

## What's Changed on 03/01/2021

Change: PRAP \$\$ Alert Code Outstanding Overpayment Verification

Change: Additional Railroad Retirement Board (RRB) Income

Reminder: Extension to Supplemental NA Benefits

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: PRAP \$\$ Alert Code Outstanding Overpayment Verification***

EFFECTIVE DATE: For eligibility determinations completed on or after 03/01/2021

This change was made to inform staff that the Overpayment Unit (OPU) has the responsibility of removing the \$\$ Alert code on PRAP when all outstanding overpayment information has been provided.

When all the outstanding overpayment verification is provided, workers must email [FAAOPUNIT@azdes.gov](mailto:FAAOPUNIT@azdes.gov) stating that the verification has been provided and uploaded into the casefile. OPU contacts the FAA Systems Help Desk to remove the \$\$ Alert Code on PRAP.

---

Policy reference(s) revised due to this change:

FAA2.E05C – [Program and Person Alerts](#)

[Prior Policy](#)

Added a link to the outstanding overpayment verification. Removed warning added verbiage to policy. (Effective for eligibility determinations completed on or after 03/01/2021.)

FAA6.E02C – [FAA Office Overpayment Responsibilities - Overpayment Verification](#)

[Prior Policy](#)

Removed the first sentence because this can be found at FAA6.E02B Added step for workers to contact OPU when the outstanding overpayment verification is provided. (Effective for eligibility determinations completed on or after 03/01/2021.)

FAA6.E03B – [Overpayment Unit Responsibilities - Verification](#)

[Prior Policy](#)

Changed OP Unit to OPU. Added OPU removes the \$\$ on PRAP. Removed warning box and used the verbiage. Updated the form number. (Effective for eligibility determinations completed on or after 03/01/2021.)

***Change: Additional Railroad Retirement Board (RRB) Income***

EFFECTIVE DATE: With all eligibility determinations completed on or after 03/01/2021

This change was made to include two additional types of Railroad Retirement Board (RRB) Income in the Cash and Nutrition Assistance Policy (CNAP) Manual.

The RRB provides two additional types of benefits for qualified railroad employees:

- Unemployment Insurance (UI) for those who become unemployed but are ready, willing, and able to work; and
- Sickness Insurance (SI) for those who are unable to work because of sickness or injury.

A new benefit year for both UI and SI begins July 1 and ends on June 30 every year. Normal benefits are paid for up to 26 weeks in a benefit year. Benefit payments are based on a biweekly claim filed with the RRB, the maximum biweekly benefit amount is \$800.

Two new income sub type codes RR UI and RR SI have been added to AZTECS in order to key the Unemployment and Sickness Insurance income. On UNIN, key the RR UI or RR SI in the INC TYPE field and key the bi-weekly amount on UNIC in the month it is received using the BW frequency code

---

Policy reference(s) revised due to this change:

FAA4.H03E.19 – [Unemployment Insurance \(UI\)](#)

[Prior Policy](#)

Added Railroad Retirement Board Unemployment Insurance income keying information. (Effective with all determinations completed on or after 03/01/2021)

FAA4.H03LL – [Railroad Retirement Board \(RRB\)](#)

[Prior Policy](#)

Updated title with RRB for Railroad Retirement Board. Added two additional types of

Updated title with RRB for Railroad Retirement Board. Added two additional types of RRB Income and keying information. (Effective with all determinations completed on or after 03/01/2021)

FAA4.I03R.09 – [Leave Pay – Still Employed](#) [Prior Policy](#)

Added verbiage regarding how to key Railroad Sickness Insurance for participants who are still employed. (Effective with all determinations completed on or after 03/01/2021)

**Reminder: Extension to Supplemental NA Benefits**

An [Urgent Bulletin](#) was emailed on 02/26/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 03/2021. Households receiving benefits for the benefit month of 03/2021 will receive an emergency supplement to increase the NA benefit amount for March to the maximum monthly allotment for NA. The supplement is added to AZTECS by FAA Systems.

The emergency supplements in March will be issued:

- On 03/02/2021 for cases with the last name starting with A-B
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with C-Z

NOTE The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular March allotment. The allotment is identified as \*CMAX on FSBH.

```
0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
```

For changes that are processed for the months of 04/2020 through 03/2021 which would normally have caused an increase in NA benefits, review the FSBH 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 04/2021.

For changes that are processed for the months of 04/2020 through 03/2021 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 04/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 04/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

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 03/2021 and emergency supplements must be elevated through Region Management.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- Cases that are reopened after EA issuance
- Cases with older application dates that are processed after EA issuance

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 11/2020 through 03/2021.

---

### **IMPORTANT**

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.
- NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 10/2020).

### **General Information: Forms Update**

Changes to Forms – 02/20/2021 through 02/26/2021

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:

- Grant Diversion Screening Guide (FAA-1579A) form
- Hopi Tribal TANF Referral Notice (FAA-1459A) form

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Authorized Representative – Rights and Responsibilities (FAA-1492A-S) pamphlet (Spanish)

NOTE Spanish pamphlets are available in the Warehouse