

**EXAMPLE:** A call is received from the hospital informing the agency of the birth of a baby for Medicaid purposes. If the baby is added to the Medicaid AG, it is also added to the FS AG.

**EXAMPLE:** A report is received from QA stating that the income of a Simplified Reporting AG exceeds 130% FPL for the Food Stamp Program. The information is acted on because the client is required to report it.

**EXAMPLE:** Mail is returned to the agency with a Post Office sticker which indicates that the client has moved out of West Virginia. For Change Reporting AG's, the case is closed after proper notice. For Simplified Reporting AG's, if the Medicaid portion of the case is updated, the FS benefit in the case is updated as well.

### 3. Timely Reporting And Follow-Up

To determine if a claim must be established or a lost benefit restored, a decision must be made as to whether or not a change was reported in a timely manner.

**NOTE:** When a client fails to report household expenses which would normally result in a deduction, the AG loses their entitlement to that deduction. They have a right to the expense once it is reported and verified, if necessary. Retroactive benefits are not issued.

Reported changes are not effective the month they are reported. See item C below to determine when a reported change is effective.

When the client does not report in a timely manner and the change could have been made earlier, a claim may be established. See Chapter 20.

Benefits are not restored when the change which would have increased benefits is not reported within the AG's appropriate time limit. See item 1 above.

### 4. Contact Reviews and Redeterminations for 24 Month AG's

#### a. 12-Month Contact Review Of Eligibility

**NOTE:** The first cases affected by the 12-month review policy are those certified for more than 12 months beginning in October, 1996.

The Case Maintenance Process

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All FS AG's with a certification period of 24 months must have a review completed in the 12th month of eligibility. This review differs from a full-scale redetermination as follows:

- The 12-month contact review **may be completed by mail or by inROADS**; and
- No interview is conducted unless the client requests one; and
- Form DFA-FS-12 **or inROADS** is used.

RAPIDS automatically mails a DFA-FS-12 to the 24-month AG's in the 11th month. It must be returned by the 1<sup>st</sup> business day of the 12th month. The Worker must check the form after it is returned to determine if any changes are necessary. Changes reported on the DFA-FS-12 are treated as changes reported during the certification period, not as changes reported during the completion of a redetermination, i.e., all adverse actions require advance notice.

The form is considered complete when an AG member initials item number 8 on the form. If item 8 is initialed, the form must be logged in RAPIDS as complete. Verification is not requested on the DFA-FS-12, nor is it required for the form to be considered complete. If a change is reported that requires verification, it must be requested using form ES-6. Failure to provide requested verification results in AG closure **or loss of a deduction** after advance notice.

Failure to return a completed DFA-FS-12, **or complete the review through inROADS**, results in case closure, after advance notice.

When the DFA-FS-12 is returned late, but is returned by the last day of the 12th month, no **new application is required**. Benefits are not prorated when the form is returned by the last day of the 12th month. The AG must be scheduled for its next redetermination at the same time it would have been due had the form been returned on time.

When the DFA-FS-12 is returned **by the** last day of the 13th month, no OFS-2 is required for reapplication. Instead, the DFA-FS-12 is used as the application form. Benefits for the 13th month must be prorated from the date the DFA-FS-12 is received. The AG must be scheduled for its next redetermination at the same time it would have been due had the form been returned on time.

When the DFA-FS-12 is returned after the last day of the 13th month, full application procedures must be followed, including completion of the OFS-2 and establishment of a new redetermination cycle.

**When the 12 month contact review is completed through inROADS, no additional form is required. The client completes the signature requirement electronically. This function in inROADS is only available to the client during the 12<sup>th</sup> month.**

**If the client wishes to complete the contact during the 13<sup>th</sup> month, he must complete form DFA-FS-12.**

b. 24 Month Redetermination

All FS AG's with a certification period of 24 months must have a redetermination completed by the end of the 24<sup>th</sup> month of eligibility. Under no circumstances are benefits continued beyond the last month of certification period, unless a redetermination is completed and the AG is determined eligible. The **24-month** redetermination differs from the **12-month contact review** as follows:

- **The 24-month redetermination may be completed by mail or by inROADS.**
- **An interview is required regardless of the method in which the redetermination is completed.** A telephone interview is **conducted** unless the client requests a face-to-face interview. When the **redetermination is submitted**, the Worker **completes** the interview based on the client's choice of interview methods. **When a face-to-face interview is selected, the Worker must schedule the appointment.** When a telephone interview is selected, the **Worker must attempt to contact the client as soon as possible.** **When the client chooses to complete a telephone interview, but no telephone number is available, a face-to-face interview must be scheduled.** When the client **chooses to complete a telephone interview, but the client cannot be reached in a reasonable amount of time, a telephone interview appointment must be scheduled.**

- **Form DFA-FS-24 or inROADS is used. When the redetermination is not submitted, but the client contacts the Department for the redetermination, the DFA-FS-24, inROADS redetermination or the OFS-2 and DFA-RR-1 may be used in the 24<sup>th</sup> month. The OFS-2 and DFA-RR-1 or inROADS application must be used if the client does not complete the redetermination in the 24<sup>th</sup> month and wishes to reapply after the 24<sup>th</sup> month. The client is only required to complete one redetermination form.**

RAPIDS automatically mails the DFA-FS-24 in the 23<sup>rd</sup> month. It must be returned by the 1<sup>st</sup> business day of the 24<sup>th</sup> month. The redetermination must be processed within the same timeframes used for a 6-month redetermination. Changes reported on the DFA-FS-24 are treated as changes reported during the completion of a redetermination.

The form is considered complete when signed by the client or his representative. The redetermination is not complete until an interview **is** conducted. If the completed form is received before the end of the last month of the certification period, and requested verification is received by the given due date, the client must receive uninterrupted benefits.

Failure to complete a redetermination and interview results in case closure. Notice of closure is required, but advance notice is not required.

### C. AGENCY TIME LIMITS

The first month that a reported change is effective is the month following the month the change is reported. The only exception to this is when the Department had the information prior to the month it is reported and failed to act on the information in a timely manner.

#### 1. Increase In Benefits

##### a. Addition of an AG Member or a Decrease in Income of \$50 or More

The change must be effective no later than the month following the month in which the change is reported. When the change is reported after the data system deadline, supplemental benefits must be issued and received by the 10th of the following month or by the AG's usual issuance cycle in that month, whichever is later.