

Select originating cluster

Janet Dornhecker  

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**Authorized Signature**

**Number:** SS-IM-08-022  
**Issue Date:** 06/11/2008

**Topic:** Other

**Subject:** 2008 Accuracy Summit's Q&As

**Applies to (check all that apply):**

- |                                     |                               |                                     |                                      |
|-------------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors       |
| <input type="checkbox"/>            | Area Agencies on Aging        | <input type="checkbox"/>            | Health Services                      |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/>            | County DD Program Managers    | <input type="checkbox"/>            | Other (please specify):              |

**Message:**

*2008 Accuracy Summit's Q&As  
June 3, 2008, Do the Due:*

**Question 1:** What do we do when verification is not received until **after** the 45<sup>th</sup> day and the 77B close notice has already been sent? Do we need to send another close notice? Is the worker required to hold the medical benefits open until a new timely notice is sent?

**Answer 1:** If the client did not request an extension of time or provide the verifications by the 45<sup>th</sup> day, the 77B closure notice is adequate for closing benefits. However, a new date of request was established and must be honored. Determine eligibility using the new DOR, but do not BED the case again (do not "BED on a BED"). Benefits will end and remain closed while the worker reviews eligibility. If the client is later determined to be eligible, benefits can begin on the first of the month after the month where benefits ended.

**Question 2:** What if the client established a new date of request after the 45<sup>th</sup> day for a BED'd case before benefits ended, and the worker was able to establish the client was no longer eligible before the benefits ended?

**Answer 2:** Because the client did not provide requested verifications before the 45<sup>th</sup> day, the benefits closed correctly with the BED notice (77B). Treat this as you would a new applicant: send a denial for being over income and send the 462.

**Question 3:** What about a case where the client receives a final notice for the medical eligibility period and before benefits actually end, they provide a new application, and in reviewing it, the worker determines they are over income for ongoing benefits? A closure notice was already sent. Does that not cover the need for a closure notice?

**Answer 3:** No. The 77B BED close notice says we could not make a decision because the client did not return the pended items.

Do not confuse the date of request that is established at the end of a current eligibility period with a date of request that is established after the 45<sup>th</sup> day but before benefits end on a BED'd case. If it is at the end of the original eligibility period and we know that the client is no longer eligible, and we have time to send a timely closure notice, we must do so; the 77B notice that went out mid-month is no longer a good notice. And if we do not have time for a timely closure notice before the end of that month, we must now BED the case for the following month so we can give them the correct 10-day closure notice (notices 456 and 462).

For example, benefits ending in June, final notice goes out June 15, client provides an application June 20. On June 25, the worker reviews the application and the client is over income. We can no longer consider the June 15 notice to be a good closure notice because we know they are over income. Restore medical with a BED date for July, and in July, send a 456 for over income and a 462, remove the BED date and close benefits at the end of July.

*If you have any questions about this information, contact:*

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