

The Case Maintenance Process

2.1 INTRODUCTION 1

A. GENERAL SOURCES OF INFORMATION 1

B. PROCEDURES FOR COUNTY TRANSFERS AND AG CLOSURES 3

 1. County Transfers..... 3

 2. AG Closures 3

C. WV WORKS AND MEDICAID PROCEDURES FOR ADDING NEWBORN CHILDREN 5

D. VOTER REGISTRATION PROCEDURES..... 6

2.2 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) BENEFITS 7

A. SOURCES OF INFORMATION 7

B. REPORTING REQUIREMENTS 7

 1. Limited Reporting 8a

 2. Changes Acted On For SNAP AG's 9

 3. Unclear Information 10a

 4. Timely Reporting And Follow-Up..... 12

 5. Interim Contract Reports 12

 6. SNAP AG's Eligible for Reinstatement of Benefits..... 12b

C. AGENCY TIME LIMITS..... 12b

 1. Increase In Benefits..... 12b

 2. Decrease In Benefits 13

D. TYPES OF CHANGES..... 13

 1. Change In Case Name 13

 2. Change In EBT Authorized Cardholder 14

 3. Change In Categorical Eligibility 15

 4. Change In AG..... 15

 5. Change In Income 15

 6. Change In Work Requirement Status..... 15

 7. Cost-Of-Living Increases In Federal Benefits 16

 8. Change of Address..... 16

 9. Continuation of Benefits 16

 10. Complaints Regarding Trafficking SNAP Benefits 17

 11. SNAP Benefits Returned To EBT Account 17

The Case Maintenance Process

12. Grant Level Expungement 18

13. EBT Cards Received In The Local Office..... 19

E. CORRECTIVE PROCEDURES21

1. Restoring Lost Benefits21

2. When Lost Benefits Are Not Restored21

3. Time Limits For Restoring Benefits22

4. Corrective Actions To Restore Benefits.....24

5. How Benefits Are Restored24

6. SNAP Benefits Returned to the State Office25

2.3 MEDICAID33

A. SOURCES OF INFORMATION33

B. REPORTING REQUIREMENTS33

C. AGENCY TIME LIMITS.....34

D. TYPES OF CHANGES.....35

1. Change In Case Name35

2. Change Of Address35

3. Change In The Assistance Group, Needs Group Or Income Group35

4. AG Closures36

5. Cost-Of-Living Increases In Federal Benefits.....37

E. CORRECTIVE PROCEDURES37

1. Reimbursement For Out-Of-Pocket Expenses37

2. Holding The Medicaid Card38

3. Procedures For Cards Which Are Returned, Incorrect Or Not System-Issued.....39

4. Incorrect Eligibility Dates39

2.4. ADULT GROUP44

A. CHANGE IN INCOME44

B. ADDITIONS TO OR REMOVALS FROM THE MAGI HOUSEHOLD44

C. AG CLOSURES44

The Case Maintenance Process

D. OTHER CHANGES.....45

2.5 PARENTS/CARETAKER RELATIVES.....46

A. CHANGE IN INCOME46

B. ADDITIONS TO OR REMOVALS FROM THE MAGI HOUSEHOLD.....46

2.6 DEEMED AFDC MEDICAID RECIPIENTS.....47

A. EXTENDED MEDICAID47

B. ADOPTION ASSISTANCE.....47

C. FOSTER CARE.....47

2.7 TRANSITIONAL MEDICAID48

2.8 CHILDREN UNDER AGE 1949

A. CLOSURES49

B. CHANGE IN INCOME50

C. OTHER CHANGES.....50

2.9 PREGNANT WOMEN GROUP.....50a

A. CHANGE IN THE AG.....50a

B. CHANGE IN INCOME50a

2.10 CONTINUOUSLY ELIGIBLE NEWBORN CHILDREN (CEN).....51

2.11 SSI RECIPIENTS AND DEEMED SSI RECIPIENTS52

A. PROCEDURE WHEN CLIENT MOVES52

 1. Change Of Address.....52

 2. Loss Of Contact.....52

 3. The SSI Recipient Moves To Another State.....52

B. ACTION REQUESTED BY THE BMS MEDICARE BUY-IN UNIT52

C. CLOSURE OF THE SSI MEDICAID AG52

2.12 QUALIFIED MEDICARE BENEFICIARIES (QMB), SPECIFIED LOW-INCOME BENEFICIARIES (SLIMB) AND QUALIFIED INDIVIDUALS (QI-1)(QIA)54

A. QUALIFIED MEDICARE BENEFICIARIES (QMB).....54

B. SPECIFIED LOW-INCOME MEDICARE BENEFICIARIES (SLIMB)54

C. QUALIFIED INDIVIDUALS (QI-1) (QIA).....54

2.13 SSI-RELATED/NON-CASH ASSISTANCE55

A. CHANGES REQUIRING RE-EVALUATION55

B. MRT REQUIREMENTS55

C. CLOSURES55

2.14 CHILDREN WITH DISABILITIES COMMUNITY SERVICE PROGRAM (CDCS)56

2.15 AIDS PROGRAM57

2.16 AFDC-RELATED AND SSI-RELATED MEDICAID58

A. CHANGE IN INCOME AND DEDUCTIONS.....58

B. CHANGE IN THE PERIOD OF CONSIDERATION (POC) OR PERIOD OF ELIGIBILITY (POE)58

C. MRT REQUIREMENTS59

D. CLOSURES59

2.17 WV WORKS60

A. SOURCES OF INFORMATION60

B. REPORTING REQUIREMENTS62

 1. What Must Be Reported62

 2. Timely Reporting63

The Case Maintenance Process

C. AGENCY TIME LIMITS.....63

D. TYPES OF CHANGES.....63

 1. Change In Case Name.....63

 2. Change Of Address.....64

 3. Change In The AG 64

 4. Continued Benefits After Case Closure.....66

 5. Change In The Personal Responsibility Contract And
 Self-Sufficiency Plan66

 6. Special Procedures66

 7. Cost-Of-Living Increases In Federal Benefits.....69

 8. EBT Cash Conversion Request.....69

 9. Change In EBT Authorized Cardholder69

 10. Grant Level Expungement.....70

E. CORRECTIVE PROCEDURES71

 1. Correcting The Benefit Amount.....71

 2. Correcting The Address73

 3. Correcting The Payee73

 4. Canceling The Benefit.....73

 5. Holding The Benefit.....74

 6. Reissuing A Returned Direct Deposit.....74

 7. Returned EBT Benefits.....74

2.18 FORMER WEST VIRGINIA (WV) FOSTER CHILDREN75

 A. CHANGE IN INCOME75

 B. ADDITIONS TO OR REMOVALS FROM THE MAGI HOUSEHOLD.....75

 C. AG CLOSURES75

APPENDIX A RESERVED FOR FUTURE USE A-1

APPENDIX B RSDI/SSI ANNUAL INCREASES B-1

 A. THE RSDI/SSI COLA UPDATE PROCESS B-1

 B. REPORTS AND WORKER ACTION B-2

 C. COMMONLY FOUND MATCH RESULTS..... B-8

APPENDIX C SPECIAL PROCEDURES FOR RSDI/SSI COLA INCREASES C-1

 A. APPLICANTS C-1

 B. RECIPIENTS C-1

 C. CHANGES NOT RELATED TO COLA C-2

APPENDIX D PUBLIC FORMS D-1

 DFA- SNAP-2, Reporting Changes