



**State of Florida
Department of Children and Families**

Rick Scott
Governor

David E. Wilkins
Secretary

DATE: December 20, 2012 **TRANSMITTAL NO.:** P-12-12-0025

TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Lawayne E. Salter, Chief, Program Policy (**Signature on File**)

SUBJECT: New Application Processing Expectations

EFFECTIVE: January 1, 2013

This memorandum explains the upcoming changes in processing expectations for food assistance, Temporary Cash Assistance (TCA), and Medicaid applications within the existing applicable program time standard. These processing expectations replace procedures explained in Transmittal P-12-02-0005. These expectations do not change application time standards.

Effective January 1, 2013, staff is expected to complete case processing within 30 days from the date of application.

Important Note: These expectations do not apply to Disability Determination Decisions (DDD), MIPPA applications or reviews.

Upon Receipt of an Application:

- For food assistance, if information on the application appears to make the applicant ineligible, contact the applicant to discuss the information that appears to make them ineligible. After the discussion, if the applicant is ineligible, deny the application as soon thereafter as possible.
- If the applicant does not complete the interview (**if required**) by the 30th day, deny the application **on** the 30th day after the date of application. If the 30th day falls on a weekend or holiday, deny the application **on** the next business day after the 30th day.

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Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

- When the applicant completes the interview, or when there is no interview requirement, allow a 10-day pending period for receipt of verifications. This 10-day period is measured as 10 days after the date of the interview or if there is no interview requirement, 10 days after the date the pending notice is generated. Assist applicants with getting missing information when necessary. If the 10-day pending period deadline falls on a weekend or holiday, the deadline for receiving the required verification is the next business day. Requests for extension of the 10-day pending period will still be accommodated. **Set a courtesy notification in the ACCESS Document Imaging (ADI) System with an expiration date of 60 days after the date of application.**
- If the applicant completes the interview, provides all verifications, and meets all eligibility factors, approve the application by the 26th day for food assistance (for applicants without an EBT card) or by the 29th day (for applicants with an EBT card) and by the 30th day for TCA and Medicaid. If the 29th for food assistance or 30th day for TCA and Medicaid falls on a weekend or holiday, approve the application on the business day before the 29th or 30th day.
- **On the 30th day after the date of application**, review any case still **pending for verifications** using Document Imaging, CLRC, and the original AMS pending notice to identify if the applicant has submitted the requested verifications. If the applicant has not submitted all of the necessary verifications, deny the application **on** the 30th day. If the 30th day falls on a weekend or holiday, deny the application **on** the next business day after the 30th day.
- If the applicant provides all of the verifications after the 30th day but by the 60th day after the date of application, authorize benefits as soon as possible but at least by the 60th day after the original date of application. Do not require a new application. Follow the FLORIDA process below to provide the correct benefit amount.

FLORIDA Process:

The food assistance benefits must prorate from the date the applicant provides the last verifications. The TCA benefits must prorate from the date of disposition or 30 days after the date the applicant provides the last verifications, whichever is earlier. The Medicaid coverage will begin the first day of the month of the original application. Correctly assign any agency and non-agency days on the tracking screens based on agency and applicant delay.

- For food assistance and TCA, when approving the application, change the date of application on the AGPY screen to the receipt date of the last verifications.
- For Medicaid, use the original date of application on the AGPY screen. Determine Retroactive Medicaid eligibility for months prior to the original month of application.

If there are policy questions, Region offices may contact Connie Mathers at (850) 717-4121 or Carrie Sheffield at (850) 717-4138.

cc: Director (Jeri Flora)
Customer Call Center (Pat Badland, Michael Pogue)
EBT (Debbie McLemore)
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Information Technology (Gay Munyon, Barbara Roglieri)
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Office of Appeal Hearings (John Pritchard)
Office of Communications (Joe Follick)
Office of the General Counsel (Herschel Minnis, Christopher Meadows)
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