

## 01 Changes Overview

**REVISION 49**  
(01/01/21 - 12/31/21)

The Changes chapter explains the change reporting responsibilities of both the participant and **FAA**. This chapter also explains time frames and procedures for effecting changes.

Changes in circumstances may be reported in any of the following ways:

- Directly by the participant
- Discovered through system reports
- Reported by a third party

At the interview, the participant must report any changes that have occurred from the application date through the interview date. After the interview, changes must be reported no later than the tenth calendar day of the month following the month the change occurred.

Budgetary units are subject to Standard Reporting or Simplified Reporting, or a combination of both, depending on the program involvement. The budgetary unit is assigned to reporting requirements for each program based on the following:

- **Standard Reporting:**  
Budgetary units that include any of the following are subject to Standard Reporting requirements:
  - CA budgetary units including the following:
    - All CA participants are receiving NA assigned to Standard Reporting
    - All participants are receiving **TPEP**
  - NA budgetary units in which all participants are **elderly or have a disability** and do not receive earned income

**NOTE** For cases that have multiple programs attached, the MA participants are always subject to Standard Reporting. The CA and NA budgetary units are subject to either Simplified Reporting or Standard Reporting as stated in policy.

- **Simplified Reporting:** Simplified Reporting applies when the budgetary unit is not subject to Standard Reporting.

NOTE Reporting requirements do not change until the next renewal, including when CA is approved after NA has been assigned.

To ensure the budgetary unit receives all the information and notices that may affect their eligibility, the PI or Representative should be encouraged to report changes in their address to FAA and the [U.S. Postal Service](#) when assigned to Simplified Reporting.

Policy and procedures regarding changes are outlined as follows:

- [Reporting Methods](#)
- [Reporting Changes for Combination Cases](#)
- [Documenting Changes](#)
- [Request for Withdrawal](#)
- [FAA Initiated Changes](#)
- [Change Notice Requirements](#)
- [FAA Responsibilities](#)
- [Multiple Changes](#)
- [Multiple Case Changes](#)
- [Effecting Changes](#)
- [Standard Reporting Requirements](#)
- [Simplified Reporting Requirements](#)

## 02 Reporting Methods

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Reporting methods are the same for [Standard Reporting](#) and [Simplified Reporting](#). The participant may report changes verbally or in writing. When the participant reports the change in writing, they may use the Change Report (FAA-0412A) form, or other written communication.

Changes may become known through Change Reports, applications, written correspondence, or may be FAA initiated. Changes may be provided through any of the following methods including, but not limited to:

- [In person at any FAA office](#)
- Over the phone by calling the centralized [Customer Support Center](#) for HEAplus, AHCCCS and FAA
- [By mail](#)
- [By fax](#)
- Online through [Health-e-Arizona Plus](#)
- Online through [MyFamilyBenefits](#)

When an application is received in the FAA office, determine whether the application should be treated as a change.

When the participant or someone acting on their behalf comes into the FAA office to report a change, give them an FAA-0412A to complete. Assist the participant as needed. When possible, review the completed FAA-0412A before the participant leaves the office to ensure that the information provided is complete. The FAA office should scan the FAA-0412A to OnBase on the workday it is received.

When the change is reported by telephone, discuss the change with the participant and ensure that the information provided is complete. Attempt to resolve unclear or missing information with the participant while they are still on the telephone. Document the change in the [case file\(g\)](#).

NOTE The FAA-0412A may be used as a guideline to document complete information.

Renewal applications must be screened for potential changes. The screening process and any changes must be addressed by the close of the following workday. (See [Pre-Application Screening](#))

**04 Reporting for Combination Cases**

Participants reporting a change in circumstances for any program are considered to have reported the change for all programs.

When a change is reported, determine the effect of the change on CA eligibility first. Then determine the effect of the change on eligibility for and benefit levels of other programs.

[Multiple case changes](#) may result from a reported change. Review all changes and take appropriate action for all **AZTECS** cases affected by the changes.

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**05 Documenting Changes**

Place the information provided by participants (e.g., change report, telephone message) in the [case file\(g\)](#) and document the change information. The documentation must include, but is not limited to, the following:

- The type of change.
- The date the change occurred.
- The date the change was reported.
- The date the verification was requested and provided.
- Verification of the change as provided by the participants or obtained by **FAA**. (For verification documents see [Verification Cooperation](#))
- Any other information that supports the action taken.

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## 10 Multiple Changes

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When two or more changes occur and are reported on the same change report, determine the net effect of all changes.

### **WARNING**

When adding a participant, their income and resources must be included, when applicable.

When the net effect of multiple changes results in a benefit decrease and the date the change is reported does not allow for [NOAA](#), treat the changes individually as follows:

- Effect changes that result in a benefit increase for the following month. (When adding a new participant, see [Causes an Increase In Benefits](#))
- Effect changes that result in a benefit decrease for the first month possible, allowing for NOAA. (See [Effecting Decreases](#))

When changes are reported separately, effect the changes separately.

When a new source of income is reported, and earned income from a different source is budgeted for a participant, before decreasing benefits consider the following:

- Does the reported change include information about terminated income?
- Does the reported change include information about continuation for both income sources?
- Does the reported change include enough information about the new source of income?
- Review the [case file\(g\)](#) for supporting verification of the reported change.
- When the reported change does not include the information listed above, see [Verifying Changes with Unknown Effect](#).

FAA may become aware of a new source of earned income for a participant. When this occurs, verify the new earned income and any other income that will continue for that participant.

## E Time Frames - Standard Reporting

**REVISION 47**

(01/01/19 - 12/31/19)

At the interview, the participant must report any changes that have occurred from the application date through the interview date.

Changes occurring after the interview must be reported no later than the tenth calendar day of the month, following the month the change occurred.

### **EXCEPTION**

For Tribal TANF, changes occurring after the approval must be reported within ten calendar days of the date the change becomes known to the budgetary unit.

When the reporting deadline falls on a weekend or holiday extend the due date to the following [workday\(g\)](#).

**NOTE** The date the change is considered reported is the date the change is received in any FAA office.

## B Reporting Time Frames - Simplified Reporting

**REVISION 47**  
(01/01/19 - 12/31/19)

At the interview, the participant must report any changes that have occurred from the application date through the interview date.

After the interview, the participant must report changes in income no later than the tenth calendar day of the month, following the month their gross income exceeds either of the following:

- [130% of the current Federal Poverty Level \(FPL\) for NA](#)
- [36% of the 1992 FPL for CA](#)

(See Example [Reporting Income Change – Simplified Reporting](#))

### **EXCEPTION**

For Tribal TANF, changes occurring after the approval must be reported within ten calendar days of the date the change becomes known to the budgetary unit.

Consider the date a change is received by an FAA office as the reported date for the change.

Other changes occurring after the interview date must be reported no later than the next renewal. (See [Changes that Must Be Reported](#))