

6.1 INTRODUCTION

The applicant must be notified in writing of the action taken on his application, and the recipient must be notified in writing, and usually in advance, of any action resulting in a change in benefits. Adverse actions, other than those specified in Section 6.3 require an advance notice period before any action is effective.

For the Medicaid Program, the client may choose to receive notifications by regular post mail or in electronic form. If the client opts to receive their notifications electronically, they must provide their e-mail address through inROADS. The client will then receive a confirmation e-mail alerting them to access the notification in their my inROADS account within one business day. In the event a notification is undeliverable electronically, the notification must be sent by post mail within three business days. The client may change delivery route of their notifications at any time.

Form letters are available for most situations which require a notice. Printed copies of these forms are commonly referred to as “shelf documents” and are readily available in each office. These Worker completed forms provide spaces for the required information. All notification letters completed in this manner must be prepared in duplicate with one copy filed in the case record. Most client notification is accomplished with eRAPIDS letters. eRAPIDS provides both system generated and Worker requested letters. When eRAPIDS automatically sends appropriate notice to the client, no additional notification is required. A history of notification letters sent to the client is stored in eRAPIDS. No additional copies are required for the case record.

The instructions in this Chapter apply to notification letters completed by the Worker. Information specific to long-term care AG's is found in Chapter 17.

There are instances in which more than one action takes place simultaneously, such as approval for Medicaid and denial of SNAP benefits. One notification letter is sufficient in these situations provided:

- The details of all actions are contained in the letter; and
- The one form letter used provides the client with all rights due him for all addressed issues; and
- Notice requirements for each benefit are met.

In addition to the client notification letter, the Worker must provide the client with calculations showing how eligibility and/or the amount of the benefit was determined. The Worker must also provide the client the opportunity to request a Pre-Hearing Conference and/or a Fair Hearing.

Appendix B contains a listing of worker completed notification letters and the corresponding eRAPIDS notification letters, when available. Copies of revised forms are available at <http://intranet.wvdhhr.org/ofs/forms.html>.