



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2009-38A
July 24, 2009

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: Clarification – 24 Month Certifications for Elderly/Disabled SNAP Households

Background

Field Operations Memo 2009-38 transmitted procedures for assigning 24-month SNAP certification periods to households where all adult members are elderly/disabled. It also described the BEACON data-fix which occurred on June 27-28 that automatically extended the certification periods of certain elderly/disabled households to 24 months.

However, households with July or August recertification dates which received an extension notice had already been sent a standard *Notice of Expiration* (NOE) with instructions to complete and return a SNAP recertification form. This has resulted in confusion as to whether the household must complete a recertification, as indicated in the NOE, or whether the household does not need to take any action except report changes as required.

This Field Operations Memo explains procedures for handling these cases.

Report of Affected Households

A spreadsheet will be e-mailed with this memo which identifies households that were sent both an NOE and an automatic extension notice. The report contains the following data elements:

- TAO and case manager name;
- SSN and case name;
- beginning and end reevaluation dates;
- initiate date (if any); and.
- reevaluation type.

Answering Client Questions

If a client who has received both the *Notice of Expiration* and the automatic extension letter described in Field Operations Memo 2009-38 calls regarding the receipt of both notices, tell the client to follow the directions of the extension notice and that a recertification is not necessary at this time. However, remind the client of the responsibility to report changes.

Processing Returned Recertification Forms

When a TAO receives a completed recertification form, clerical staff or human services assistant staff responsible for initiating recertifications must check the spreadsheet to see if the client's name appears on the list.

- If the name is not on the list, initiate the recertification, following procedures described in Field Operations Memo 2009-29.
- If the name is on the list, **do not** initiate the case as a recertification. Forward the recertification form to the appropriate case manager for follow-up.

Upon receipt, the case manager must:

- review the information on the recertification form and compare it to the information on file in BEACON to see if any changes are reported;
- if there are changes, process reported changes following standard procedures for change reporting (see 106 CMR 366.120).

If the case has been initiated, complete the recertification and assign a 24-month certification period.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
