What's Changed on 12/26/2023

Clarification: Timely Recert Denial and Timely Denial Date

Clarification: CA New Application Timeframes

Reformat Update

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 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.

Clarification: Timely Recert Denial and Timely Denial Date

It is not necessary to wait until the end of the business day to deny the application when the information request tenth-calendar day due date are the same as *one* of the following:

- The Timely Denial date

- The Timely Recert Denial date

When the requested information is provided, reopen the program in AZTECS. (See FAA6.C02A for Reopening Reasons.)

For more information, see FAA6.S titled The Renewal Process (Renewals) and FAA1.B06 titled Application Denials – Overview.

Clarification: CA New Application Timeframes

Clarification as to what happens within the 45 calendar days with a new CA application. When a denial decision is made timely, the CA application cannot be reopened.

NOTE When a CA application was denied for an incorrect reason, see Reopening Reasons. A new application needs to be submitted and the process starts over.

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.A titled Background and Introduction has been reformatted and moved to the following:

- The following moved to a new section under Participant Rights (see Right to Confidentiality):

  Address Confidentiality Program (ACP)

  Handling Special Cases - Address Confidentiality Program (ACP)

- The following moved to a new section under Participant Rights (see Right to Reasonable Accommodations):

  Handling Special Cases – Requests for Reasonable Accommodations

  Handling Accommodation Requests – Visual Impairments

- The following moved to a new section under Agency Responsibilities (see Avoiding Fraud):

  Conflict of Interest

  Handling Special Cases related to Conflict of Interest and Impartiality

  Suspicious or Potentially Fraudulent Activity

- Handling Special Cases – Customers Under the Influence moved to a new section under Agency Responsibilities. (See Providing a Safe Environment)

- Outside Agencies - Arizona Health Care Cost Containment System (AHCCCS) moved to the appendix in FAA8. (See Other Places for Assistance)

Temporary links to the reformatted references were added to FAA1.A 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 – 12/16/2023 through 12/22/2023

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