

## What's Changed on 10/23/2023

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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: Electronic Benefit Theft Replacement**

EFFECTIVE DATE: Updated effective 10/23/2023

A participant is now able to report electronic benefit theft by calling the Fidelity Information Services (FIS) Automated Response Unit (ARU) or by visiting the nearest FAA office.

When a cardholder reports being a being victim of an electronic benefit theft and requests a new EBT card, **all** of the following apply:

- The EBT card being issued does not count towards excessive card replacement in a 12-month period.
- The replacement fee of the EBT card is waived.

Funds spent before a card is reported as lost or stolen can be replaced.

For more information on electronic benefit theft, see [FAA5.J02A](#) titled Replacement Issuance of Stolen Benefits and [FAA5.J03](#) titled Electronic Benefit Transfer (EBT) QUEST Card.

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**Policy reference(s) revised due to this change:**

Revised the policy on replacement of benefits. Benefits withdrawn by unauthorized persons may be replaced when the criteria are met. Additionally, funds spent before the card is reported lost or stolen may be replaced. The replacement card fee is waived when the cardholder is the victim of electronic benefit theft (Updated effective 10/23/2023)

#### **Clarification: Tribal Authority to Release Information**

Clarification has been added to the CNAP Manual regarding the use of the Tribal Authority to Release Information (FAA-1442A) form when a Tribal entity requests verification of participation status for NA and CA from FAA.

When 30 calendar days have elapsed since a written authorization was signed by the participant to release information, a new written authorization is completed.

For additional information regarding the release of information to Tribal entities, see FAA1.C01B titled Right to Confidential Case Information, under the subheader titled Tribal Information Request from Tribal Entities.

#### **Clarification: Replacement Issuance of Used NA Benefits**

The policy and procedures regarding the replacement of NA benefits that are used to purchase food destroyed in a disaster or a misfortune are clarified to comply with Federal Regulations.

The Replacement Issuance of Used NA Benefits policy and procedures are used when food that has been purchased with NA benefits has been destroyed by **one** of the following:

- A misfortune that is beyond the control of the budgetary unit.
- A disaster.

NOTE The Replacement Issuance of Used NA Benefits is separate from the Disaster Nutrition Assistance Program (DNAP) and Replacement Issuance of Stolen Benefits policy and procedures.

Disasters include **all** of the following:

- Fire
- Flood
- Tornado
- Other disasters beyond the control of the budgetary unit

Misfortunes include **all** of the following:

- Appliance failure (refrigerator, freezer, etc.)
- Infestation
- Power outage
- Theft of food
- Other misfortunes beyond the control of the budgetary unit

The budgetary unit is eligible for a replacement when **all** of the following conditions are met:

- The replacement request is for food that was purchased with NA benefits.
- The destruction of food is reported timely to FAA either verbally or in writing. The report is considered timely when it is reported within ten calendar days of the date the food is destroyed.
- The participant or authorized representative timely provides a completed and signed Replacement of Nutrition Assistance (NA) Benefits – Food Destroyed in a Disaster or Misfortune (FAA-1842A) form.

NOTE The FAA-1842A must be signed. A Unity form is being developed to assist with this process.

The participant or authorized representative may request an appeal when they disagree with any action or decision taken by FAA regarding their request for replacement of NA benefits. The budgetary unit is not eligible for replacement of benefits pending an appeal.

#### **Clarification: Overpayment Claim/Redetermine Benefits ACTS Alert**

The CNAP Manual has been updated with clarification that the Overpayment (OP) Unit staff must process FSAD for the next month's benefits to affect the OP claim change.

#### **Reformat Update**

The CNAP Manual is going through a reformatting project to complete **all** of the following:

- Change the look and feel by moving the Table of Contents out of an AZTECS roadmap flow.
- 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 may help with navigation. Anything that has been reformatted will generally show higher in the search results than references in the old format.

FAA1.H titled Benefit Replacement Procedures has been reformatted. See **any** of the following new sections for the information previously found in FAA1.H:

- [Replacement Issuance of Used NA Benefits](#) located at FAA5.J02B for Replacement of Benefits information.
- [AZTECS Screen Information](#) (internal use only) located at FAA9.B for instructions about **any** of the following AZTECS screens:

BERE for the BERE Purpose and Benefit Resend Overview

FIWI for the FIWI Purpose

FSMI for the FSMI Purpose and NA Manual Issuance procedures

FSRE for the FSRE Purpose

RERB for the Returned/Redirected Benefits Overview

Temporary links were added to FAA1.H to help staff who use the table of contents for navigation. The links and FAA1.H will be removed after four weeks on 11/20/2023.

## **General Information: Forms Update**

Changes to Forms – 10/14/2023 through 10/20/2023

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.

Newly created forms:

- No forms were created during the specified period

Revised forms:

- No forms were revised during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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

Forms Archived from the Document Center

- No forms were archived from the Document Center