

The Case Maintenance Process

2.1 INTRODUCTION 1

A. GENERAL SOURCES OF INFORMATION 1

B. PROCEDURES FOR COUNTY TRANSFERS AND AG CLOSURES 2

 1. County Transfers 2

 2. AG Closures 3

C. WV WORKS AND MEDICAID PROCEDURES FOR ADDING NEWBORN CHILDREN 5

D. VOTER REGISTRATION PROCEDURES 6

2.2 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) BENEFITS 7

A. SOURCES OF INFORMATION 7

B. REPORTING REQUIREMENTS 8

 1. Limited Reporting 8

 2. Changes Acted On For SNAP AG's 10

 3. Timely Reporting And Follow-Up 11

 4. 12-Month Review Of Eligibility 11

C. AGENCY TIME LIMITS 12

 1. Increase In Benefits 12

 2. Decrease In Benefits 13

D. TYPES OF CHANGES 13

 1. Change In Case Name 13

 2. Change In EBT Authorized Cardholder 14

 3. Change In Categorical Eligibility 15

 4. Change In AG 15

 5. Change In Income 15

 6. Change In Work Requirement Status 15

 7. Change In Work Hours (ILC Only) 16

 8. Cost-Of-Living Increases In Federal Benefits 16

 9. Change of Address 16

 10. Continuation of Benefits 16

 11. Complaints Regarding Trafficking SNAP Benefits 17

 12. SNAP Benefits Returned To The Local Office By The Client 17

 13. Inactive, Dormant And Expunged EBT Accounts 18

 14. EBT Cards Received In The Local Office 19

The Case Maintenance Process

E. CORRECTIVE PROCEDURES21

- 1. Restoring Lost Benefits21
- 2. When Lost Benefits Are Not Restored.....21
- 3. Time Limits For Restoring Benefits.....22
- 4. Corrective Actions To Restore Benefits.....24
- 5. How Benefits Are Restored24
- 6. SNAP Benefits Returned to the State Office by the Postal Service25

2.3 RESERVED FOR FUTURE USE.....39

2.4 MEDICAID40

- A. SOURCES OF INFORMATION40
- B. REPORTING REQUIREMENTS40
- C. AGENCY TIME LIMITS.....40
- D. TYPES OF CHANGES.....41

 - 1. Change In Case Name41
 - 2. Change Of Address41
 - 3. Change In The Assistance Group, Needs Group Or Income Group.....41
 - 4. AG Closures42
 - 5. Cost-Of-Living Increases In Federal Benefits43

E. CORRECTIVE PROCEDURES43

- 1. Reimbursement For Out-Of-Pocket Expenses43
- 2. Holding The Medicaid Card44
- 3. Procedures For Cards Which Are Returned, Incorrect Or Not System-Issued.....44
- 4. Incorrect Eligibility Dates45

2.5 RESERVED FOR FUTURE USE.....46

2.6 DEEMED AFDC MEDICAID RECIPIENTS.....47

- A. EXTENDED MEDICAID47
- B. ADOPTION ASSISTANCE47