



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

Rick Scott
Governor

Mike Carroll
Secretary

DATE: July 11, 2016 **TRANSMITTAL NO.:** C-16-07-0006

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

FROM: Dianna Laffey, Chief, Program Policy (**Signature on File**)

SUBJECT: Standard Labeling Process for BEERS Information for All Programs

EFFECTIVE: Upon Receipt

This memorandum provides clarification about the information provided in transmittal **I-16-02-0005** on how to properly document case records and process DERS Data Exchanges that contain Internal Revenue Service (IRS) information and BENDEX Earnings Screen (DEBW) data exchanges that contain BEERS benefit information. This information is protected Federal Tax Information (FTI).

New Policy

When staff receives a DERS data exchange containing IRS and DEBW data exchanges that contain BEERS information, staff must:

- Pend the customer for verification of all income and/or assets while not disclosing the source of the information or the specific income and/or asset to the customer at anytime including the interview. When pending the customer, the specific income and/or asset must not be recorded on the pending notice, because it is FTI
 - Document the case with the general information (not the specific name of the bank or institution), and enter the information in CLRC and/or AMS without disclosing the source
- While researching and discussing the case with the customer from their pending letter, eligibility staff, including Customer Call Center staff, must not disclose the source nor the specific income and/or asset with the customer
- If the customer discloses or returns the information about the account confirming ownership, accept the applicant's statement that they own the income/asset
 - The information is no longer considered FTI once returned or disclosed by the customer. Update the case with the information (specific name of the bank or institution), and enter the information provided by the customer in CLRC and/or AMS
 - Complete a benefit recovery referral as appropriate, if an overpayment exists
- Information may be found on AVS that confirms ownership of assets

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If the customer does not return the information, and assets are a factor of eligibility for the benefits the customer receives, staff must:

- Follow the standard denial process, ensuring Continuous Medicaid coverage
Note: For combination cases (food assistance (FA)/ Temporary Cash Assistance (TCA)/ Medicaid) action can be taken to deny at any time during the eligibility period.

For Simplified Reporting FA only cases, action to deny can only be taken at application or renewal of benefits. Assets only count in assistance groups (AGs) that contain a member disqualified for an intentional program violation (IPV), felony drug trafficking including conspiracy, fleeing felon, or an Employment and Training penalty. For households with an elderly/disabled member and the AG fails the 200% gross income test, the household is subject to the asset test.

Transmittal **I-12-10-0021** is obsolete. The policy manual and the Data Exchange guide have been updated to reflect these changes.

If there are food assistance or TCA policy questions, region offices may contact Connie Mathers at connie.mathers@myflfamilies.com. If there are Medicaid policy questions, region offices may contact Dorthene Baker at dorthene.baker@myflfamilies.com.

cc: Assistant Secretary for Economic Self-Sufficiency (Jeri Flora-Culley)
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