

PPER Email 2014-16: Annual Reporting (AR) Cases Closed due to External Agency Match Processing Specific Department of Revenue (DOR) Matches

Operations Memo 2014-24 informed staff that effective with BEACON Build 46.2 on March 17, 2014, the Department would implement and automate a match process for data received through the earned income match with the Department of Revenue (DOR). Although the memo advised that SNAP households on Annual Reporting would be noticed at recertification and the Interim Reporting period, some cases on Annual Reporting were improperly noticed. If a response to the match information was not received timely, the case was automatically closed for failure to verify. This was incorrect.

A list of cases that have been identified as closing incorrectly as a result of the automated match process is being emailed to TAO Directors and Assistant Directors under separate cover. All cases must be reviewed and acted on to restore lost benefits, if appropriate. Based on the category below, TAO staff must follow procedures to process cases closed by the DOR match process. These procedures differ based on the timing of the match letter, the closing, and when the client may have been due for an Interim Report or recertification.

IMPORTANT: Review of the cases on the attached spreadsheet is a Department priority.

1. Case was in certification period, Interim Report or Annual Report Not Due.

Fix

- Reinstatement case to the day after closing (following reinstatement workflow).
- Issue a supplement for any lost benefits as a result of the erroneous closing.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

2. IR is due now but IR was not sent to client because the batch closing closed the case before the IR was mailed. The case cannot be reopened before IR and match information are addressed.

Fix:

- Begin Reinstatement workflow.
- Call the client. If unable to reach client, send the client an appointment notice for a telephone interview re the IR.
- Complete the IR on BEACON.
- Mail the BEACON-generated form to the client to sign with a manual VC-1 indicating that the form is due in 30 days as well as any other required verification, including **match information**. Give the client 30 days to provide all requested verifications.
- After form and verifications (if applicable), are returned, process the case, and submit the IR.
- Disposition the match.
- Wrap up and authorize the case.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

If client does not comply with IR process by the due date on VC-1, issue a supplement, if appropriate, due to the erroneous closing. A TAO manager's authorization level is

required. The next day, deny the case for either failure to provide verifications, if verifications were requested, or failure to keep appointment for a review.

3. AR is due now but AR was not sent to client because the batch closing closed the case before the AR was mailed. The case cannot be reopened before AR and match information are addressed.

Fix:

- Begin Reinstatement workflow.
- Call the client. If unable to reach client, send an appointment notice for a telephone interview regarding the AR recertification.
- Complete the AR on BEACON.
- Mail the BEACON-generated form to the client to sign with a manual VC-1 indicating that the form is due in 30 days as well as any other required verification, including **match information**. Give the client 30 days to provide all requested verifications.
- After form and verifications are returned, process the case, and submit the AR.
- Disposition the match.
- Wrap up and authorize the case.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

If client does not comply with AR process by the due date on VC-1, issue a supplement, if appropriate, due to the erroneous closing. A TAO manager's authorization level is required. On the next day, deny the case for either failure to provide verifications, if verifications were requested or failure to keep appointment for a review.

4. IR is Due. Match Verification Notice was sent but no response. Case closed for Failure to provide verifications prior to closing date on IR form.

Fix

- Begin Reinstatement workflow.
- Call the client. If unable to reach client, send an appointment notice for a telephone interview re the IR.
- Interview the client while completing the IR on BEACON, mail the BEACON-generated form to the client to sign with a manual VC-1 indicating that the form is due in 30 days as well as any other required verification, including **match information**. Give the client 30 days to provide all requested verifications.
- After form and verifications (if applicable) are returned, process the case and submit the IR.
- Disposition the match.
- Wrap up and authorize the case.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

If client does not comply with IR process, issue supplement for any lost benefits as a result of the erroneous closing. A TAO manager's authorization level is required. Deny for either failure to provide verifications, if verifications were requested or failure to keep appointment for a review.

5. AR is Due. Match Verification Notice was sent but no response. Case closed prior to closing date on Recertification form.

Fix

- Begin Reinstatement workflow.
- Call the client. If unable to reach client, send an appointment notice for a telephone interview re: the AR.
- Initiate the AR on BEACON once you are able to interview the client. Mail the BEACON-generated form to the client to sign with a manual VC-1 indicating form is needed as well as any other required verification including match information. Give the client 30 days to provide all requested verifications.
- After form and verifications are returned, process the case and submit the AR.
- Disposition the match.
- Wrap up and authorize the case.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

If client does not comply with AR process by the due date on VC-1, issue a supplement, if appropriate, due to the erroneous closing. A TAO manager's authorization level is required. On the next day, deny the case for either failure to provide verifications, if verifications were requested or failure to keep appointment for a review.

6. IR Due. Form was sent and returned but process not completed. Case closed prior to closing date on form.

Fix

- Issue supplement for any lost benefits as a result of the erroneous closing even if client does not comply with IR process.
- Begin Reinstatement Workflow.
- Review form to see if other verifications are needed.
- Request match information and any other verification needed for the IR on a manual VC-1. Give the client 30 days to provide all requested verifications.
- Once match information and any outstanding verification are received, complete workflow and submit IR.
- Disposition the match.
- Wrap up and authorize the case.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

If client does not comply with IR process by the due date on VC-1, issue a supplement, if appropriate, due to the erroneous closing. A TAO manager's authorization level is required. On the next day, deny the case for either failure to provide verifications, if verifications were requested or failure to keep appointment for a review.

7. AR Due. AR Form was sent and returned but not completed. Case closed prior to closing date on form.

Fix

- Begin Reinstatement Workflow.
- Call the client. If unable to reach client, send an appointment notice for a telephone interview re the AR.
- Initiate the AR on BEACON once you are able to interview the client. Mail a manual VC-1 indicating any verification that is needed **including match information**. Give the client 30 days to provide all requested verifications.
- After verifications (if applicable) are returned, process the case and submit the AR.
- Disposition the match.
- Wrap up and authorize the case.
- Enter BEACON narrative: *Case AR certified at time DOR Employment Verification Notice sent. Closed in error. Processed per PPER Email 2014-16* (indicate if supplemental benefits were issued and the amount).

If client does not comply with AR process by the due date on VC-1, issue a supplement, if appropriate, due to the erroneous closing. A TAO manager's authorization level is required. On the next day, deny the case for either failure to provide verifications, if verifications were requested or failure to keep appointment for a review.

Note: For numbers 6 and 7, the closing would have happened at different stages in the IR or recertification processes. For example, some cases were initiated but no interview was conducted and a verification checklist was not issued. Follow the procedures in #6 and #7 depending on where the case falls in the IR or recertification processes. If the case manager had taken all action on the case and is awaiting verifications, make the case whole by issuing any benefits owed to the client, even if verifications are not provided. If already reinstated, deny the case based on the instructions in #2 above so additional benefits are not issued.

8. Case has already been reinstated but for a lower benefit amount (No IR or AR due)

Fix

In this situation, the client provided the earnings and the case manager entered the earnings which caused the SNAP benefit to decrease.

- zero out any new earnings entered based on response to the match letter
- Reenter previous wages that were in the original SNAP benefit calculation used to set the IR or AR period.
- If this is a new job, keep job information on the Earned Income page but put in zeroes for the earnings. This will enable the job to be printed on the next IR or AR, whichever comes first.
- Enter a BEACON narrative explaining the action taken
- Issue supplement for any lost benefits as a result of the erroneous closing, **if appropriate**.

For any scenarios not covered by the instructions in this email, please have a TAO manager contact Julie Noble at Central Office.