

What's Changed on 09/26/2022

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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 [What's Changed History](#) 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: Date of Birth

EFFECTIVE DATE: For dates of birth entered on or after 09/26/2022

When the date of birth (DOB) is unknown, FAA staff are to key a pseudo-DOB instead of using an approximate year.

An accurate DOB is needed for each participant. The DOB is used for, and not limited to, **any** of the following:

- To obtain information from system interface
- To validate information received from system interface
- To correctly assign the participant to the Elderly or Simplified Application Project (ESAP) budgetary unit type

In AZTECS, when the DOB is unknown, use the pseudo-DOB of 07071977. Document the case file when a pseudo-DOB is used. The pseudo-DOB must be replaced with the actual DOB when information is received or during contact with the participant.

Policy reference(s) revised due to this change:

FAA3.D02 – [Age of a Participant](#)[Prior Policy](#)

Added steps to processing cases with an unknown date of birth (DOB). (Effective for dates of birth entered on or after 09/26/2022)

Change: IPV Disqualification Notices

EFFECTIVE DATE: For applications received on or after 09/26/2022

The notice requirements for Intentional Program Violations (IPV) have been updated based on federal and state guidelines.

The Office of Accounts and Receivable and Collections (OARC) satisfies NA and CA notice requirements when sending the participant notification of an IPV disqualification. When the IPV disqualification letter is sent by OARC, the FAA is not required to send an additional notice.

The OARC office notifies the Overpayment Unit (OPU) via email when a participant is disqualified for an IPV. The OPU staff are responsible for completing the IPV disqualification. For policies and procedures, see FAA6.E07B.01 titled IPV Administrative Disqualification Procedures – FAA Responsibilities.

When FAA receives a data match through the electronic Disqualified Recipient System (eDRS) interface, FAA staff completes the applicable IPV disqualifications. For policies and procedures, see FAA6.E07I titled IPV electronic Disqualified Recipient System (eDRS).

Policy reference(s) revised due to this change:

FAA1.C03A – [Notifying Participants of Actions Regarding Their Benefits](#)[Prior Policy](#)

Revised to clarify policy regarding Intentional Program Violation (IPV) notices. (For applications received on or after 09/26/2022)

FAA6.E07B.01 – [IPV - Administrative Disqualification Procedures - FAA Responsibilities](#)[Prior Policy](#)

Removed reference to sending the C204 notice. OARC notifies the participant of an IPV disqualification. (For applications received on or after 09/26/2022)

FAA6.E07F – [IPV - Disqualification Procedures](#)[Prior Policy](#)

Removed link to adequate notice and moved verbiage out of the NA Exception into the policy. (For applications received on or after 09/26/2022)

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

Allowing for Notice of Adverse Action added. Removed link to Administrative Procedures. The keying procedures are included in this section. (For applications received on or after 09/26/2022)

Change: Release of Confidential Information

EFFECTIVE DATE: For the release of confidential information requested on or after 09/26/2022

The DES Public Records Request Coordinator is now processing subpoenas, court orders, and requests for public records.

The request for confidential information must be sent to the DES Public Records Request Coordinator at PublicRecordsRequest@azdes.gov by the close of business the same day as the request is received.

Law Enforcement officers may request information to investigate any of the following:

- fleeing felons
- violators of probation or parole.

Law enforcement must include in a written request the name and date of birth of the participant in question to obtain any of the following information:

- The address
- Social Security number
- A photograph of the participant

The DES Public Records Request Coordinator contacts the designated FAA Staff for assistance with obtaining the records. The DES Public Records Request Coordinator is responsible for responding to the requestor.

Policy reference(s) revised due to this change:

FAA1.C01B – [Right to Confidential Case Information](#)

[Prior Policy](#)

The DES Public Records Request Coordinator is now processing subpoenas, court orders, and requests for public records. (Effective for the release of confidential information requested on or after 09/26/2022) (Reference changed from FAA1.A04)

Change: Discontinuance of AFTS and Case Action Report (OSI 002) Form

EFFECTIVE DATE: For determinations completed on or after 09/26/2022

FAA procedures have been updated to remove outdated Office of Special Investigations (OSI) forms and systems.

OSI no longer uses the Automated Fraud Tracking System (AFTS) in AZTECS. All policy and procedure regarding AFTS has been removed from the CNAP Manual.

The Case Action Report (OSI 002) is no longer in use. The form was previously used by FAA staff to inform OSI investigators of changes or determinations made to cases under or recently under investigation.

No replacement for this form is currently in use. When working a case with a recent Report of Investigation (ROI) in the case file, there is no need to inform the OSI investigator directly of any new determination or change made to the case. Instead, document a summary of the actions taken in the case file.

All directions involving the OSI 002 form have been removed from the CNAP Manual.

Policy reference(s) revised due to this change:

FAA6.F05 – [Office of Special Investigation \(OSI\)/AHCCCS Office of Inspector General \(AOIG\)](#) [Prior Policy](#)

Removed the link to AFTS section. AFTS no longer in use. (Effective for eligibility determinations made on or after 09/26/2022)

FAA6.F05D.01 – [Acting on OSI Reports of Investigation – Violations not Found](#) [Prior Policy](#)

Removed reference to OSI 002 form, no longer in use. (Effective for eligibility determinations made on or after 09/26/2022)

FAA6.F05D.03 – [Acting on OSI Reports of Investigation – Violations Found](#) [Prior Policy](#)

Removed reference to OSI 002 form, no longer in use. (Effective for eligibility determination made on or after 09/26/2022)

FAA6.F05D.06 – [Acting on OSI Reports of Investigation – Failure to Respond](#) [Prior Policy](#)

Removed reference to OSI 002 form and AFTS system, no longer in use. (Effective for eligibility determination made on or after 09/26/2022)

Change: Compliance with NA Renewal After the Approval Period Ends

EFFECTIVE DATE: For eligibility determinations completed on or after 09/26/2022

This change is made for consistency and compliance with Federal Regulations.

The budgetary unit may comply with the NA renewal requirements within 30 days after the end of the NA approval period. The case may be reopened, and the proration date is based on **one** of the following:

- The first day of the initial month of the new NA approval period when the delay is the fault of FAA.
- The date the participant takes the required action when the delay is the fault of the participant.

Policy reference(s) revised due to this change:

FAA1.B05B.03 – [Compliance with NA Renewal Requirements After the Approval Period Ends](#) [Prior Policy](#)

Replaced the words "in the month" with "within 30 days." (Effective for eligibility determinations made on or after 09/26/2022)

Reformat Update

The CNAP and CNAP+ Manuals are going through a reformatting project to change the look and feel, move the Table of Contents out of an AZTECS roadmap flow, and reduce the number of

references to make it easier to find what is needed. (For additional information regarding the new format, see the [Reformat Introductory Video](#)(mp4) or the [Reformat Introductory Transcript](#)(pdf).)

At this time, using Search in the CNAP Manual may help with navigation. Anything that has been reformatted will generally show higher in the Search results than references in the old format.

The changes made toward the reformatting project effective this week are as follows:

- Confidentiality from FAA1.A04 moved to [Right to Confidential Case Information](#) at FAA1.C

NOTE FAA1.C is under construction and does not include all of the rights and responsibilities of the participant. More information will be added to this chapter during the reformat project.

- The following moved to the Applications chapter at FAA2.A:

Everything regarding marital status from FAA2.G moved to [Determining Budgetary Units](#) in Applications

The following moved to a new section called [Minor Parents](#):

- Unwed minor parent (UMP) from FAA2.M
- CA Supportive Services information from FAA2.M
- Married minor parent (MMP) from FAA3.A

NOTE FAA2.A is under construction and does not include everything about the application. More information will be added to this chapter during the reformat project.

- The PARIS report moved from FAA2.C05B.01 to FAA Initiated Changes at [FAA6.A02C](#)
- Inmate Pre-Release NA Applications from FAA1.A moved to the Referred Applications chapter at [FAA2.D04](#)
- **All** of the following moved to the Nonfinancial Eligibility Factors chapter at FAA3.D:

Date of Birth and Age from FAA2.L moved to [Age of a Participant](#)
[Student Criteria for CA](#) from FAA2.L

NOTE FAA3.D is under construction and does not include everything nonfinancial eligibility factors. More information will be added to this chapter during the reformat project.

- The following moved to FAA5.J, a new chapter called [Benefit Replacement and EBT Cards](#):
[Supplemental Payments and Restored Benefits](#) from FAA6.B
[Electronic Benefit Transfer \(EBT\) QUEST Card](#) from FAA2.F
[Electronic Benefit Transfer \(EBT\) Screens](#) from EBT.B

Everything from EBT.A moved to **one** of the following:

- [Special Participant EBT Usage](#)

- [EBT Benefit Issuance and Availability](#)

NOTE FAA5.J will move within FAA5 without notice as chapters are removed from FAA5. Internet favorites to this section should not change, even when the chapter number changes, unless notified in this section.

Temporary links to the reformatted references were added to the old references listed above to help staff who use the table of contents for navigation. These links will be removed after four weeks. Also, be aware that during this reformat process, reformatted references will change reference numbers, but will stay in the same volume (i.e., FAA1, FAA2, etc.) unless mentioned in this What's Changed section.

NOTE It is recommended to use the Internet favorites only for references in the new format because links to the references in the old format will move while under construction.

General Information: Forms Update

Changes to Forms – 09/17/2022 through 09/23/2022

As a reminder, it is important not to save documents on your desktop or in 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:

- Authorized Representative Request (FAA-1493A) form (English)
- Authorized Representative Request (FAA-1493A-S) form (Spanish)
- Request for Policy Clarification / Field Inquiry (FAA-1512A) form

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