

Client Notification

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are being issued, the amount of these benefits must be noted with an explanation.

b. WV WORKS

The notice must include the month of approval, the prorated and ongoing amounts of the benefit, the reason for the approval, the Manual section on which the decision is based and any other action taken.

c. Medicaid

The notice must include the date that the medical coverage begins and ends, the reason for the approval, the Manual section on which the decision is based and any other action taken.

For Poverty-Level Pregnant Women Only: The fact that the client remains eligible for 2 months after the month in which the pregnancy ends must also be included.

2. Denials

The Worker completes the ES-NL-A by indicating the program for which benefits are being denied; the reason for denial, the name of the person whose income, assets or other circumstances prevent approval; the Manual section on which the denial is based.

**NOTE:** If the denial is due to excessive assets, the notification letter must specify the asset limit and the total value counted for all the client's assets. For Worker completed letters only, the letter must contain the following statement: "You may request a detailed accounting of the asset calculations used by the Department. If you so request, this will be mailed to you within five (5) working days of receipt of your request. You may request this in writing, by phone or in person." RAPIDS provides a detailed asset calculation with all notices of decision.

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## a. SNAP Benefits

When the applicant has an SSI application pending with SSA, the SNAP denial notice must explain the possibility of Categorical SNAP Eligibility if his SSI application is approved. He must be advised to contact DHHR upon SSI approval.

## b. WV WORKS

If the AG is denied for WV WORKS and a child in the denied AG has an absent parent, the following statement must be shown on the denial letter: "You may still receive help in locating and obtaining support from the absent parent(s) of your child(ren). Please call the telephone number shown above and ask to speak to a BCSE Worker. You may also write or visit your local DHHR office for help."

## D. DFA-20

If the application is not acted on within the required time limit, the Worker must send an DFA-20 to the applicant, informing him of the required information which has not been received by the Department. The DFA-20 is sent at the time of the expiration of the maximum allowable time for acting on the application. When manually completed, a copy of the DFA-20 must be filed in the case record.

## E. ES-FS-15

The ES-FS-15, Notification of Denial of Expedited Service, must be used for each SNAP applicant who requests Expedited Service, but does not qualify for it. The ES-FS-15 is a Worker-requested notice in RAPIDS. When possible, the ES-FS-15 must be given to the client at the intake interview. The case record must indicate that an ES-FS-15 was given.

A recording in CMCC is sufficient for those AG's approved for Expedited Service and those AG's not requesting Expedited Service.