

Exceptions expiring in 60 days procedures

What are they?

The expiring exceptions report list the exceptional payments currently open for AFH, In-Home, Adult Day Service, Independent Choices and RCFs which are due to expire in the next 60 day period.

Where do they come from?

The report is generated from the Exceptions database kept by SPD Field Services at Central Office and is emailed to the field once a month.

What action does the field need to take?

The list is informational for the branch. The managers receiving the list should forward it to their staff to assist in renewing exceptional before expiration. Any client changes noted at the time of receipt can be sent back.