

What's Changed on 10/07/2024

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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](#))

Clarification: Third-party Payroll Verification Sources – Experian Verify

Experian Verify has been added as an approved third-party payroll verification source.

NOTE Corporate Cost Control (CCCVerify) has been removed because the company has merged with Experian Verify.

Before logging into the Experian Verify portal, staff must be granted access. Experian Verify sends an email to the staff member to advise that access has been granted to the portal. When the staff member receives the email, they are required to activate their account and create a password within seven days. For further assistance with using the Experian Verify Portal, see the [Experian Access User Guide](#) in the FAA Policy Support Team SharePoint (Internal use only).

For more information on approved third-party payroll verification sources, see [FAA6.QR01T](#) titled Glossary Terms Beginning with T.

Clarification: Deemed Newborn Information ACTS Alert

When a participant returns their completed Newborn Information for CA/NA (X113) notice, upload the document to OnBase using the Deemed Newborn Information document type.

Once the X113 notice has been uploaded to OnBase under the Deemed Newborn Information document type, AZTECS sets the Deemed Newborn Information ACTS alert in order to process the change of adding another participant to the budgetary unit.

Reminder: Replacement Issuance of Stolen Benefits Extended

An [Urgent Bulletin](#) was emailed on 09/30/2024 to inform staff that, effective 10/01/2024, the Replacement Issuance of Stolen Benefits has been extended to 12/20/2024. This extension is due to the Continuing Appropriations and Extensions Act, 2025.

On 12/29/2022, a Federal law was passed to protect and replace stolen benefits. This was set to expire on 09/30/2024. Nutrition Assistance (NA), the Disaster Nutrition Assistance Program (DNAP), Cash Assistance (CA), Grant Diversion (GD), and Hopi Tribal TANF are all covered under this Federal law. Benefits stolen by **any** of the following electronic benefit theft methods are eligible for replacement:

- Card skimming occurs when devices illegally installed on fuel pumps, Automated Teller Machines (ATM), or Point of Sale (POS) terminals capture data or record the individual's Personal Identification Numbers (PINs).
- Card cloning occurs when data captured from skimming is used to create fake Electronic Benefit Transaction (EBT) cards. The cloned EBT card is used to steal from the budgetary unit's EBT account.
- Scamming is falsely convincing a participant to give their EBT personal information to someone else.
- Phishing scams occur when a criminal uses phony text messages, telephone calls, or emails to obtain the participant's EBT card number and PIN.
- It is important to note that this policy is different from the replacement of NA benefits lost due to disasters or misfortunes.

Participants who experience electronic benefit theft are encouraged to call the Fidelity Information Services (FIS) Automated Response Unit (ARU) as soon as they become aware of the electronic benefit theft to deactivate the compromised EBT card. FAA waives the replacement fee when EBT cards are replaced due to electronic benefit thefts.

The participant or authorized representative may report and request a replacement of benefits stolen electronically, within 45 days of the benefit theft, by **any** of the following methods:

- By calling (833) 786-8823, Monday through Friday, from 7:00 a.m. to 5:00 p.m. excluding state holidays
- By mail to the Department of Economic Security, PO Box 19009, Phoenix, AZ 85005-9009
- By fax to (602) 257-7031 or toll free to (844) 680-9840
- In person at any FAA Office

For more information, refer to the Cash and Nutrition Assistance (CNAP) Manual reference FAA5.J02A titled Replacement Issuance of Stolen Benefits.

Reminder: Language Line Code Changes

An [Urgent Bulletin](#) was emailed on 10/04/2024 to amend the Urgent Bulletin emailed on 10/03/2024. The Language Line CLIENT ID Account Numbers and the Language Line Job Aid have been updated. Effective immediately, the codes for requesting an interpreter through Language Line (LL) Solutions are located on the updated Language Line Job Aid.

All DBME staff located at the same physical location will use one code. The Office of Program Development and the Standard Work team have added the job aid to the Standard Work Library

Job Aids, titled [Language Line Job Aid](#) (for internal use only). A link to the Job Aid is being added to the Procedures section of the CNAP+ Manual at FAA1.C01M titled Right to Request Translation Services.

How to access a Language Line Interpreter

- The Language Line is available 24 hours a day, 7 days a week.
- Use your phone's conference feature to place the Limited English Proficiency (LEP) speaker on hold.
- Dial **(877) 261-6608** or **(866) 874-3972** (for internal use only).
- Provide the **CLIENT ID Account number listed below** for the area in which you work:
 - Customer Care Center; ID Account Number = 551024.
 - Field Offices; ID Account Number = 551024.
 - MAO AHCCCS; ID Account Number = 005001.
- Select the language you need.
 - Press 1 for Spanish.
 - Press 2 for all other languages and state the language required.
 - Press 0 for agent assistance when you do not know the language.

When the requested language is not offered, elevate it to your supervisor. The designated individual in the office can submit a Procurement Request Form (PRF) on the Business Operations/Purchasing SharePoint page. When a response isn't provided within two business days of submitting the PRF, the designated individual in the office can email DBME Purchasing at DBMEpurchasing@azdes.gov for a status update.
- Provide the LL CODE for your office location. (See the [Language Line Job Aid](#) (for internal use only) for the appropriate code.)
- Once connected with an interpreter, brief the interpreter about the reason for the call and give any special instructions.
- Document the interpreter's name and ID number in the case file.
- Add the LEP speaker to the call.
- Say "End of Call" to the interpreter when your call is completed.

General Information: Forms Update

Changes to Forms – 09/28/2024 through 10/04/2024

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:

- Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A) (English)
 - The Lottery and Gambling amount was changed to \$4500.

- Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A-S) (Spanish)
The Lottery and Gambling amount was changed to \$4500.
- Authorized Representative Request (FAA-1493A) form (English)
The form was aligned with the policy and authorized representative section of the application.
- Authorized Representative Request (FAA-1493A-S) form (Spanish)
The form was aligned with the policy and authorized representative section of the application.
- Hearing Request (FAA-0098A) form (English)
The Appellate Services Administration (ASA) telephone number was updated.
- Hear Request (FAA-0098A-S) form (Spanish)
The Appellate Services Administration (ASA) telephone number was updated.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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

Newly created forms:

- No forms were created 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