

Financial Eligibility

Closing Procedure for Deceased Individual

Medical Cases

It's a good idea to review the [Estate Administration Unit Worker Guide](#) prior to taking action.

Some important information the Estate Administration Unit would like you to know:

1. It is no longer necessary to email the 454D or 647 directly to EAU. Upload them to EDMS and follow the procedures in [APD-AR-16-053](#).
2. If you speak to family or friends of the deceased, encourage the individual handling the deceased's affairs to contact EAU before disposing of assets or spending any of the deceased's money.
3. Please make sure that the following financial information in ACCESS is up to date *before* uploading the 454D to EDMS:
 - a. Bank account information, including account numbers and bank names and noting whether or not you have copies of bank statements.
 - b. Information regarding prepaid burial plans or arrangements and noting if you have copies of documents.
 - c. Information regarding real property and loans involving the real property, including noting whether or not you have copies of associated documents.
 - d. Trusts and noting whether or not you have copies of documents.
 - e. Noting whether or not you think the recipient MAY have a disabled or blind child of any age, or a minor child under 21 years. A name and an address would be helpful. It is not necessary to confirm the disability or age of the child, EAU will do that.
 - f. Make sure all financial documents are uploaded to EDMS.
4. Narrate any other information you think may be important to EAU. If it is urgent, a quick phone call to EAU is appropriate.

You are not expected to spend a lot of time gathering this information; merely noting that you have acquired this information along the way is extremely helpful.

Scenario 1: One Person Case

- Add date of death to first page of ACCESS for deceased person
- Update 454D
- Navigate to the **Medical Assistance** tab, select **DEAT** in the **Incm** dropdown list and enter the date of death in the **Eff Date** field. *Notice that the **Case Status** and **Case Status Date** are pre-filled with **Deceased** and the date of death, respectively. This will carry over to CMS at integration.*
- Click **Mainframe, CMS**

- Click the **CMUP/PCMS** panel. The **Case Status** and **Case Status Date** should be pre-filled with **D** and the date of death.
- Save (click floppy disc icon)
- Synchronize**- mark how death was verified
- On a blank mainframe screen, type **SCMS,case number** and enter
- Click **F9** to save in real time
- Open MMIS, search for the deceased person and make sure benefits were closed
- If unable to use the date of death as the **Eff Date**, use a **CLOS** action, **Reas** code **DE**, and the date of death for the **Eff Date**. If still unable to use the date of death, use the current date as the **Eff Date**. *Note: as long as the correct date of death was entered on the **Person** tab, MMIS will recognize the last day benefits should be authorized when integrated to CMS.*
- Narrate!
- If client has open SNAP case, see SNAP checklist below.
- Transfer ACCESS case to EAU (Branch 8606) within 10 days.

If client dies before case is opened:

- If approved, open the case using the appropriate effective date for the applicable program.
- The next business day, enter the date of death on the **Person Tab in ACCESS**.
- Close the case using **DEAT** in the **Incm** dropdown list and enter the date of death in the **Eff Date** field.
- If unable to use the date of death as the **Eff Date**, use a **CLOS** action, **Reas** code **DE**, and the date of death for the **Eff Date**. If still unable to use the date of death, use the current date as the **Eff Date**.

Scenario 2: Two-Person case, deceased is primary applicant, surviving spouse is Need Group Member Only and has separate Medical and ACCESS case:

Important: Don't forget to follow the MAGI review process (Due Process) if the surviving spouse is eligible for a reduced benefit as a result of the spouse's death. If that is the case, follow the instructions below but do not change the medical program on the separate case until the review process has been completed. For OSIPM and QMB-BAS, this may require adjusting the income temporarily so that the case will not go NA.

- Enter date of death on **Person Tab** in ACCESS for deceased person
- View the 454D, make sure it is accurate, and upload it to EDMS
- Navigate to the **Medical Assistance** tab, select **DEAT** in the **Incm** dropdown list and enter the date of death in the **Eff Date** field. *Notice that the **Case Status** and **Case Status***

Date are pre-filled with **Deceased** and the date of death, respectively. This will carry over to CMS at integration.

Change # **Hse** to **01** and the # in the **Med Prg/#** field from **02** to **01** for all medical programs listed

Click **Mainframe, CMS**

The **Case Status** and **Case Status Date** should be pre-filled with **D** and the date of death

Click the **CMUP/PCMS** tab and select surviving spouse.

Change surviving spouse's ingrant code (**Ingnt**) from **NO** to **RE**

Click **Change N/R List**, delete all lines for surviving spouse, and click **OK**

Save (click floppy disc icon) *Note: If the eligibility review is overdue (or if you completed it but didn't update the review date), it's possible you will get an overdue redetermination error message and will have to update it to complete your action.*

Synchronize- mark how death was verified.

On a blank mainframe screen, type **SCMS,case number** and enter

Click **F9** to save in real time

Open MMIS, search for the deceased spouse and make sure benefits were closed

If unable to use the date of death as the **Eff Date**, use a **CLOS** action, **Reas** code **DE**, and the date of death for the **Eff Date**. If still unable to use the date of death, use the current date as the **Eff Date**. *Note: as long as the correct date of death was entered on the **Person** tab, MMIS will recognize the last day benefits should be authorized when integrated to CMS*

In the **ACCESS** case, remove surviving spouse from the **Address** tab (both residence and mailing), and any resource, property, or health insurance on which he/she is listed as joint or shared ownership. It is not necessary to remove or delete records which are solely associated with the surviving spouse (e.g. Medicare or income). *Important: what you do with the surviving spouse's information on this case will affect their separate ACCESS case, so if the shared items will remain in the surviving spouse's name, remove the deceased client's interest instead, and include this information in the summary narrative. This will prevent you from having to recreate the record in the separate case; however, you may have to reenter the address on the surviving spouse's separate case.*

On the **Case Overview** tab, change surviving spouse to **Not Relevant, Not Applying** in the **Applying For** section at the bottom

From the **Select** menu, choose **Housekeeping** and **Maintain Case/RA** to navigate to the **Person and Contacts** screen and **Detach** surviving spouse. Be sure to read any error messages thoroughly for instructions on how to fix them.

Complete a summary narrative

Transfer **ACCESS** case to EAU (Branch 8606) within 10 days

SURVIVING SPOUSE CASE ACTIONS – SEE SCENARIO 3 BELOW

Scenario 3: Two-person case, surviving spouse is primary applicant and deceased is Need Group Member Only (Ingnt=NO):

Important: Don't forget to follow the MAGI review process (Due Process) if the surviving spouse is eligible for a reduced benefit as a result of the spouse's death. If that is the case, follow the instructions below but do not change the medical program on the separate case until the review process has been completed. For OSIPM and QMB-BAS, this may require adjusting the income temporarily so that the case will not go NA.

- Enter date of death on **Person Tab** in ACCESS for deceased spouse. You should not need the 454D in this case.
- If the surviving spouse was receiving QMB or OSIPM and the benefits will not change, select **MEDI** in the **IncM** dropdown list with **Eff Date** as the date of death. You will have to use a **SUPL** action with the date of death as the effective date (if possible) if the case is a P2 SMB-only or SMF-only (**MEDI** only works when there's an actual medical benefit)
- Change #Hse to **01**
- In the **Med Prg/#** field, enter the appropriate program code (**QMB, QMM, SMB, SMF, OSP**) and **01**
- Click **Mainframe, CMS**
- Click the **CMUP/PCMS** panel, select the deceased, and change the **Ingnt** code from **NO** to **RE**
- Click **Change N/R List**, delete all lines for deceased spouse, and click **OK**
- Save (click floppy disc icon)
- Synchronize**- mark how death was verified
- On a blank mainframe screen, type **SCMS,case number** and enter
- Click **F9** to save in real time
- Open MMIS, search for the surviving spouse and make sure the benefits are correct
- In the ACCESS case, delete the deceased as a contact (if listed)
- Remove deceased spouse from the **Address** tab (both residence and mailing), and any resource, property, or health insurance on which he/she is listed as joint or shared ownership. It is not necessary to remove or delete records which are solely associated with the deceased spouse (e.g. Medicare or income)
- On the **Case Overview** tab, change surviving spouse to **Not Relevant, Not Applying** in the **Applying For** section at the bottom
- From the **Select** menu, choose **Housekeeping, Maintain Case/RA** to navigate to the **Person and Contacts** screen and **Detach** deceased spouse. Be sure to read any error messages thoroughly for instructions on how to fix them.
- Complete a summary narrative

Scenario 4: Two-person case, both were receiving Medical benefits on the same case, and the deceased was the primary applicant:

Important: Don't forget to follow the MAGI review process (Due Process) if the surviving spouse is eligible for a reduced benefit as a result of the spouse's death. If that is the case, follow the instructions below but do not change the medical program until the review process has been completed. For OSIPM and QMB-BAS, this may require adjusting the income temporarily so that the case will not go NA.

Note: If both were receiving OSIPM, contact Client Enrollment Services and notify them that you are creating a separate case for the spouse and that there will be no break in benefits so that current CCO enrollment is not disrupted.

Do not enter date of death yet! Take the following actions first. If you've already entered it, delete it and click OK if an error message appears.

- Navigate to the **Address tab** and create **separate address records** for each spouse.
- Navigate to the **Medical Assistance** tab in the **Benefits** section.
- Change # **Hse** to **01** and the # in the **Med Prg/#** field from **02** to **01** for all medical programs listed
- Select **CLOS** in the **Incm** dropdown list with reason code **DE** and **Eff Date** as the date of death.
- Scroll down to the Medical Benefit Applicant(s) panel and update both deceased and surviving spouse's panel with **Closed** as the **Case Status** and the date of death as the **Case Status Date**.
- Remove the surviving spouse's case descriptors ONLY. Leave the deceased spouse's case descriptors intact.
- Click **Mainframe, CMS**
- Click the **CMUP/PCMS** panel and select surviving spouse
- Change the surviving spouse's ingrant code (**Ingrnt**) from **AD** to **RE**
- Click **Change N/R List**, delete all lines for the surviving spouse, and click **OK**
- The **Case Status** and **Case Status Date** should be pre-filled with **E** and the date of death for the deceased for both the deceased and the surviving spouse
- Save (click floppy disc icon)
- On a blank mainframe screen, type **SCMS,case number** and enter
- Click **F9** to save in real time
- Open MMIS, search for the deceased spouse and make sure the benefits are closed. Repeat for surviving spouse.
- Return to the ACCESS case and enter date of death on **Person Tab** for deceased person and save
- View the 454D, make sure it is accurate, and upload it to EDMS.
- Complete a **Person Search** for the deceased, the synchronization screen should appear **Synchronize-** check the box in the ACCESS column next to the DOD field and indicate

how the death was verified

Return to the ACCESS case. Make sure surviving spouse is listed on the **Contacts** tab with **Spouse** as **Relation to Primary App** (Make sure the **Lives with Primary Applicant** box is unchecked).

Remove surviving spouse from the **Address** tab (both residence and mailing), and any resource, property, or health insurance on which he/she is listed as joint or shared ownership. It is not necessary to remove or delete records which are solely associated with the surviving spouse (e.g. Medicare or income). *Important: what you do with the surviving spouse's information on this case will carry over to the surviving spouse's new ACCESS case, so if the shared items will remain in the surviving spouse's name, remove the deceased client's interest instead, and include this information in the summary narrative. This will prevent you from having to recreate the record in the new case; however, you may have to reenter the address on the surviving spouse's ACCESS case.*

On the **Case Overview** tab, change surviving spouse to **Not Relevant, Not Applying** in the **Applying For** section at the bottom.

From the **Select** menu, choose **Housekeeping** and **Person Detail**. Click **View Case** to navigate to the **Person and Contacts** screen and **Detach** surviving spouse. Be sure to read any error messages thoroughly for instructions on how to fix them.

Complete a summary narrative. Be sure to narrate that you will be opening a separate ACCESS case for the surviving spouse

Transfer ACCESS case to EAU (Branch 8606) within 10 days

Follow branch procedure for filing

Creating a new case for the spouse:

Complete a **Person Search** for the surviving spouse and either create a case or reactivate an old/existing case.

Update the tabs as needed.

On the **Case Overview** tab, enter the appropriate dates for the **Initial Appl Date** and **Signed Date** based on client's history (you can probably use the dates from the deceased's case). Use the date that the death was reported as the **Date of Request**.

On the **Medical Assistance** tab, open a new case with the same benefits as he/she was receiving on the shared case. The **Eff Date** and **Med Elig Date** should be the day after the date of death.

Integrate

On a blank mainframe screen, type **SCMS,case number** and enter

Click **F9** to save in real time

Open MMIS, search for the surviving spouse and make sure the benefits are correct

Narrate!

As a courtesy, notify the Buy-In unit that you opened a separate a case for the surviving spouse

Update the case with any benefit changes on the appropriate effective date. If the

benefits will increase, then the change should take effect the month after the date of death. If reduced or closed, follow the normal due process and timely notice requirements to determine the effective date. For OSIPM and QMB-BAS, this may require adjusting the income temporarily so that the case will not go NA.

Scenario 5: Two-person case, both were receiving Medical benefits on the same case, and the surviving spouse is the primary applicant:

Important: Don't forget to follow the MAGI review process (Due Process) if the surviving spouse is eligible for a reduced benefit as a result of the spouse's death. If that is the case, follow the instructions below but do not change the medical program until the review process has been completed.

Do not enter date of death yet! Take the following actions first. If you've already entered it, delete it and click OK if an error message appears.

- Navigate to the **Medical Assistance** tab in the **Benefits** section.
- Change # **Hse** to **01** and the # in the **Med Prg/#** field from **02** to **01** for all medical programs listed
- If the couple was receiving QMB or OSIPM and the surviving spouse's benefits will not change, select **MEDI** in the **Incm** dropdown list with **Eff Date** as the date of death. You will have to use a **SUPL** action with the date of death as the effective date (if possible) if the case is a P2 SMB-only or SMF-only (**MEDI** only works when there's an actual medical benefit)
- If the surviving spouse's benefits are changing, use the first of the month the new benefits will begin as the **Eff Date** (and a **COMP Incm** code if effective the next month)
Note: Don't forget to follow the MAGI review process (Due Process) if the surviving spouse is eligible for a reduced benefit. For OSIPM and QMB-BAS, this may require adjusting the income temporarily so that the case will not go NA.
- Scroll down to the surviving spouse's panel using the scroll bar on the right
- Select **Closed** as the **Case Status** and the date of death as the **Case Status Date**.
- Remove the deceased spouse's case descriptors
- Click **Mainframe, CMS**
- Click the **CMUP/PCMS** panel
- Change the **Ingnt** code from **AD** to **RE** for the deceased. *The Case Status and Case Status Date should be pre-filled with E and the date of death for the deceased.*
- Click **Change N/R List**, delete all lines for the deceased spouse, and click **OK**
- Save (click floppy disc icon)
- On a blank mainframe screen, type **SCMS,case number** and enter
- Click **F9** to save in real time

- Open MMIS, search for the deceased spouse and make sure benefits were closed
- Repeat for surviving spouse if benefits were changing (or to ensure benefits weren't closed in error)
- Return to the ACCESS case and enter date of death on **Person Tab** for deceased person and save
- View the 454D, make sure it is accurate, and upload it to EDMS.
- Complete a **Person Search** for the deceased, the synchronization screen should appear
- Synchronize**- check the box in the ACCESS column next to the DOD field and indicate how the death was verified
- If the deceased spouse is listed on the **Contacts** tab, you can delete the record.
- Remove deceased spouse from the **Address** tab (both residence and mailing), and any resource, property, or health insurance on which he/she is listed as joint or shared ownership.
- On the **Case Overview** tab, change deceased spouse to **Not Relevant, Not Applying** in the **Applying For** section at the bottom.
- From the **Select** menu, choose **Housekeeping** and **Maintain Case/RA** to navigate to the **Person and Contacts** screen and **Detach** deceased spouse. Be sure to read any error messages thoroughly for instructions on how to fix them.
- Complete a summary narrative

SNAP

Single person:

- Close SNAP case for end of month
 - On **FCAS** enter a transaction code of **CLO**
 - Enter effective date for end of month
 - Enter reason code **OO**.
 - Hit **F9** to save.
- Complete form AFS 215 and give to manager to sign, follow branch procedures to delete benefits then inactivate EBT.

Couple

After allowing for timely notice

- Make sure surviving spouse knows how to access benefits.
- If HH dies, use **CHH** and **ADJ** action codes to change the **AD** to **HH** and number in household.
- Ender **D** in transaction code filed next to deceased person.
- Use **H** as your Action Change Code on page 2.
- Hit **F9** to save
- New HH can keep benefits that have already been issued
- Issue new HH new EBT card

If the couple was also receiving medical and the deceased client was the HH, make sure the SNAP case information is transferred to the surviving spouse's ACCESS case.

If the deceased was the HH and neither was receiving medical, you can swap roles in the ACCESS case and then detach the deceased client:

- Enter the date of death on the deceased's **Person** tab
- Change the roles in the **Case Overview** tab under **Applying For** section to **Head of Household** for the surviving spouse and **Not Relevant, Not Applying** for the deceased.
- Remove the deceased client from all tabs containing shared data (**Address, Property, Shelter**, etc.)
- Close the case and complete a **Person Search** for either client
- Navigate to the **Person and Contacts** screen and select **Swap Roles** and then **Detach**
- Narrate!

Social Security Administration

Contact using 538A

OPI or Home-Delivered Meals

Notify OAA Worker

For suggestions or corrections to this checklist please contact:

heather.d.williams@state.or.us