

8.4 COOPERATION WITH QUALITY ASSURANCE (QA)

A recipient of Food Stamps, WV WORKS and/or Medicaid is required to cooperate with Quality Assurance (QA) if selected for a QA review.

When a client refuses to participate or cooperate in the review, the benefit for which the QA review was attempted must be stopped after proper notice.

The QA Reviewer advises the county office by memorandum when a client refuses to cooperate. The memorandum includes the information needed to complete the QA review.

If the client reapplies before the QA review period ends, the benefit must not be approved until the client agrees to cooperate and takes all steps necessary for the QA Reviewer to complete the review. When applicable, the Worker notifies the QA Reviewer by memorandum that the individual has reapplied and wishes to cooperate in the QA review.

If the individual reapplies after the QA review period expires, the benefit may be approved only if the client supplies all information previously required by QA, as well as that needed to establish current eligibility.

The QA review periods are as follows:

- Food Stamps: October through the following September.
- WV WORKS: Cooperation with QA is required, but there is no federal QA review period.
- Medicaid: October through the following March;
April through the following September.