

<b>2.1 INTRODUCTION .....</b>	<b>1</b>
A. GENERAL SOURCES OF INFORMATION .....	1
B. PROCEDURES FOR COUNTY TRANSFERS AND CASE CLOSURES.....	2
1. County Transfers.....	2
2. Case Closures .....	3
C. PROCEDURES FOR ADDING NEWBORN CHILDREN (TANF, WV WORKS AND MEDICAID ONLY) .....	5
<b>2.2 FOOD STAMPS.....</b>	<b>6</b>
A. SOURCES OF INFORMATION .....	6
B. REPORTING REQUIREMENTS .....	7
1. Timely Reporting And Follow-Up .....	10
2. 12-Month Review Of Eligibility .....	10
C. AGENCY TIME LIMITS.....	11
1. Increase In Benefits.....	11
2. Decrease In Benefits .....	12
D. TYPES OF CHANGES.....	13
1. Change In Case Name .....	13
2. Change In Category Or Deprivation Factor .....	13
3. Change In AG.....	14
4. Change In Income .....	14
5. Change Of Address .....	14
6. Continuation Of Benefits.....	15
7. Selling Food Stamps .....	15
8. Food Stamps Returned To The County Office By The Client .....	15
9. Cost-Of-Living Increases In Federal Benefits .....	16
10. Change In Work Registration Status .....	16
11. Change In Work Hours (ILC Only).....	17
12. EBT Coupon Conversion Request.....	17
13. Change In EBT Authorized Cardholder .....	18
14. Inactive, Dormant And Expunged EBT Accounts .....	18

<b>E. CORRECTIVE PROCEDURES .....</b>	<b>20</b>
1. Restoring Lost Benefits .....	20
2. When Lost Benefits Are Not Restored.....	20
3. Time Limits For Restoring Benefits.....	21
4. Corrective Actions To Restore Benefits.....	23
5. How Benefits Are Restored .....	23
<b>2.3 TANF .....</b>	<b>25</b>
A. SOURCES OF INFORMATION .....	25
B. REPORTING REQUIREMENTS .....	28
1. What Must Be Reported .....	28
2. Timely Reporting .....	28
C. AGENCY TIME LIMITS.....	28
D. TYPES OF CHANGES.....	29
1. Change In Case Name .....	29
2. Change Of Address .....	29
3. Change In The Category Or Deprivation Factor .....	29
4. Change In The Assistance Group.....	30
5. Continued Benefits After Case Closure .....	31
6. Change In Work Registration Status .....	32
7. Special Procedures .....	32
8. Cost-Of-Living Increases In Federal Benefits .....	37
E. CORRECTIVE PROCEDURES .....	37
1. Correcting The Check Amount .....	37
2. Correcting The Address.....	38
3. Correcting The Payee.....	39
4. Cancelling The Check .....	39
5. Holding The Check .....	39
<b>2.4 MEDICAID .....</b>	<b>40</b>
A. SOURCES OF INFORMATION .....	40
B. REPORTING REQUIREMENTS .....	40

## The Case Maintenance Process

C.	AGENCY TIME LIMITS.....	40
D.	TYPES OF CHANGES.....	41
1.	Change In Case Name .....	41
2.	Change Of Address .....	41
3.	Change In The Assistance Group, Needs Group Or Income Group.....	41
4.	AG Closures .....	42
5.	Cost-Of-Living Increases In Federal Benefits .....	43
E.	CORRECTIVE PROCEDURES .....	43
1.	Reimbursement For Out-Of-Pocket Expenses .....	43
2.	Holding The Medicaid Card .....	44
3.	Procedures For Cards Which Are Returned, Incorrect Or Not System-Issued.....	44
4.	Incorrect Eligibility Dates .....	45
<b>2.5</b>	<b>RESERVED FOR FUTURE USE.....</b>	<b>46</b>
<b>2.6</b>	<b>DEEMED AFDC RECIPIENTS .....</b>	<b>47</b>
A.	EXTENDED MEDICAID .....	47
B.	ADOPTION ASSISTANCE.....	47
C.	FOSTER CARE.....	47
<b>2.7</b>	<b>TRANSITIONAL MEDICAID.....</b>	<b>48</b>
<b>2.8</b>	<b>QUALIFIED CHILDREN AND POVERTY LEVEL CHILDREN .....</b>	<b>49</b>
A.	CLOSURES .....	49
B.	CHANGE IN INCOME .....	49
C.	OTHER CHANGES .....	49
<b>2.9</b>	<b>POVERTY-LEVEL PREGNANT WOMEN.....</b>	<b>50</b>
A.	CHANGE IN THE BENEFIT GROUP .....	50
B.	CHANGE IN INCOME AND/OR DEDUCTIONS .....	50

<b>2.10 CONTINUOUSLY ELIGIBLE NEWBORN CHILDREN (CEN).....</b>	<b>51</b>
<b>2.11 SSI RECIPIENTS AND DEEMED SSI RECIPIENTS .....</b>	<b>52</b>
A.    CATEGORY TRANSFER FROM D TO A .....	52
B.    PROCEDURE WHEN CLIENT MOVES.....	52
1.    Change Of Address .....	52
2.    Loss Of Contact.....	52
3.    The SSI Recipient Moves To Another State .....	52
C.    ACTION REQUESTED BY THE IM MEDICARE BUY-IN UNIT .....	52
D.    CLOSURE OF THE SSI MEDICAID CASE.....	52
<b>2.12 QUALIFIED MEDICARE BENEFICIARIES (QMB) .....</b>	<b>54</b>
<b>2.13 SPECIFIED LOW-INCOME MEDICARE BENEFICIARIES (SLIMB).....</b>	<b>55</b>
<b>2.14 CHILDREN WITH DISABILITIES COMMUNITY SERVICE PROGRAM (CDCS) .....</b>	<b>56</b>
<b>2.15 AIDS PROGRAM.....</b>	<b>57</b>
<b>2.16 AFDC/U-RELATED AND SSI-RELATED MEDICAID .....</b>	<b>58</b>
A.    CHANGE IN INCOME AND DEDUCTIONS.....	58
B.    CHANGE IN DEPRIVATION FACTOR/CATEGORY .....	58
1.    Change In Deprivation Factor - AFDC/U .....	58
2.    Change In Category SSI-Related Medicaid.....	58
C.    MRT REQUIREMENTS.....	58
D.    CLOSURES .....	58
<b>2.17 WV WORKS .....</b>	<b>60</b>
A.    SOURCES OF INFORMATION .....	60

**The Case Maintenance Process**

B.	REPORTING REQUIREMENTS .....	63
1.	What Must Be Reported .....	63
2.	Timely Reporting .....	63
C.	AGENCY TIME LIMITS.....	63
D.	TYPES OF CHANGES.....	64
1.	Change In Case Name .....	64
2.	Change Of Address .....	65
3.	Change In The Category Or Deprivation Factor .....	65
4.	Change In The AG.....	65
5.	Continued Benefits After Case Closure .....	66
6.	Change In The Personal Responsibility Contract And Self-Sufficiency Plan.....	67
7.	Special Procedures .....	67
8.	Cost-Of-Living Increases In Federal Benefits .....	70
9.	EBT Cash Conversion Request.....	70
10.	Change In EBT Authorized Cardholder .....	70
11.	Inactive, Dormant And Expunged EBT Accounts .....	71
E.	CORRECTIVE PROCEDURES .....	72
1.	Correcting The Check Amount .....	72
2.	Correcting The Address.....	73
3.	Correcting The Payee.....	74
4.	Cancelled The Check .....	74
5.	Holding The Check .....	75
6.	Reissuing A Returned Direct Deposit .....	75
7.	Returned EBT Benefits.....	75
<b>APPENDIX A</b>	<b>MEDICAID CASE ACTION PRINTOUTS.....</b>	A-1
A.	COUNTY LIST OF SSI RECIPIENTS .....	A-1
B.	INVALID MEDICAL CARDS NOT PRINTED .....	A-4
C.	MAO CASE ACTION REMINDER LISTING .....	A-4
D.	LIST OF ALL ACTIVE ABD CASES WITH DUPLICATE SSN'S ..	A-5
E.	NEED TO EVALUATE PRINTOUT .....	A-5

**The Case Maintenance Process**

---

F. SDX LIST OF T30, S09 AND M01 CASES.....A-6

**APPENDIX B RSDI/SSI INCREASES 2005 .....**B-1

A. THE RSDI/SSI COLA UPDATE PROCESS.....B-1

B. REPORTS AND WORKER ACTION .....B-1

C. COMMONLY FOUND MATCH RESULTS.....B-7