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The Case Maintenance Process

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- Information received on behalf of a client that results in changes being made in RAPIDS for another program of assistance.

**NOTE:** The outcome of the changes may not be same if verification is not returned.

**EXAMPLE:** A client receives Adult Medicaid and SNAP benefits. He reports a decrease in his income. The case is pended for verification. The client does not return the requested information. Adult Medicaid is closed and SNAP benefits remain the same.

- Returned mail received with a Postal Service sticker indicating the client has moved out of West Virginia: If the case has other benefits that would close the case, SNAP is closed. If the case is SNAP only, benefits continue and is addressed at the next redetermination.

**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, he is also added to the SNAP AG.

**NOTE:** This does not include information reported solely to verify eligibility for a TANF supportive service. See Section 24.14.

- Information received from any source which the client was required to report for his SNAP benefits. See Limited Reporting above.

**EXAMPLE:** A report is received from QC that the income of a SNAP AG exceeds the gross limit. The information is acted on because the client is required to report it.

### 3. Unclear Information

During the certification period, the agency may receive information about changes in a household's circumstance from a member of the AG or from a third party in which the Worker cannot readily determine the effect the