

B. PROCEDURES FOR COUNTY TRANSFERS AND AG CLOSURES

The following information provides procedural instructions for case actions common to all programs.

1. County Transfers

When a recipient moves to another county, data system action is taken immediately to change the address and transfer the case. The local office in the client's new location must be notified by GroupWise of case name, case number, new address, effective date of the transfer and any other pertinent information the new county of residence needs before receipt of the case record, such as vendor payment status, redetermination due or overdue, a domestic violence situation, etc. The local office in the new location must also be notified when the Food Stamp AG contains an ABAWD. The ABAWD's requirements must be evaluated by the receiving county.

The Worker forwards the case record and any separate file which contains information about a domestic violence situation to the new local office, within 10 days. A memorandum is attached to the case record. In addition to case name and case number, the memorandum must include the new address, type of benefit and/or services being received and the date the case is due for redetermination. If the client is in a nursing facility, this is indicated. A copy of this memorandum is retained in the closed files of the originating office. If the case is active with the Division of Children and Adult Services or BCSE, the Worker must notify the other units of the transfer by DHS-1.

2. AG Closures

When a client's circumstances change so that he becomes ineligible, the AG is closed. In some situations, the AG is automatically closed by the data system. However, most AG closures are completed by the Worker. AG closures usually involve failure to continue to meet an eligibility requirement. These are addressed in the Program-specific items which follow. The closures described below are related to general requirements, common to all Programs.

a. Automatic Closures

AG's are automatically closed by the data system under the following circumstances:

The Case Maintenance Process

- A Food Stamp or WV WORKS AG redetermination is not completed by the deadline date in the month the AG is due for redetermination.
- Phase II of TM ends.
- Extended Medicaid coverage ends.
- Medically Needy non-spenddown AG's, not redetermined in the 6th month of eligibility.
- Medically Needy spenddown AG's at the end of the POC.

b. Closure Due to Loss of Contact

Loss of contact occurs when the client moves and does not notify the Department. The Worker may become aware of this when a support services payment, medical card or other correspondence is returned.

The Worker must first check the address in RAPIDS. If it is incorrect due to a data entry error, the Worker must correct it and release the benefit(s) to the correct address.

If the address is correct and/or the Postal Service indicated a new address on the returned correspondence, the Worker sends an ES-6 to the client's new address. If the ES-6 is returned as undeliverable, or, if the client does not report his new address by the date indicated on the form, the AG is closed, after proper notice. If the Postal Service indicates no new address on the returned correspondence, the AG is closed, after proper notice.

NOTE: This does not apply to Medicaid for Continuously Eligible Medicaid (CME) AG's. The AG remains open until the next redetermination.

For Food Stamp AG's, see the specific reporting requirements in Section 2.2,B. AG's subject to **Limited** Reporting requirements are not required to report a change of address and information from the Postal Service is not considered verified upon receipt. The Worker must only act on this information if it affects other programs of assistance in RAPIDS.