

What's Changed on 04/04/2022

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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: Death of a Participant Who is Not the Primary Informant

EFFECTIVE DATE: For all case actions completed on or after 04/04/2022

Policy was added to the CNAP Manual to provide the procedures to follow when a member of the budgetary unit is deceased, but the deceased participant is not the Primary Informant (PI).

Benefits cannot be issued for deceased participants. When a participant that is not the PI is deceased, the participant must be removed from the case. Notice of Adverse Action (NOAA) must be sent when the change results in a decrease in benefits, or the budgetary unit is no longer eligible.

Policy reference(s) revised due to this change:

FAA6.A03D – [Death of a Participant – Effecting Changes](#) New Policy

This policy was added to explain how changes are effected when the death of a participant who is not the Primary Informant (PI) is reported. (Effective for all case actions completed on or after 04/04/2022)

Change: eDRS – Additional Verification Needed

EFFECTIVE DATE: With all applications and change reports received on or after 04/04/2022

A change is being made due to clarification on the information FAA receives from the electronic Disqualified Recipient System (eDRS).

HEAplus interfaces with eDRS every time a participant submits an NA application or reports a change requesting an adult be added to the NA benefits through HEAplus. When there is eDRS information for a participant, an indicator displays in HEAplus.

When HEAplus shows an eDRS match which reflects the participant is disqualified due to an Intentional Program Violation (IPV), FAA must verify the accuracy of the information before taking action to disqualify the participant. Verification includes confirmation from the participant that the disqualification in the other state is valid.

When the participant disagrees with the eDRS information, additional verification is needed from the participant. Send a request for information notice from AZTECS to the budgetary unit requesting verification that the information is incorrect.

When the participant fails to provide clarification or verification regarding the eDRS information, complete the following:

- Deny or stop benefits using the DF Denial Closure Reason Code, allowing for NOAA
- Send the DENIAL/CLOSURE/DECREASE for IPV notice (C204)

Policy reference(s) revised due to this change:

FAA6.E07I – [IPV – electronic Disqualified Recipient System \(eDRS\)](#)

[Prior Policy](#)

Updated procedures for disqualification information reported through eDRS in HEAplus. (Effective with all applications and change reports received on or after 04/04/2022)

Change: ACTS Alerts

EFFECTIVE DATE: For all ACTS Alert actions completed on or after 04/04/2022

Procedures have been added to the CNAP+ Manual to assist staff in completing ACTS Alert changes.

NOTE ACTS Alerts are only available in the CNAP+ Manual. The public CNAP Manual does not include ACTS Alerts and their procedures.

The ACTS Alerts Workgroup has reviewed the ACTS alerts. Based on the review information, the ACTS Alerts in FAA6.A04B have been updated to include **all** of the following:

- The source of the ACTS Alert (e.g., system generated, OnBase, or manually keyed)
- Due dates
- Actions to complete the ACTS Alert (procedures)
- When an ACTS Alert is worked by a specialized unit

The following ACTS Alerts and their actions have been added to FAA6.A04B:

- Change in Household Members
- Change of Address Information
- Change of Address Information is Needed

- CR212 Vital Statistics Report
- DCSS Compliance
- DCSS Sanction ACTS Alert
- Death Verification
- Disaster Food Stamp Proof
- Deemed Newborn Information
- FAA0412 Change Report
- FAA0574 Withdrawal or Stop Benefits
- FAA1004A Designation of EBT Alternate CARD Holder
- HEA Death Verification
- HEA Disaster Verification for DNAP
- HEA OSI1074 Report of Investigation

The following out of date or unnecessary ACTS Alerts have been removed from FAA6.A04B:

- Deauth - Recoupment Diff Found Acts Alert
- DOB INVALID OR MISSING ACTS ALERT
- EBT Mismatch - Reauth Benefits ACTS Alert
- Out of Home Status Ends ACTS Alert
- Perm Verif Received From HEA ACTS Alert
- SDX Non Pay CK SDX ACTS Alert
- Sex INVALID OR MISSING ACTS Alert
- Will Turn (nn) ACTS Alert
- Will Turn 19 ACTS Alert
- The retired alerts listed on the What's Changed on 03/14/2022.

Policy reference(s) revised due to this change:

FAA6.A04B.01 thru .65 – [Working ACTS Alerts](#)

Actions have been added to the current ACTS Alerts, out of date and unnecessary ACTS Alerts have been removed, and additional alerts have been added (Effective for all ACTS Alert actions completed on or after 04/04/2022)

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 03/31/2022 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 04/2022. Households receiving benefits for the benefit month of 04/2022, excluding zero-pay households, will receive an emergency supplement.

NOTE AZSNAP participants also receive emergency supplements.

The supplement amount added to AZTECS by FAA Systems will be the higher of the following:

- The maximum monthly allotment for April for the household size minus the household's NA benefit amount for April
- A minimum supplement amount of \$95

The emergency supplements in April will be issued:

- On 04/05/2022 for cases with the last name starting with A-H
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with I-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 separately from the household's regular April 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
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For changes that are processed for the months of 04/2020 through 04/2022 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 05/2022.

For changes that are processed for the months of 04/2020 through 04/2022 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 05/2022. The household must be mailed a Notice of Adverse Action (NOAA) for 05/2022. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

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 12/2021 through 04/2022.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 and the [Urgent Bulletin](#) emailed on 07/27/2021 being aware of the following:

- The process was extended through the benefit month of 04/2022.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (01/2022 through 04/2022).

- The allotment amount may be higher than the maximum NA allotment effective the benefit month of 04/2021; therefore, do not send an overpayment referral when the NA benefits for the household exceeds the maximum NA allotment due to the \$95 minimum supplement.
- For benefit month 04/2022 and ongoing, use the Thrifty Food Plan at FAA6.J10 in the [CNAP Manual](#) or the [CNAP+ Manual](#) (internal use only) to identify the maximum NA allotment amount.

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 12/2021).

General Information: Forms Update

Changes to Forms – 03/26/2022 through 04/01/2022

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:

- Change Report (FAA-0412A) form (English)
- Change Report (FAA-0412A-S) form (Spanish)
- Pascua Yaqui Referral Notice – YOEME Services (FAA-1335A) form
- Illegal Drug Statement (FAA-1415A-S) form (Spanish)

Newly created forms:

- No forms were created during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Forms Archived from the Document Center

- Household Income Questionnaire (FAA-1009A) form
- Appointment for Pre-Hearing Conference – Tuberculosis Control (FAA-1486A) form
- Appointment for Pre-Hearing Conference – Tuberculosis Control (FAA-1486A-S) form
- Family Assistance Programs, What You Need to Know (PAF-001-A) pamphlet

- Replacement EBT Card Questionnaire (FAA-1578A) form