



FIA INFORMATION MEMO

Control Number: # 22-08

Effective Date: Upon Receipt

Issuance Date: December 21, 2021

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
ELIGIBILITY DETERMINATION DIVISION STAFF**

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR, FIA

**RE: REDETERMINATION PROCESSES AND INTERVIEWS IN
THE ELIGIBILITY AND ENROLLMENT (E&E) SYSTEM**

PROGRAM IMPACTED: ALL PROGRAMS

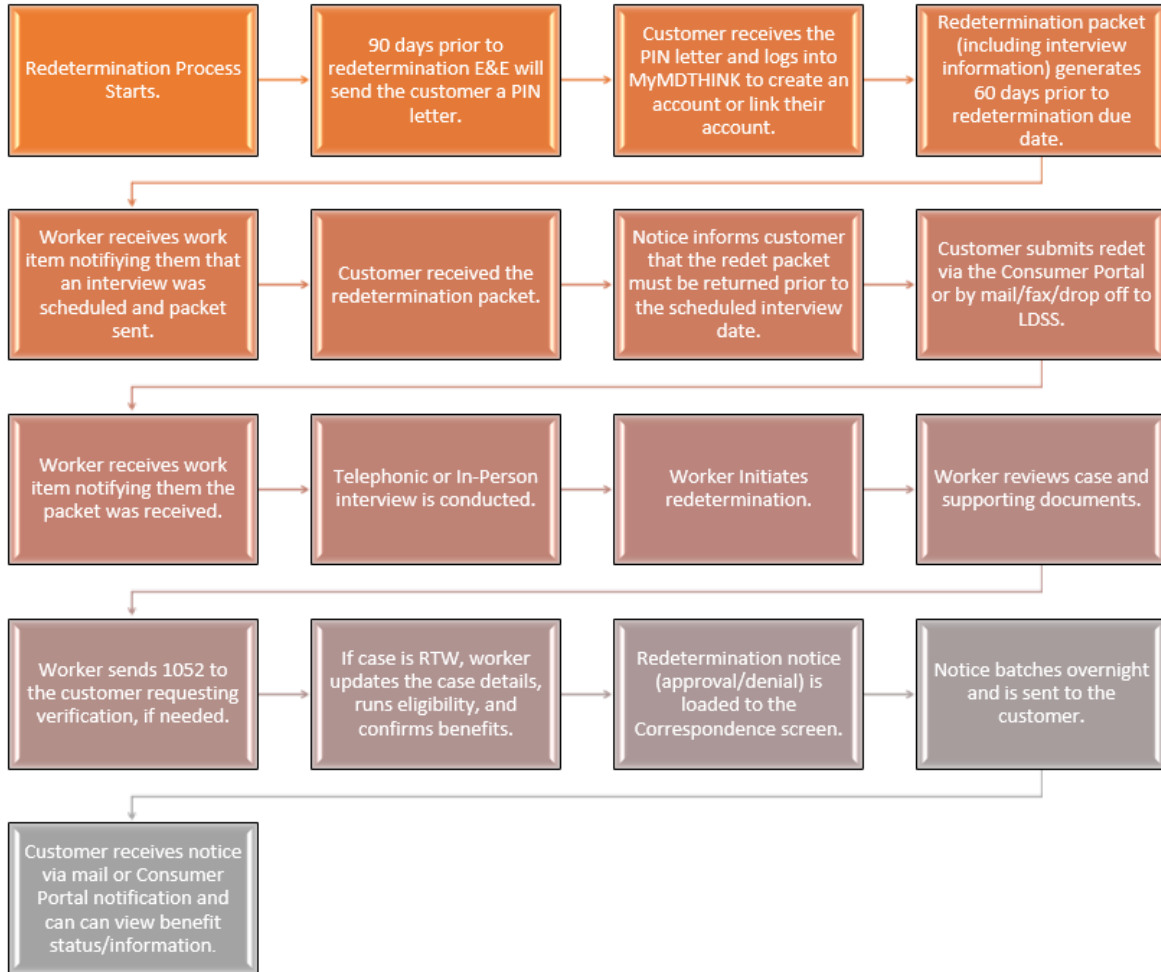
ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

Mandatory redeterminations for all programs, except for Non-MAGI MA programs, will resume on January 1, 2022. The redetermination packets for January 2022 will include Telephonic and In-Person interview schedules. The majority of the interviews are Telephonic with the exception of some in-person interviews for customers without phone numbers in the case record. This information memo will guide local department staff through the redetermination and interview workflow process.

REDETERMINATION WORKFLOW SNAPSHOT:


Redetermination and Interview Process Snapshot

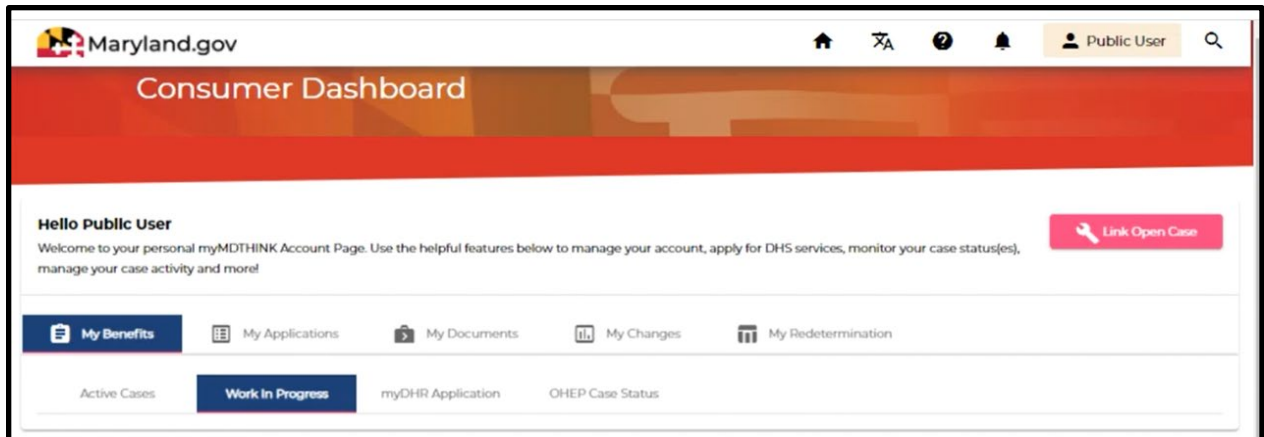


Purpose of the PIN letter

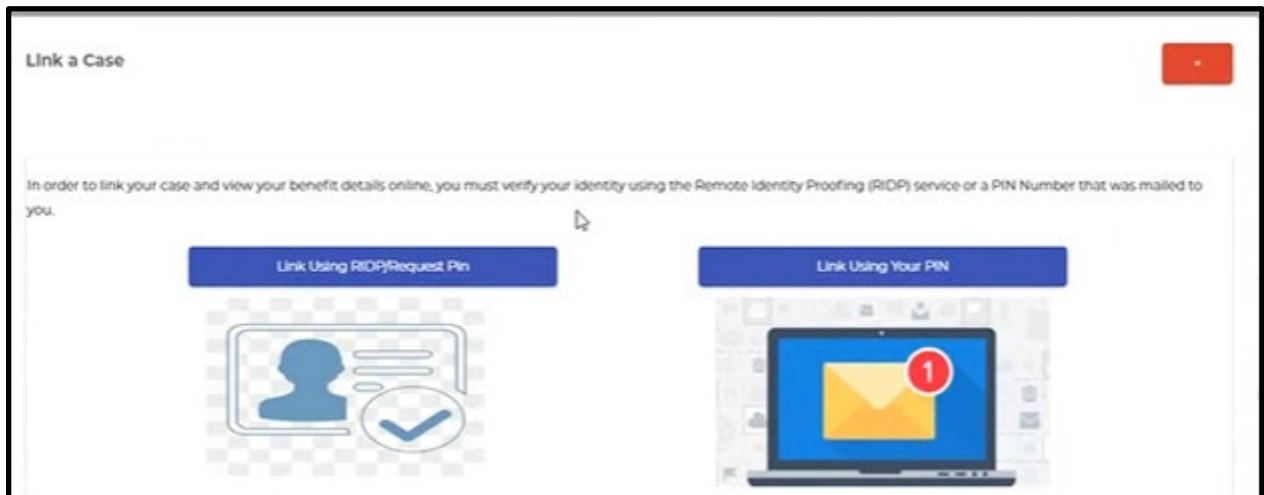
The purpose of the PIN letter is to encourage customers to link their myMDTHINK Consumer Portal accounts 90 days in advance of their redetermination due date in order to allow them to complete their upcoming redetermination, future interim changes, and/or applications electronically. If a customer does not link the account immediately, when initially logged into the Consumer Portal, they will have the opportunity to link their existing cases at their convenience when logging in subsequently.

Consumer Portal Linking Screen Information

1. When a customer logs into their myMDTHINK account or creates a new myMDTHINK account, they will have the option to link their existing cases on the Consumer Dashboard in the Consumer Portal if they have not been previously linked. The Link Open Case function is located on the right side  pink box.



2. Once the box is checked, the customer will have two options: 1) Link with Remote Identity Proofing (RIDP) or 2) Link using their PIN.



3. The Remote Identity Proofing (RIDP) Service/Request PIN option may be used by the customer if no PIN was previously received.

Remote Identity Proofing (RIDP) Service/Request PIN

1 Household info

Tell us about yourself. Use your complete name as it appears on your legal documents (like your drivers license or Social Security Card).

First Name * Middle Name Last Name * Suffix Select

Gender Select Date of Birth * Social Security Number *

Street Address * City *

State * Select Zip Code * ZIP Code +4 Phone Number

Back Next

4. The Link using the PIN option will allow the customer to use the PIN number they received in the mail. Once selected, the customer would select SSN, enter their SSN, and enter the PIN number and then click Submit.

Search For a Case

Select One Type Social Security Number (SSN)

Social Security Number (SSN)

PIN 654567876

If you don't have a PIN already. Please click [here](#) to request a PIN

Close Submit

Redetermination Schedule

In E&E, January 2022 redetermination interviews will be scheduled between December 27, 2021 and January 14, 2022. The LDSS has the option to do cold calls when a redetermination packet is received or reschedule the appointment as needed to fit the LDSS needs prior to the scheduled interview date. If a cold call and interview are completed with the household before the scheduled appointment, please remember to go into the system and cancel the scheduled appointment. Advise the customer to ignore the future appointment.

Starting with February 2022 redeterminations, all packets will be sent the first business day of the month prior to the eligibility redetermination month. Interview appointments will be scheduled between the 15th of the month prior to the redetermination being due and the 14th of the redetermination month. Please see examples below.

Redet Due Month	Packet Generation Date	Appointment Begin Date	Appointment End Date
January 2022	12/17/2021	12/27/2021	01/14/2022
February 2022	01/03/2022	01/18/2022	02/10/2022
March 2022	02/01/2022	02/15/2022	03/10/2022

Redetermination interview appointments end by the 14th of the redetermination month to allow customers adequate time to submit their completed packets and complete their interviews.

LDSS Capacity:

In the Setting menu on the E&E Taskbar, supervisors can update their LDSS capacity by month to indicate the month, number of workers available for the month, and their interview duration. The system will then calculate the total number of hours available for that LDSS. The capacity level can be updated at any time. **Note: Instructions and screen prints on how to update the LDSS capacity are located under the redetermination quick links section.**

Future enhancements will include a more comprehensive capacity update to be done by supervisors and include a weekly and/or daily schedule as opposed to monthly. **This functionality is not currently used as a method for scheduling redeterminations** but will be when E&E enhancements are finalized.

Interview Time Block Logic:

The two hour time block allows caseworkers the flexibility between interviews. Interviews are scheduled in 30 minute increments with two hour time blocks. For example, if a customer has an appointment at 9:00 am on December 15, 2021, the interview appointment in E&E will be saved in the interview schedule appointment section as 9:00 am to 11:00 am and the interview notice will inform the customer that their interview time window is between 9:00 am until 11:00 am. Therefore, if the caseworker is delayed, they can meet the interview timeframe if they call the customer anytime between 9:00 am and 11:00 am.

Naturally, there will be customers who will not pick up the first time that you call. When this occurs, the caseworker should leave a voicemail detailing their name, the reason for the call, and a call back number.

Interview Notifications (Application Only):

If the customer has an account with myMDTHINK, they can view their interview notification via the Consumer Portal and any other correspondence sent from the Worker Portal.

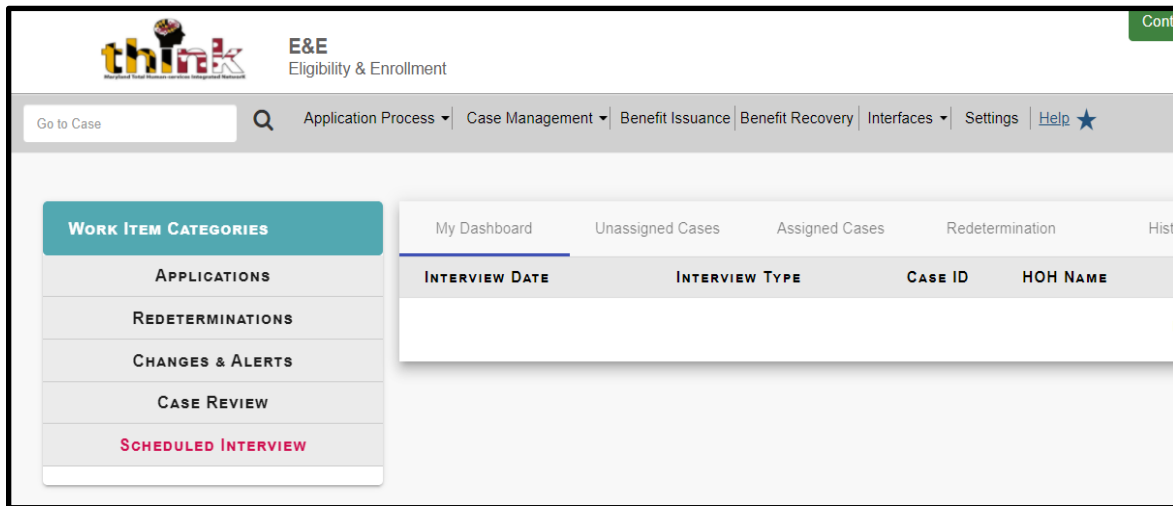
If the customer has an email address associated with their case, they will also receive an email notifying them of their upcoming interview.

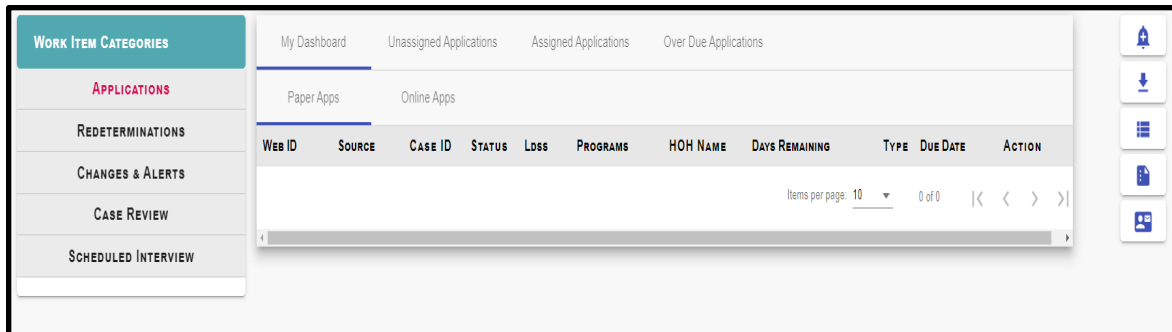
The customer will not receive a reminder via email or Consumer Portal after the initial notification at this time. A reminder notification function is slated for a future enhancement.

****Only Application interview notifications are accessible to the customer. Future enhancements will allow Redetermination interview notifications to be viewed via Consumer Portal and email. ****

Viewing the Interview Schedule:

Dashboard - Under Work Item Categories, a caseworker can review any scheduled interviews in the Scheduled Interview subcategory. Assigned and Unassigned interviews may be viewed here.





When a user clicks the icon the alert search box below will appear.

Reports - The LDSS can view any upcoming telephonic interviews by reviewing the Redet_Compliance_Report_All Programs Report located in the E&E_FIA Compliance Reports Stream. The scheduled appointment date, time, and method is displayed. This report is refreshed every morning.

Prerequisite to Completing the Redetermination Interview

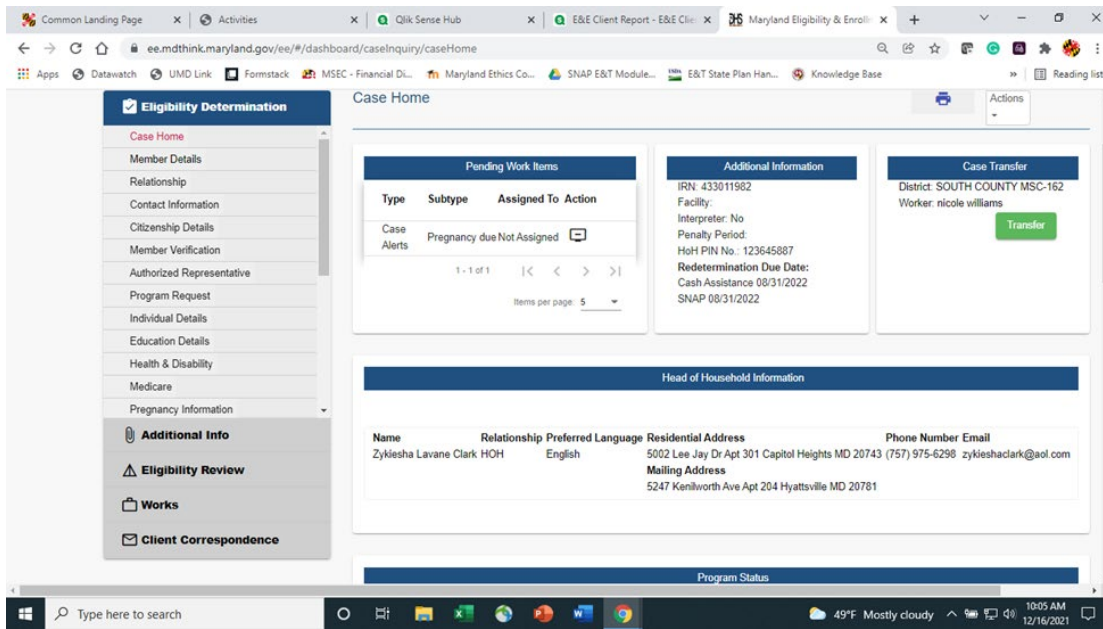
The LDSS **must** have received a completed paper or electronic redetermination packet prior to completing the interview.

- If the redetermination is not received prior to the scheduled interview date, the interview will not be completed on that scheduled date. The caseworker must narrate that the interview was not completed because the redetermination packet had not been received. When this occurs, the caseworker should update the redetermination status to “Missed.”
 - If a paper redetermination is received and it is not signed, the caseworker can still complete the interview and send the customer a 1052 requesting a signature or any other additional information before updating the redetermination. E&E will allow users to add free form text to request the missing signature.

Each LDSS must establish a process for uploading mail-in redeterminations and verifications on the same day that they are received. Failure to do so will result in some redeterminations being marked as missed when in fact the customer completed a timely submission.

If the redetermination is for TCA the case must be reviewed for work program requirements (*Reference TCA workbook*).

On the left side click “Works”



Then click on “Works Details”

Change Reporting: Work HOH: Zykiesha Clark Case ID: 105071527 Programs: EA CASH SNAP Status: Open

Eligibility Determination
Additional Info
Eligibility Review
Works
Works Plan
Works Details
Client Correspondence

Work Registration / Participation

Member: Zykiesha Lavane Clark

+ Add Work Registration / Participation

Program Type	Referred City	Works Reason	Employment Training Status	Begin Date	End Date	Actions
SNAP	N/A	Cash Participant	Voluntary	10/04/2021	-	
Cash Assistance	N/A	N/A	Mandatory	10/06/2021	-	

Items per page: 5 1 - 3 of 3 < >

Work Registration / Participation History Details

[Back](#) [Next](#)

If the customer is a mandatory participant, click on the “Actions” button

Change Reporting: Work HOH: Zykiesha Clark Case ID: 105071527 Programs: EA CASH SNAP Status: Open

WORK'S REGISTRATION / PARTICIPATION

Barrier Activity Attendance

Substance Abuse: Yes No Offender: Yes No

Visually Impaired: Yes No Interpreter Needed: Yes No

Primary Language: ENGLISH Hearing Impaired: No Hearing Impairment

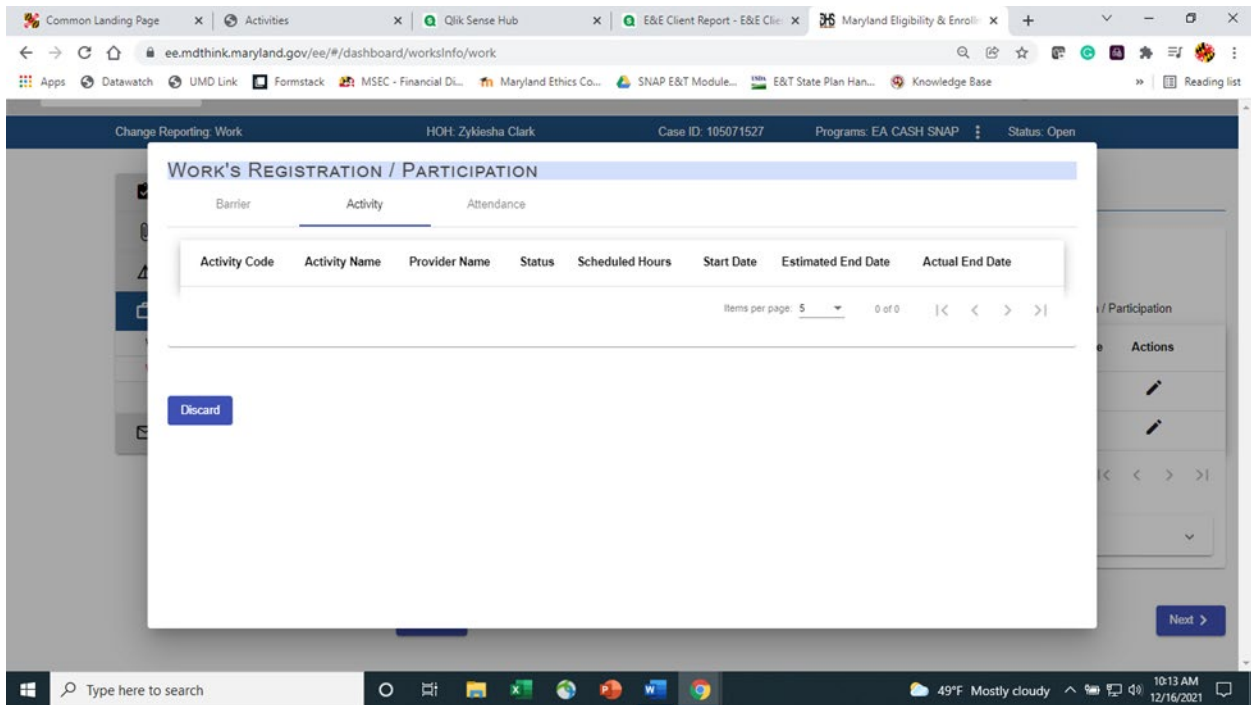
Disability Incap: Approval Source:

Disability Start Date: Disability End Date:

Expected Due Date: 10/26/2021

[Discard](#) [Next](#)

Then click on “Activity” at the top of the page to view the customer’s current work activities. This will show what activities are captured in WORKS for the customer.




If there are no activities listed, the activity has ended or is about to end, an assessment and Family Independence Plan (FIP) will need to be completed to determine the appropriate activity for the customer.


Redetermination Work Item Alerts

E&E will generate work item alerts for telephonic or in-person interviews and receipt of redetermination packets:


1. Scheduled Interview- The Scheduled Interview alert will populate once the interview has been scheduled for redetermination, application or interim change. This alert will be automatically disposed once the interview status is updated to complete, missed, or rescheduled.

Pending Work Items			
Type	Subtype	Assigned To	Action
Schedule Interview	Interview scheduled		

2. Type (Redetermination) Subtype (Redet Packet Received for Worker Processing) - The Redet Packet Received for Worker Processing Work Item Alert is generated once the redetermination is received via the Consumer Portal only. This alert will be automatically disposed once the redetermination is confirmed and updated.

Pending Work Items			
Type	Subtype	Assigned To	Action
Redeterminations	Redet Packet Received for Worker Processing		

3. Type (Document Uploaded) Subtype (Document Uploaded in Worker Portal(WP)/Consumer Portal(CP))- The Document Uploaded in WP/CP alert is generated when any document is uploaded. E&E functionality does not currently have a detailed Subtype based on the document. Therefore, when a paper redetermination is uploaded it will be located under this alert type. This alert will need to be manually disposed once the redetermination is confirmed and updated.

Pending Work Items			
Type	Subtype	Assigned To	Action
Document Uploaded	Document Uploaded in WP		

Rescheduling Interviews

The LDSS may reschedule an interview when a customer requests a new date, when an appointment is missed, the customer is not available or if the customer missed an appointment for failure to return their redetermination packet. If the interview is rescheduled, the caseworker will update the Interview Status from “Scheduled” to “Rescheduled” via the Scheduled Appointment Section.

Notice: E&E will generate a new appointment letter to reflect the rescheduled date.

**Note: Instructions and screen prints on how to update the interview status to Rescheduled are located in the scheduled appointment feature options section. **

The Call Center is listed as the primary contact on the interview scheduling notices for the customer to contact if a redetermination interview needs to be rescheduled. The Call Center will submit a Work Order to the local department to complete. **Currently the Call Center cannot reschedule interviews.**

Successful completion of the interview

The LDSS must conduct an interview when a completed redetermination packet is received electronically or via paper from the customer before or on the date of the scheduled interview. If the interview is completed successfully, the caseworker will update the Interview Status from “Scheduled” to “Completed” via the Scheduled Appointment Section. The interview status can also be updated to “Completed” even if the interview is done prior to the scheduled due date, by a cold call.

**Note: Instructions and screen prints on how to update the interview status to Complete are located in the scheduled appointment feature options section. **

Missed Interviews

If the customer submits their redetermination packet but fails to be available for the scheduled interview, the interview will be considered as Missed. If the customer does not turn in their redetermination packet prior to or on the day of their interview date, then that interview is considered Missed. If the interview is missed, the caseworker will update the Interview Status from “Scheduled” to “Missed” via the Scheduled Appointment Section.

Notice: E&E will generate a Notice of Missed Interview (NOMI) at the end of the business day.

**Note: Instructions and screen prints on how to update the interview status to Missed are located in the scheduled appointment feature options section. **

Redeterminations Closures and Reinstatements

Customer Delays Reasons:

- If the redetermination packet is received but the customer does not return the required verification, E&E will **automatically** close the case and send the customer a closure notice.
- If the redetermination packet is received but the customer does not complete the interview by the end of the scheduled redetermination month. E&E will automatically close the case and send the customer a closure notice. If the customer contacts the caseworker within the redetermination month or 30 days after the redetermination month the worker must schedule another appointment.

Example: February 2022 redetermination. The redetermination packet was returned timely, and the interview completed. The customer was sent a 1052 for income, however, did not return verifications by February 28, 2022. A Closure notice will be sent, and the case will automatically close.

If the customer turns in required verification within 30 days after the redetermination month, the case may be reinstated using the date when all verifications were received.

Example: February 2022 redetermination. The redetermination packet was returned timely, and the interview completed. The customer was sent a 1052 for income, however did not return verifications by February 28, 2022. The verifications are returned March 15, 2022. The caseworker can reinstate the program for March 15, 2022 and benefits will be prorated appropriately.

Agency Delay Reasons:

If the worker had all of the customer's information but failed to update the redetermination timely, they may also reinstate using the first day of the next month following the redet closure.

Example: A case closed February 28, 2022 and all information was received timely, but the caseworker could not update the case until March 15, 2022. The caseworker should reinstate the case with the date of March 1, 2022 to allow the customer to receive the full month of benefits

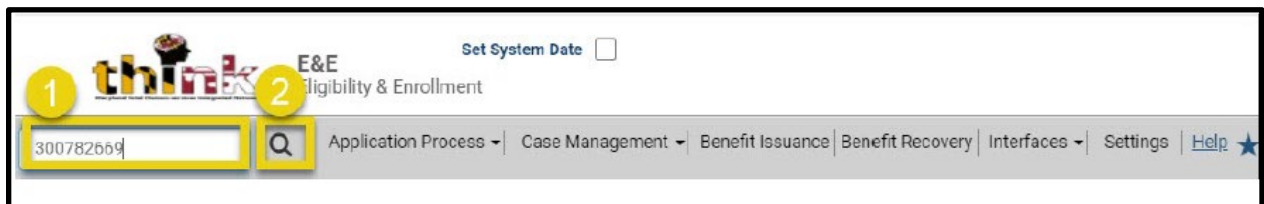
Note: The Reinstatement function is for active cases and the Reopen function is for applications. If the system is not closing these cases automatically, please submit a contact support ticket.

[Reinstatement Function Instructions Link](#)

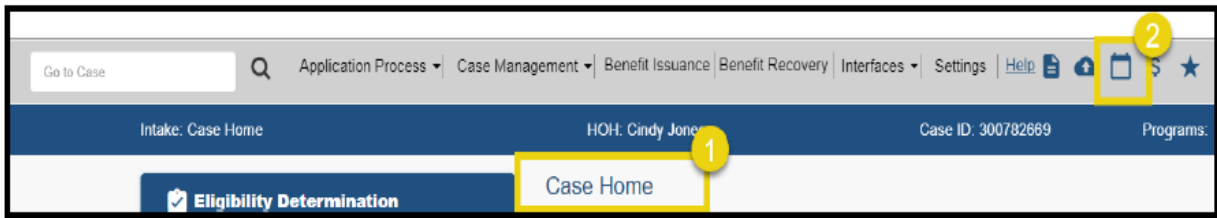
SCHEDULE APPOINTMENT FEATURE OPTIONS

Rescheduling of an appointment

1. On the E&E Worker Portal dashboard, enter the desired Case ID number in the Go to Case (1) search bar, then click the Magnifying Glass (2) icon. The Case Home screen will display.



2. From the Case Home (1) screen, click on the Appointment Scheduling (2) icon located on the taskbar.



3. The Schedule Appointment (1) window will display. The requested Program Details checkboxes (2) and current appointment date will display.

SCHEDULE APPOINTMENT

Scheduled Time: 08:30 AM - 09:00 AM

Program Details SNAP Cash Medicaid Emergency Assistance

Interview Details

Interview Date * 11/19/2021

Interview Type * Phone

Phone Number * (240) 463-5408

Case Mode Intake

Interview Status Scheduled

Check Availability

Note: You can only choose appointment dates within 30 days of the current system date.

Discard **Save & Close**

4. To change the appointment date and/or time: In the interview Details section, update the Interview Date to the rescheduled date and then select Check Availability to select the new time. This will generate a new section that lists available slots. Select the new time, if there are no available slots for that day, a new interview date will need to be selected.

SCHEDULE APPOINTMENT

Scheduled Time: 08:30 AM - 09:00 AM

Program Details SNAP Cash Medicaid Emergency Assistance

Interview Details

Interview Date * 11/19/2021

Available Time Slots

Phone Number * (240) 463-5408

Interview Type * Phone

Case Mode Intake

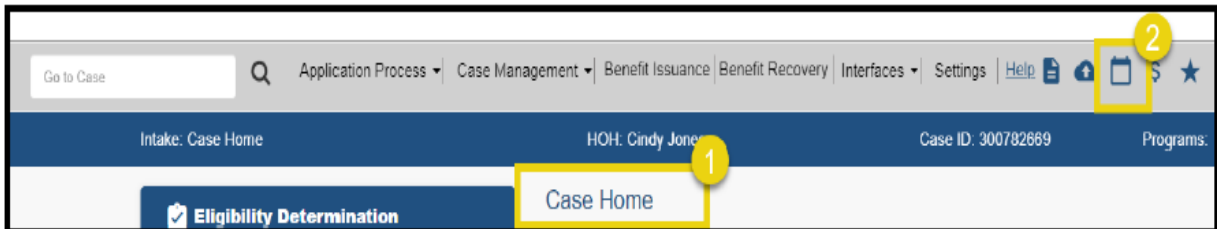
Check Availability

Once the date and time have been updated: In the Interview Status section, change it from “Scheduled” to “Rescheduled.” Select Save and Close to confirm appointment change time. Then check correspondence to ensure a new appointment notice has been generated.

Note: The new rescheduled appointment notice is slated to be effective January 2022.

Updating a scheduled appointment as completed

1. From the E&E Taskbar (1), select the scheduled appointment calendar icon (2).



2. Once selected the following selection box will appear. Next to the “Interview Status” indicator, select the drop down option listed as “Completed” and Save and Close.

SCHEDULE APPOINTMENT

Scheduled Time: 08:30 AM - 09:00 AM

Program Details SNAP Cash Medicaid Emergency Assistance

Interview Details

Interview Date * 11/19/2021

Interview Type * Phone

Phone Number * (240) 463-5408

Case Mode Intake

Interview Status Completed

Note: You can only choose appointment dates within 30 days of the current system date.

Updating a scheduled appointment as Missed

1. From the E&E Taskbar (1), select the scheduled appointment calendar icon (2).



2. Once selected the following selection box will appear. Next to the “Interview Status” indicator, select the drop down option listed as “Missed” and Save and Close.

SCHEDULE APPOINTMENT

Scheduled Time: 08:30 AM - 09:00 AM

Program Details SNAP Cash Medicaid Emergency Assistance

Interview Details

Interview Date * 11/19/2021

Interview Type * Phone

Phone Number * (240) 463-5408

Case Mode Intake

Interview Status Missed

Note: You can only choose appointment dates within 30 days of the current system date.

Future enhancements include the automation of the Interview Status update to default as Missed if the interview status was not updated and generate the NOMI.

Useful Redetermination Quick Links

[How to Guide: Process a Redetermination](#)

[How to Guide: Settings; Supervisor LDSS Capacity Settings](#)

[How to Guide: Worker Portal Correspondence Review](#)

[TCA Workbook](#)

Please report any systemic issues with redeterminations to the E&E contact support team

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

- c: DHS Executive Staff
- FIA Management Staff
- Constituent Services
- DHS Help Desk
- Office of Administrative Hearings