

Procedural Standard 98-4
Revised March 1, 2006

TO: All DES Staff

FR: Katherine Edwards, Acting Director, Disability Evaluation Services

BY: Sherry Campanelli, Program Compliance Manager

RE: Processing a Priority Case (DTA)

Purpose: The purpose of this memorandum is to define the two types of Department of Transitional Assistance (DTA) cases identified as “Priority” cases. It further identifies the processing timelines for each type and describes how Disability Evaluation Services (DES) staff should expedite priority cases.

Types of DTA priority cases:

Cases received from DTA may indicate the case is a **DTA priority**, i.e., the “priority box” beneath the question regarding any benefits denial in the past 60 months is checked off (see Item 15A. of the Disability Determination Tracking Form – DTF – Rev.12/98). These individuals are not receiving presumptive benefits and are waiting for an expeditious decision. Therefore, all DES staff will be cognizant of this designation throughout the processing of DTA priority cases in order to make every effort to complete them within the 60 day timeframe required by the DTA Interdepartmental Service Agreement (ISA).

DES priority cases are cases in which DTA has also notified DES, by telephone, that the case is a priority, and should be processed using the following guidelines:

Day 1: The case is received and opened by the Medical Records Clerk (MRC). The MRC identifies the case as a “Priority” in DEScovery. The case is stamped as a “Priority” on the front of the folder jacket. The Disability Assistant (DA) requests the treating source information. The assigned Disability Reviewer (DR) conducts an initial review of the case. Between Day 1 and Day 15, the DR makes every effort to obtain treating source information.

Revision #2. Supersedes PS 98-4 “Processing a Priority Case (DTA)”, originally issued September 23, 1998 and first revision dated January 28, 2002.

Day 15: The DR orders a Consultative Examination (CE) and notifies CE Scheduling to prioritize the appointment. The DR also notifies the Physician Liaison to expedite the transcription of the CE report. Transcription service turn around time for DTA priority cases is 24 hours.

Day 30: The DR checks on status of CE to assure expedited case processing. (When case review is complete, the DR hand carries the case to the PA for sign-off and brings it to the appropriate area to be completed and closed).

Day 45: The case is completed and closed no later than the 45th day.

NOTE: *At any time in the process, a case may become a "Priority" case if DES is notified by DTA.*

Summary: There are two types of DTA priority cases; **DTA priority** and **DES priority**. DTA priority cases are those where DES is alerted that a previously denied individual is not receiving presumptive benefits. DES priority cases are those where DTA makes a telephone request for expedited processing in an individual case. The goal is not to exceed the DTA mandated 60 day timeframe for all DTA priority cases and to process DES Priority Cases within 45 days.