

The interview must take place the same day it is received via inROADS or a scheduled interview notice is required. When the application is submitted and e-signed through inROADS after business hours, the filing date is considered the same day.

b. Face-to-Face Interview Waiver Redetermination Process

AGs included in the SNAP waiver of the face-to-face interview must complete a redetermination by the end of the last month of eligibility. Under no circumstances are benefits continued beyond the last month of the certification period, unless the redetermination process has been completed and the AG is determined eligible. AGs that complete a redetermination in a timely manner, as specified in this section, must receive uninterrupted benefits or have lost benefits restored if the Department's delay causes an interruption in benefits.

(1) Redetermination Forms

RAPIDS form CSLE/CSLR or inROADS is used. The CSLE/CSLR inROADS redetermination or the DFA-2 and DFA-RR-1 or DFA-SNAP-1 may be used for a redetermination. RAPIDS automatically mails the CSLE in the last month of the certification period. The form must be completed and returned prior to the scheduled telephone interview date specified on the CSLE/CSLR. The form is considered complete when signed and dated by the client or his authorized representative or completed and submitted by inROADS.

(2) Redetermination Interview

An interview is required regardless of the method by which the redetermination is completed. A telephone interview is conducted unless one or more of the following criteria is met:

- The client or his authorized representative requests a face-to-face interview. The Worker must schedule the appointment; or

- The Department determines that a telephone interview is not appropriate due to questionable circumstances. The criteria stated in Section 4.1 for questionable circumstances for verifications, also apply to and serve as guidance for scheduling face-to-face interviews due to questionable circumstances. Supervisory approval and case documentation is required when scheduling a face-to-face interview due to questionable circumstances.
- c. Aligning SNAP, TANF and MAGI Medicaid/CHIP Review Dates

The following information will be needed for MAGI Medicaid and WVCHIP only during the SNAP Redetermination interview. The household's tax filing status will need to be updated. Verification procedures found in Section 4.1 must be followed to approve or deny MAGI Medicaid and WVCHIP. **MAGI Medicaid and WVCHIP must also have their period of eligibility renewed to align with TANF redeterminations.**

NOTE: Failure of client to provide Medicaid or WVCHIP only information will have no effect on SNAP benefits.

If the CSLE/CSLR is not completed and returned by the end of the certification period, benefits are stopped. Notice of closure is required, but advance notice is not required. If the CSLE is returned in the month after the end of the certification period, no DFA-2 or DFA-SNAP-1 is required for reapplication. The CSLE/CSLR is used as the application form and benefits are prorated from the date the application is received in that month.

NOTE: If the CSLE/CSLR is used as an application form, an interview is required.

Application/Redetermination Process

When an AG submits a completed CSLE/CSLR or inROADS redetermination prior to the scheduled telephone interview date, the Worker must contact the AG at the specified time to conduct the telephone interview. The Worker must make a reasonable attempt to contact the AG to conduct the telephone interview. If an AG does not answer the Worker's call, the Worker must document in case comments the reasonable attempt(s) made prior to a determination that the appointment was missed. The AG is notified of the missed interview and the responsibility to reschedule. The notice of missed interview is included in the RAPIDS notice of closure and/or denial.

When an AG submits a completed CSLE/CSLR or inROADS redetermination after the originally scheduled interview date, the Worker must schedule another telephone interview appointment. The telephone interview appointment must be scheduled within a reasonable amount of time to permit notice to the client and to conduct the interview.

NOTE: All interviews must be scheduled using current RAPIDS procedures.

T. THE BENEFIT

USDA is responsible for authorizing business establishments to accept SNAP benefits. SNAP benefits may be used to purchase food for home preparation, seeds and plants which produce food for home consumption. SNAP benefits cannot be used to buy hot foods that are ready to eat or foods that may be eaten in the store.