



State of Florida
Department of Children and Families

Rick Scott
Governor

David E. Wilkins
Secretary

DATE: February 10, 2012 **TRANSMITTAL NO.:** P – 12-02-0005

TO: ESS Florida Operations Managers
ESS Florida Program Offices

FROM: Jeri Flora, Chief, Program Policy (**Signature on File**)

SUBJECT: 60-Day Policy for Applications

EFFECTIVE: Upon Receipt

This memorandum explains the process and time standard policy for applications for food assistance (FA), Temporary Cash Assistance (TCA), and Medicaid with the exception of FA expedited benefits, Disability Determination Decisions (DDD) and MIPPA applications. The following policy guidance does not apply to the recertification or review process. A separate memo will be issued detailing that process.

Upon Receipt of an Application for Benefits:

- Schedule the application interview. The date on the AMS appointment notice must be scheduled for 14 days after the date staff generate the notice. Should the 14th day fall on a weekend or holiday, the notice date should be the next business day.
- If the household does not complete the interview (if required) by the 30th day, deny the application on the 30th day. **Reminder**, for food assistance applications, the Notice of Missed Interview (NOMI) must still be mailed to the applicant.
- When the household completes a required interview, or in circumstances where no interview is required, allow a 10-day pending period to return verifications. Assist households with getting missing verifications when needed. Central Office does not recommend setting the courtesy notification at this point of the application process unless the region has already established an effective tracking mechanism for 60-day applications. Staff may set the courtesy notification for other reasons.
- If the household does not return the verifications by the 10th day after the interview, leave the case pending to allow the household a chance to return all verifications.
- **On the 26th day after the date of application**, review the pending application for processing:

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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- If the household has returned all of the verification, process the case. If the 26th day falls on a weekend or holiday, take action on the workday **before the 26th day.**
- If the household has not returned all required verification, set the courtesy notification for the person who will be handling the 30/60 day case and transfer the case into a specialized caseload if the region does not have another procedure to track the 30/60 day cases. There is no need for further action at this time.
- If the household returns the verifications after the 26th day, but before the 30th day after the date of application, the courtesy notification will alert the staff who will process the case by the 30th day.
- **On the 30th day after the date of application,** review any case still pending and use Document Imaging, CLRC, and the original AMS pending notice to identify if the household has returned any of the requested verification. If the 30th day falls on a weekend or holiday, take this action on the next working day **after** the 30th day.
 - If the household has returned only some of the verification, pull up the original pending notice by choosing the “View Notice” option on the Notice List page in AMS and click the “Resend Notice” button located at the bottom of the notice detail page. Modify the original notice by un-checking the already returned verification so the household will receive an updated notice and be informed of outstanding verification still needed to determine eligibility. Check new pending items if any new verification is needed. Enter the standard language provided below in the comment section of the AMS 30th day re-pend notice and send the updated letter.
 - The resend notice button is not available for Appointment Notices on AMS. Create a new Pending Notice on the 30th day if the only notice listed is an Appointment Notice. Click on the “Add Notice” button listed on the notice list page to create a new Pending Notice. Update the notice by selecting the missing verification needed to determine eligibility. Enter the standard language provided below in the comment section of the AMS 30th day re-pend notice and send the updated letter.
 - If the household has not returned any verification at all, pull up the original pending notice by choosing the “View Notice” option on the Notice List page in AMS and click the “Resend Notice” button located at the bottom of the notice detail page. There is no need to un-check any items because the applicant continues to pend for all items. Enter the standard language provided below in the comment section of the AMS 30th day re-pend notice and send the notice.

- Send the notice even if the 30th day falls within the 10-day pending period.
- Staff must also send the 30th day re-pend notice for households who have interviewed before the 30th day, have received expedited benefits and postponed for verification.
- The space in the comment section of the AMS 30th day re-pend notice is limited. Staff must begin with the mandatory language, decide on other information to include based on available space and refer the applicant to the former pending letter for more information.

Note: Sending the 30th day re-pend notice in AMS on the 30th day after the date of application for failing to provide verification is critical because it classifies the case as client delay and allows it to be in compliance with the timeliness measurement. Failing to send the letter on the required date classifies the case as untimely.

Standard language to place in the comment section of the AMS 30th day re-pend notice:

English:

This is a reminder. If you do not return the requested verification by (enter the 60th day after the date of application), we will deny your application and you will not receive a separate denial notice. After the above date, you must reapply if you still want the benefits.

Spanish:

Recordatorio: Si no presenta la verificación solicitada antes del (enter the 60th day after the date of application), no aceptaremos su solicitud y usted no recibirá un aviso de denegación. Después de la fecha indicada, deberá presentar una nueva solicitud si todavía quiere recibir los beneficios.

Creole:

Sa a se pou fè ou sonje. Si ou pa retounen verifikasyon nou mande ou anvan dat (enter the 60th day after the date of application), n ap bay refi pou aplikasyon ou, epi ou p ap resevwa yon avi apa pou refi a. Apre dat ki endike anwo a, ou dwe re-aplike si ou toujou vle resevwa avantaj yo.

- If/when, the applicant provides all of the outstanding verification, process the case as soon as possible. For food assistance, change the date of application on the AGPY screen to the receipt date of the last verification to ensure correct proration.

- **Be aware**, the FLORIDA system may identify the case as expedited after staff change the date of application on the AGPY screen if the case meets expedited criteria such as little or no income or expenses exceed income. Staff must authorize these cases as soon as possible after the receipt of the verifications so the case will not appear out of time standard.
- If the applicant does not provide the verification needed to determine eligibility, deny the application **on the 60th day** after the date of application and suppress the denial notice in FLORIDA. Failing to deny **on the 60th day** after the date of application will cause the case to be in error as defined by the new Quality Control regulations. If the 60th day falls on a weekend or holiday, take this action on the next working day.
- If staff deny the case in the morning of the 60th day but the applicant submits the verifications before the end of that day, staff must reopen the case and change the date of application on the AGPY screen to the date the applicant provided the verifications. Staff must reopen the case the same day in order to prevent Quality Control errors.
- Staff may deny applications before the 60th day if information confirmed or reported at the interview causes ineligibility, information received after the interview that is “verified upon receipt” causes ineligibility, or the applicant requests withdrawal of their application. Staff must not deny applications prior to the 60th day for any other reason.
- If staff deny a food assistance or TCA application on the 30th day for failure to complete an interview, but hold Medicaid (not requiring an interview) pending for verification, the household must reapply for the denied benefits if they still want the assistance. AMS Work Management will link the new application to the open Work Item. Do not close the original Work Item. Select the new benefit on the AIPB screen and the FLORIDA System will build the new AG.
- If a recipient of one program such as Medicaid, completes an application for another program such as food assistance, there may be new information on the application that is a change for the program that is already active. In this situation, staff must assess the information and pend the case according to the policies for both programs during the application process.

Note: If the household submits an application for review **after** the end of the eligibility period, process the application using the 60-day application process. For these applications, if the review should have been passive, use the passive procedure and do not require an interview.

ACCESS Technology

Setting the Date of Application and Proper Prorating

- For TCA and Medicaid, use the original date of application on AGPY. The AGTC and AGTM screen should reflect the interview date (if required) and the date of the last verification received. Correctly assign any agency delay as agency days and any customer delay as non-agency days.
- For food assistance, when approving the application, change the date of application on the AGPY screen to the receipt date of the last verification to ensure correct proration.
 - The food assistance benefits will prorate from the receipt date of the last verification and the date of application on the AGPY screen,
 - The TCA benefits will prorate from the 30th day from date of application, or the date of disposition whichever is sooner, and
 - The Medicaid benefits will begin with the first day of the month of application and any months for requested retroactive coverage.

Region offices may contact Connie Mathers at (850) 717-4121 with any policy questions.

cc: Director (Ann Berner)
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