) 214-2595

The email address of OPEManagement@azdes.gov for all counties remains the same.

General Information: Medicare Premium Increase for 2021

This summary is for general information purposes only and does not change any existing policies or procedures.

The 2021 Medicare premium amount is $148.50 per month for most participants. Some participants may receive a Cost of Living Adjustment (COLA) increase that is less than the increase in the monthly Medicare premium. When this occurs, the monthly Medicare premium amount may be less than $148.50. This is due to the SSA hold harmless provision which prevents a decrease in benefits due to a Medicare premium increase.

General Information: Forms Update

Changes to Forms – 01/09/2021 through 01/15/2021

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