

## 8.4 COOPERATION WITH QUALITY CONTROL (QC)

A recipient of **SNAP** benefits, WV WORKS and/or Medicaid is required to cooperate with Quality Control (QC) if selected for a QC review.

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

**EXCEPTION:** Medicaid coverage for children and poverty-level pregnant women is not stopped due to non-cooperation.

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

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

If the individual reapplies after the QC review period expires, the benefit may be approved only if the client supplies all information previously required by QC, as well as all information needed to establish current eligibility. The Worker must contact the QC Reviewer to determine if the client is still required to cooperate.

The QC review periods are as follows:

- **SNAP** benefits: October through the following September.
- WV WORKS: October through the following September.
- Medicaid: October through the following March; April through the following September.