

What's Changed on 08/01/2022

[Change: Effective Date of an Identifiable Application](#)

[Reminder: Expiration of the Interview Waiver \(Amended\)](#)

[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. Each item listed above links to the corresponding section below.

The information on 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: Effective Date of an Identifiable Application

EFFECTIVE DATE: For applications received on or after 08/01/2022

This change is to clarify the effective date of the application for Nutrition Assistance (NA) and Cash Assistance (CA).

The effective date of an identifiable application is as follows:

- When a paper application is turned in, the effective date of the application is the date the identifiable application is received.
- For NA and CA applications turned in online in HEAplus during business hours, the effective date of the application is the date the signature was obtained.
- When the HEAplus application is turned in outside of business hours and the interview is not completed the same day, the effective date of the application is the next workday.
- When the HEAplus application is turned in outside of business hours and the interview is completed on the same day, the effective date of the application is that same date.

The date of application for a telephonic application is the date the participant completes the voice signature process. When the participant begins the application during business hours, then completes the application and voice signature after business hours, the date of the application is that same date. When no signature is obtained, the effective date of the application is the date the signature is obtained.

NOTE When an application is received from a source other than FAA, the effective date of the application is the date the application is received by FAA.

Policy reference(s) revised due to this change:

FAA2.A03 – Application Requirements

Prior Policy

Revised policy regarding applications turned in outside of business hours. When the application and interview are completed the same calendar day, the effective date of the application is the date of the interview. (Effective for applications received on or after 08/01/2022)

Reminder: Expiration of the Interview Waiver (Amended)

An Urgent Bulletin (Amended) was emailed on 07/29/2022 to inform staff that the requirement to conduct an interview is reinstated for NA or CA applications registered on 08/01/2022 or later. Applications received on or before 07/31/2022 that are not registered until 08/01/2022 or later require an interview. Below is an example of an application that requires an interview:

Application is received on 07/29/2022

Application is registered on 08/01/2022

Review Notice History (NOHS) when completing a Review of Case History or a Prior. An interview is required when an interview notice is mailed to the Primary Informant (PI).

The following notices are active effective 08/01/2022 and ongoing:

- The Appointment Notice (X904) is sent when applications are registered through the Technical Information Process System (TIPS) process.
- The Appt Notice (X902) is sent when applications are manually registered in AZTECS.

When an interview is conducted, staff are reminded to key Y in the COMPLETED FIELD on INDA to prevent AZTECS from completing both of the following:

- Sending the NA – DID NOT COMPLETE INTERVIEW PROCESS (X017) notice.
- Denying the application for Failure to Complete the Interview Process.

The interview waiver applies to all of the following:

- Applications registered on or before 6:00 p.m. on 07/29/2022.
- Applications in which AZTECS displayed no appointment notice is sent.
- Denied applications or terminated benefits for applications submitted on or before 07/29/2022 when the case requires reopening. For policy and procedures regarding reverting program to open, see FAA6.C02 titled Revert Program to Open – Overview.

General Information: Forms Update

Changes to Forms – 07/23/2022 through 07/29/2022

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:

- 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

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center