



FIA Action Transmittal

Control Number: # 22-25

Effective Date: June 1, 2022

Issuance Date: June 29, 2022

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
FAMILY INVESTMENT SUPERVISORS**

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR

RE: MARYLAND BENEFIT REVIEW FORM PROCESS

PROGRAM IMPACTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

In Maryland, Supplemental Nutrition Assistance Program (SNAP) households that are certified for 12 months or more are required to complete a mid-point case eligibility review with their Local Department of Social Service (LDSS) halfway through their certification period. The Maryland Benefit Review Form (MBR) is used for this purpose, which is to confirm that a SNAP household remains eligible for benefits for the remainder of the certification period. The process is also known as Periodic Reporting (PR).

The MBR notice will be generated and mailed to the household at least 60 days ahead of the due date. Once generated, the MBR form is accessible on the myMDTHINK Consumer Portal for electronic submission. Customers do not have to wait to receive the mailed form to initiate the MBR submission process.

MBR Timeline

Example: SNAP household certification period 1/03/2022- 01/31/2023.

- In this example, the semi-annual review (MBR) due date is 7/31/2022.
- MBR correspondence dated 6/1/2022 will be mailed to the customer.
- MBR will be visible in the Consumer Portal on 6/1/2022.
- MBR form is due to LDSS on or before 6/30/2022. This allows LDSS the time to review and process the form before the 7/31/2022 deadline.
- MBR late notice will be generated and mailed to the customer by 7/10/2022 if the customer did not return their form by 6/30/22.
- If MBR is completed by 7/31/2022, the case will not close.
- If MBR is not completed by 7/31/2022, the SNAP case will close.

REQUIRED ACTION:

Processing an MBR

The MBR should be completed and returned to the local office on or before the last day of the fifth month of SNAP eligibility.

Electronic MBR Submissions

- When the customer submits the MBR through the Consumer Portal an E&E Worker Portal worker alert will be generated displaying “MBR form Received.”
- The MBR will automatically be uploaded into Case Documents.
- When an MBR is submitted through the Customer Portal, the system interface between the Customer Portal and the Worker Portal will automatically populate the updated information from the returned MBR onto the customers case in the E&E System.

Paper MBR Submissions

- If the MBR paper form is submitted to the LDSS, the case manager will need to update E&E with new case information, if reported, and request verification, only if required.
- The MBR must be processed using the Interim Change Functionality in E&E.
- The case manager must add the MBR to Case Documents via scanning/uploading

MBR Submissions with Reported Changes

- If a customer reports changes on the MBR form, verification may be required. Customers may submit required verifications along with the MBR form.
- The Case manager must review the MBR to identify any missing information and generate a 1052 if necessary.
- When verifications are outstanding, the MBR Tracking Page should be updated to reflect that the MBR has been “Submitted but incomplete”.

- When the customer returns the verification, the case manager must update all items on the MBR Tracking Page as verified, update the MBR tracking page to reflect that the MBR process has been “Completed” and run eligibility to complete the process.

MBR Submissions with No Reported Changes

- If a customer submits the MBR and does not report any changes, no verifications are required. The Case Manager will process the MBR and mark the MBR tracking page as complete to finalize the process.
- If the MBR tracking page has not been updated by the 10th day of the sixth month of eligibility, the second MBR notice will be mailed to the customer informing them that the completed MBR and required verifications must be received prior to the end of the sixth month, or their case will close.
- If the MBR process is not completed by the last day of the sixth month of eligibility, the E&E System will automatically close the SNAP case.

Late MBR Submissions

- If a household submits the MBR after the case has closed but during the next issuance month (within 30 days following the closure), reinstate the SNAP case. **Benefits should be prorated** but the household should keep the same redetermination date. Case managers must update the system with the date that the MBR was received. The E&E System will prorate the benefits based on the date the documentation was received.
- The MBR form **should not** be accepted after the subsequent month of the SNAP closure (i.e., case closed effective August 1, 2022 and the form is received on or after September 1, 2022). The household must reapply for benefits.
- If the household has requested a fair hearing on the basis that a completed MBR was filed, but the LDSS does not have it, reinstate the household if a completed periodic report is filed before the end of the issuance month.

Case managers should use the E&E MBR How to Guide to assist them with following the steps required to complete the MBR process. Access E&E How to Guides by clicking the Help button on the menu bar next to Settings and select the guide titled “Process Benefit Review Form.”

REPORTS:

Qlik report: "E&E SNAP MD Benefit Review Cases"

This is a 2-tier report that will provide the forecasting information showing how many MBRs are anticipated in each month for the next 12 months as well as the case details. This report is being modified to provide the same information as the Redet Report.

NOTE:

Households in which all adult members are elderly or have a disability with no earned income and are certified for periods up to 36 months, must file a Benefit Review Form once a year.

Prior to closing an ESAP and MSNAP case, the case manager must complete an interview to confirm that the correct information is being captured on the case. Be sure to narrate that the appropriate steps have been completed.

ATTACHMENTS:

[SNAP Manual Section, 410](#)

[SNAP Manual Section, 420](#)

INQUIRIES

Please direct policy questions to the Office of Statewide Policy Compliance and Customer Service Performance by completing the [FIA Policy Information Request Form](#) found on Knowledge Base.

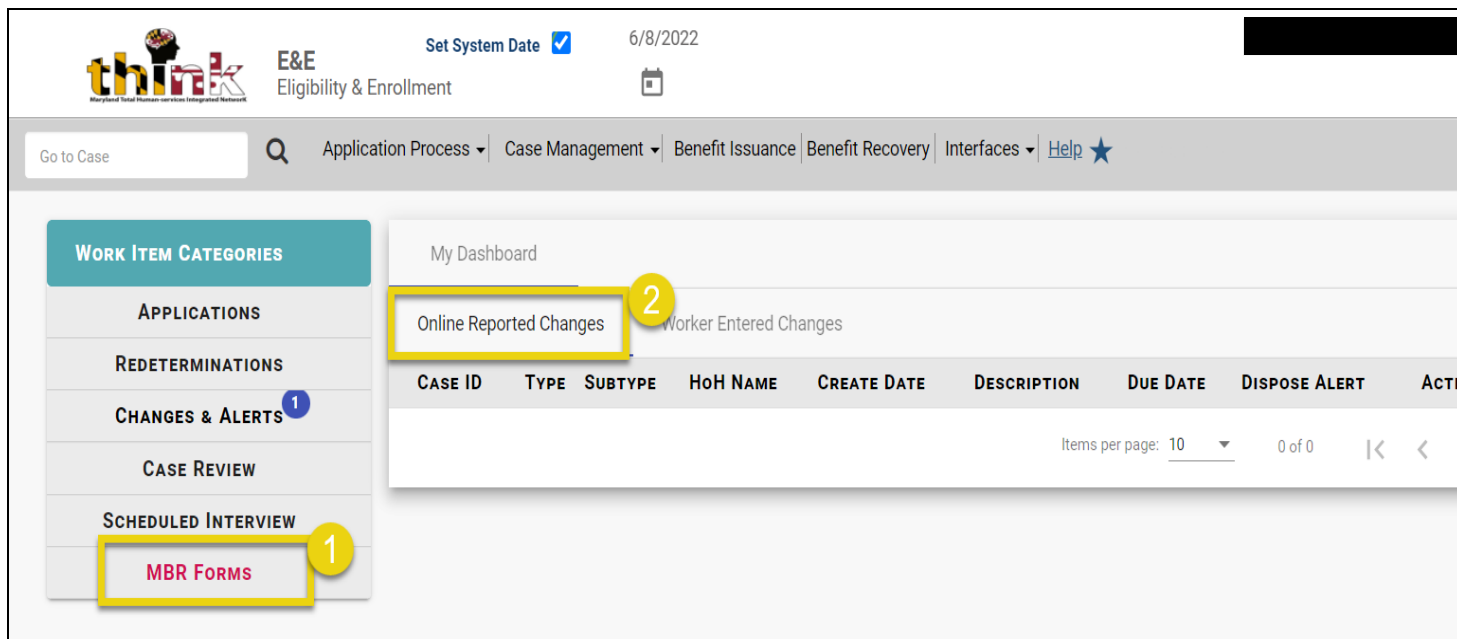
For systems questions, please email fia.bsdm@maryland.gov.

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

Note: A customer may submit a **Maryland Benefits Review (MBR)** form electronically using the myMDTHINK Consumer Portal or deliver a paper MBR form to their local Department of Social Services office. Once the Maryland Benefits Review form is uploaded to a case, you can begin the Maryland Benefit Review process. This guide explains both methods to access and update customer information reported on the Maryland Benefits Review form.

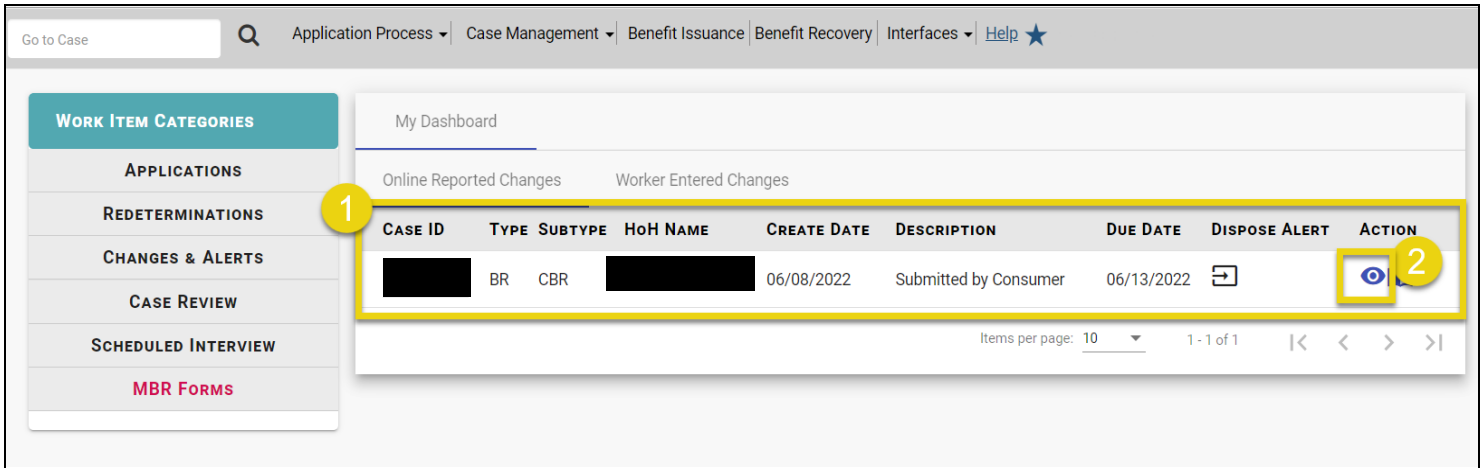
Method 1: Process the Maryland Benefits Review (MBR) form submitted by a customer through the myMDTHINK Consumer Portal

1. On the **Eligibility & Enrollment** dashboard, *click* the **MBR Forms (1)** tab on the **Left-Hand Navigation Menu** then *click* the **Online Reported Changes (2)** tab.



The screenshot shows the myMDTHINK Consumer Portal interface. At the top, there is a navigation bar with the 'think E&E Eligibility & Enrollment' logo, a 'Set System Date' checkbox checked, and the date '6/8/2022'. Below the navigation bar is a search bar and a menu with options: 'Application Process', 'Case Management', 'Benefit Issuance', 'Benefit Recovery', 'Interfaces', and 'Help'. The main content area is divided into two sections. On the left is a 'WORK ITEM CATEGORIES' sidebar with a list of categories: 'APPLICATIONS', 'REDETERMINATIONS', 'CHANGES & ALERTS' (with a blue notification badge '1'), 'CASE REVIEW', and 'SCHEDULED INTERVIEW'. The 'MBR FORMS' category is highlighted with a yellow box and a red '1' in a yellow circle. On the right is the 'My Dashboard' area, which contains a list of work items. The 'Online Reported Changes' item is highlighted with a yellow box and a red '2' in a yellow circle. Below the list is a table with columns: 'CASE ID', 'TYPE', 'SUBTYPE', 'HoH NAME', 'CREATE DATE', 'DESCRIPTION', 'DUE DATE', 'DISPOSE ALERT', and 'ACTION'. The table is currently empty. At the bottom right of the table, there is a pagination control showing 'Items per page: 10' and '0 of 0'.

2. The **MBR Online Reported Changes (1)** section will display MBR forms submitted through **myMDTHINK Consumer Portal**. *Click the Eye (2)* icon to open the case.



Go to Case Application Process Case Management Benefit Issuance Benefit Recovery Interfaces Help

WORK ITEM CATEGORIES

- APPLICATIONS
- REDETERMINATIONS
- CHANGES & ALERTS
- CASE REVIEW
- SCHEDULED INTERVIEW
- MBR FORMS**

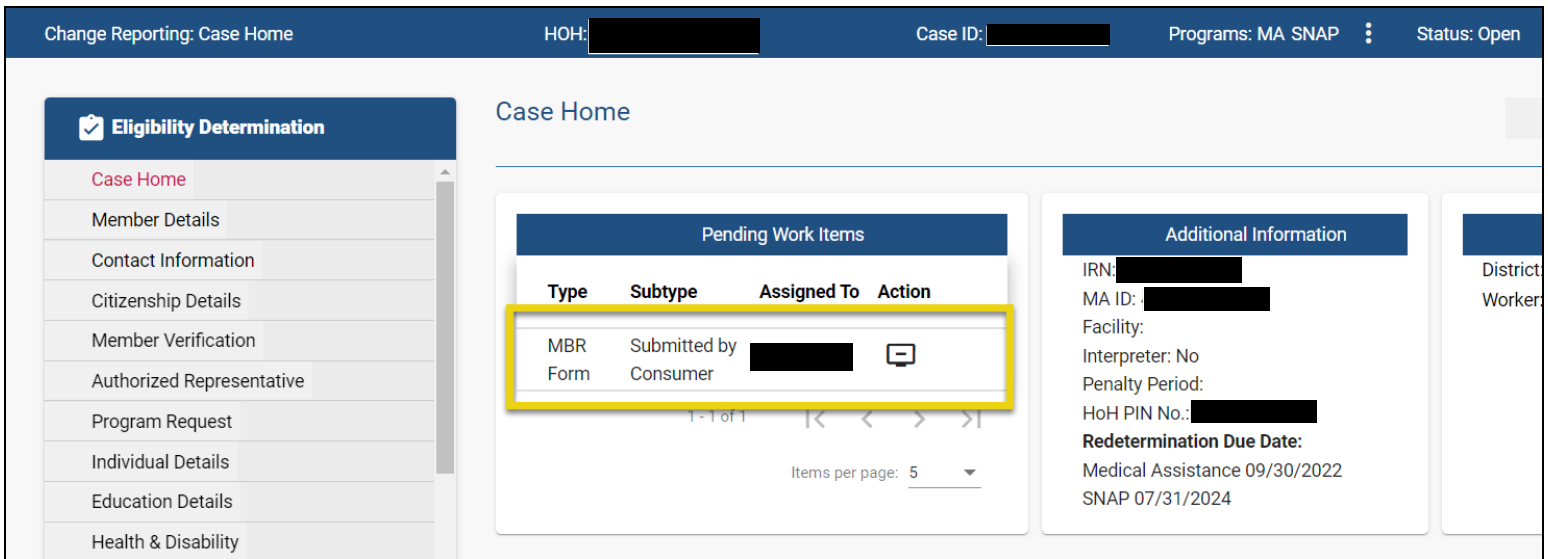
My Dashboard

Online Reported Changes Worker Entered Changes

| CASE ID | TYPE | SUBTYPE | HOH NAME | CREATE DATE | DESCRIPTION | DUE DATE | DISPOSE ALERT | ACTION |
|------------|------|---------|------------|-------------|-----------------------|------------|---------------|------------|
| [REDACTED] | BR | CBR | [REDACTED] | 06/08/2022 | Submitted by Consumer | 06/13/2022 | [Icon] | [Eye Icon] |

Items per page: 10 1 - 1 of 1

3. The **Case Home** screen will display. Note that the **Pending Work Items Section** shows the **MBR Form Submitted by Consumer** work item.



Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

Eligibility Determination

- Case Home
- Member Details
- Contact Information
- Citizenship Details
- Member Verification
- Authorized Representative
- Program Request
- Individual Details
- Education Details
- Health & Disability

Case Home

Pending Work Items

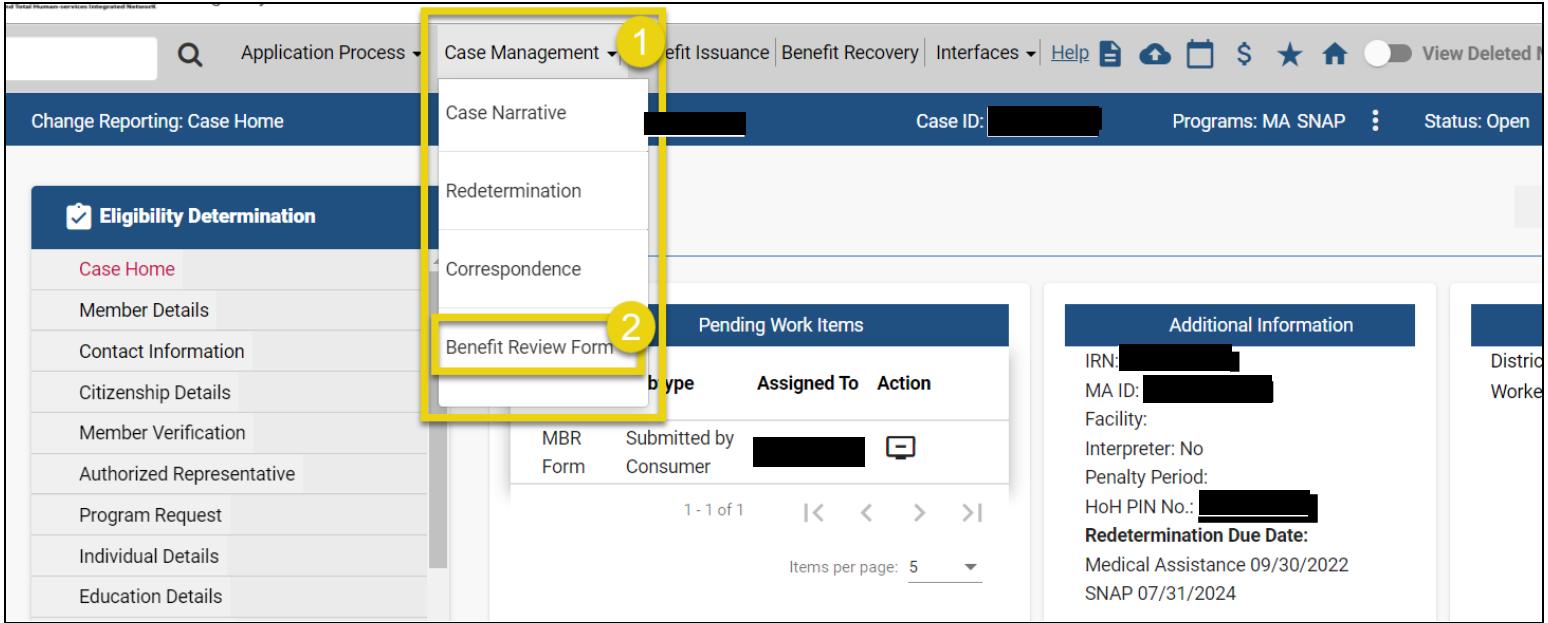
| Type | Subtype | Assigned To | Action |
|----------|-----------------------|-------------|--------|
| MBR Form | Submitted by Consumer | [REDACTED] | [Icon] |

Items per page: 5

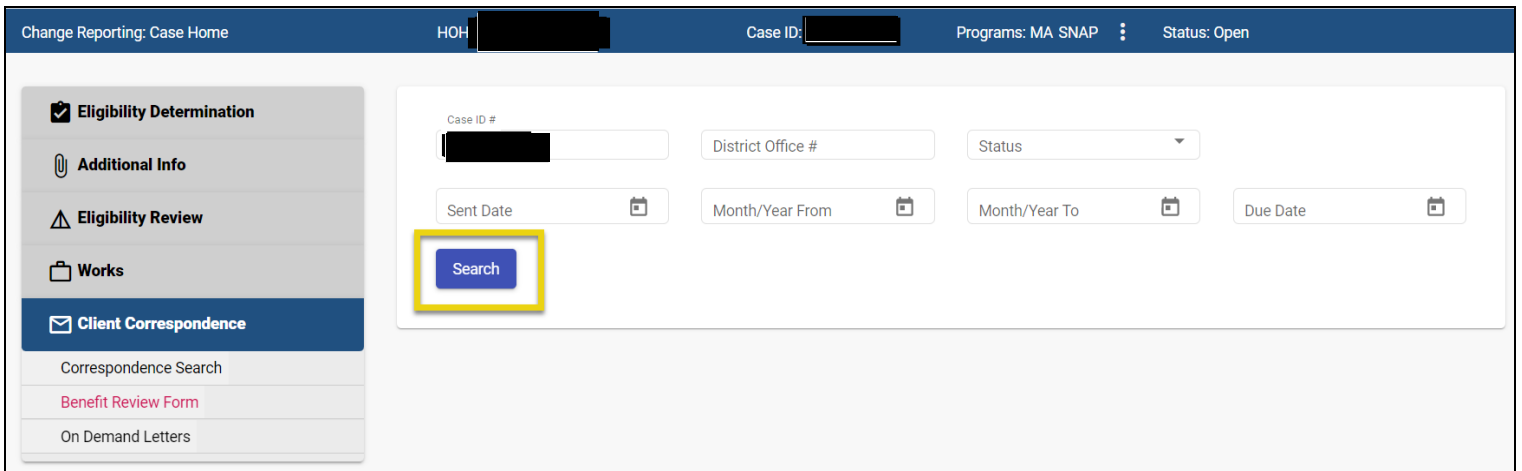
Additional Information

- IRN: [REDACTED]
- MA ID: [REDACTED]
- Facility: [REDACTED]
- Interpreter: No
- Penalty Period: [REDACTED]
- HoH PIN No.: [REDACTED]
- Redetermination Due Date:**
- Medical Assistance 09/30/2022
- SNAP 07/31/2024

4. Click the **Case Management (1)** tab on the taskbar, then *select* the **Benefit Review Form (2)** option.



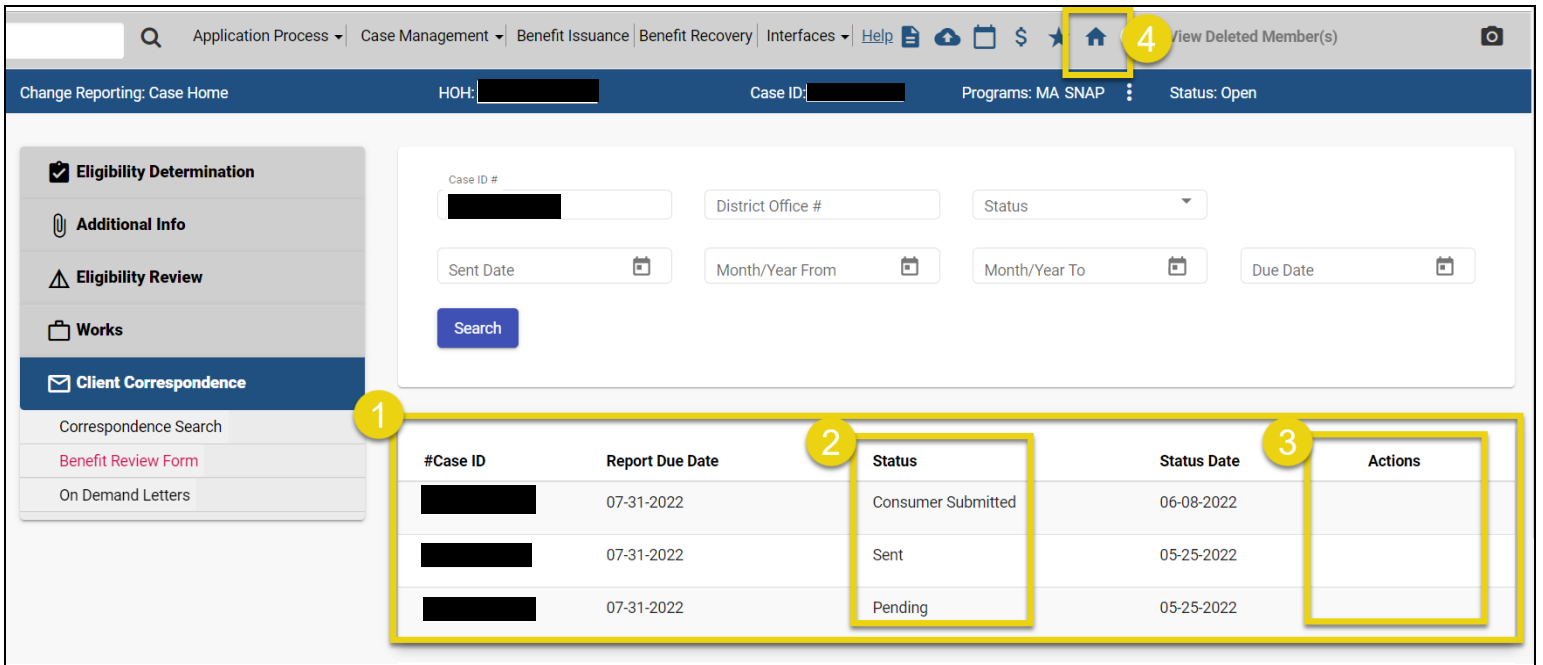
5. The **Benefit Review Form** screen will display. Click the **Search** button.



How-to-Guide: Process Maryland Benefits Review

6. The **Benefit Review Search** window will refresh and display the **Search Result (1)** section. Note the **Status (2)** of the MBR. Also, note that the **Actions (3)** column shows that you can not take any action.

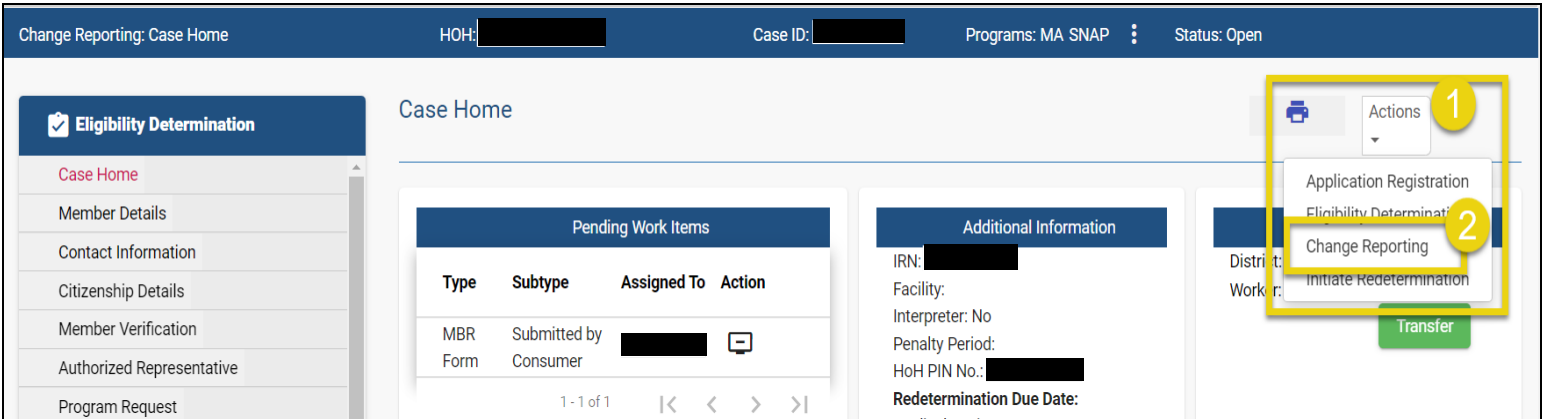
Click the **Home (4)** icon to return to the **Case Home** screen.



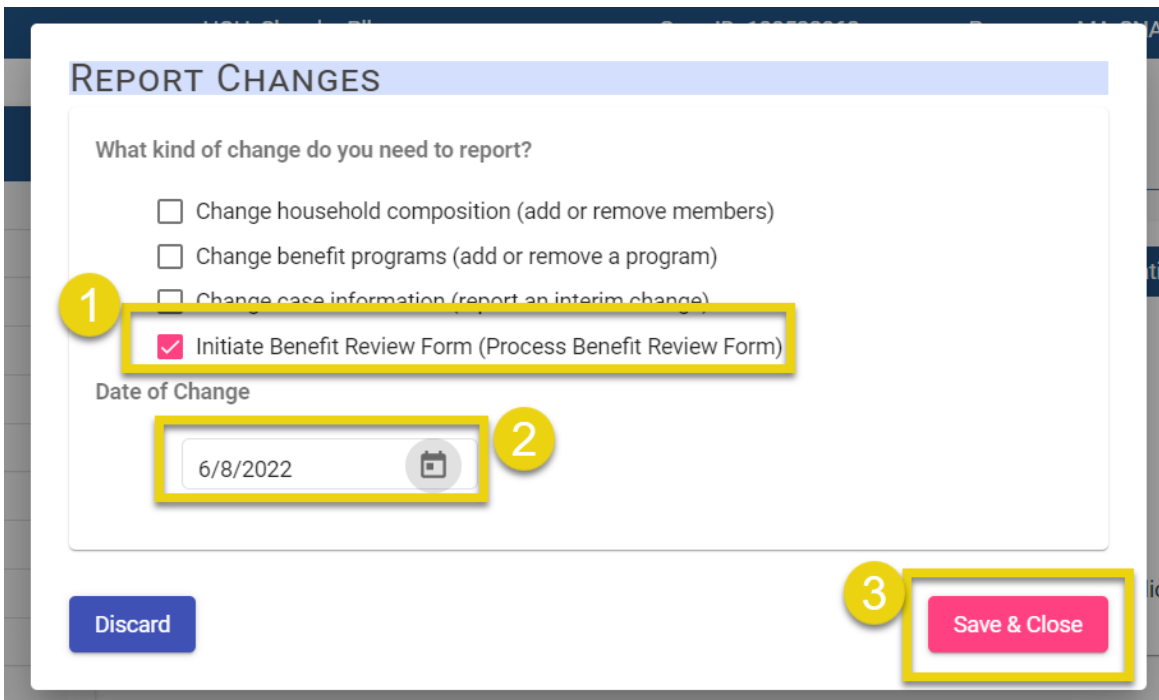
The screenshot shows the 'Benefit Review Search' window. The top navigation bar includes a search icon, menu items like 'Application Process', 'Case Management', and 'Benefit Issuance', and a home icon (4) circled in yellow. Below the navigation bar, there are search filters for Case ID #, District Office #, Status, Sent Date, Month/Year From, Month/Year To, and Due Date. A 'Search' button is located below these filters. On the left side, there is a sidebar menu with 'Client Correspondence' (1) highlighted in blue. The main content area displays a table with the following data:

| #Case ID | Report Due Date | Status | Status Date | Actions |
|------------|-----------------|--------------------|-------------|---------|
| [REDACTED] | 07-31-2022 | Consumer Submitted | 06-08-2022 | |
| [REDACTED] | 07-31-2022 | Sent | 05-25-2022 | |
| [REDACTED] | 07-31-2022 | Pending | 05-25-2022 | |

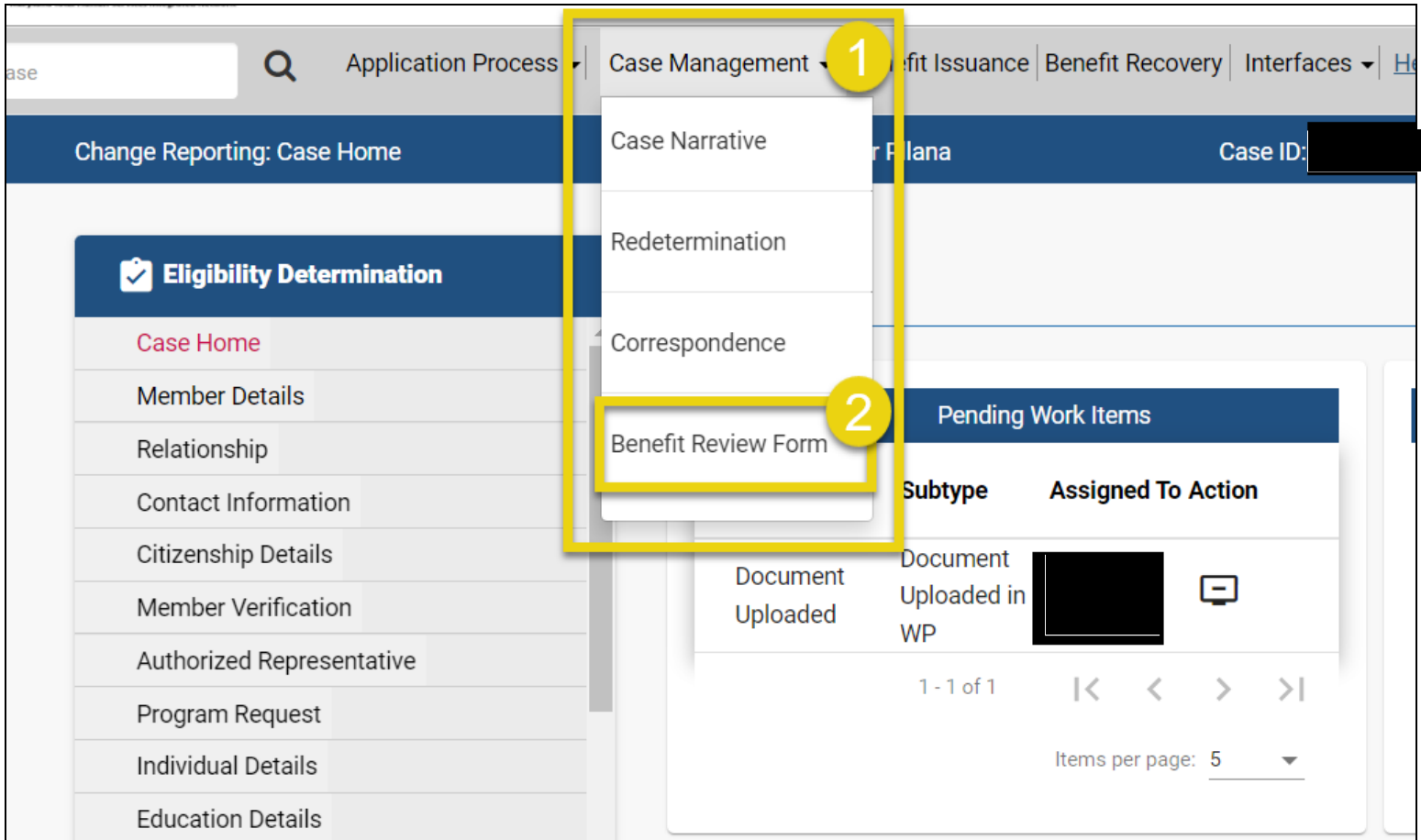
7. The **Case Home** screen will display. *Click* the **Actions (1)** button then *select* the **Change Reporting (2)** option from the dropdown menu.




8. The **Report Changes** window will display. *Click* the **Initiate Benefit Review Form (1)** checkbox, *enter* the **Date of Change (2)**, then *click* the **Save & Close (3)** button.



9. You will be redirected to the **Case Home** screen. *Click* the **Case Management (1)** button on the taskbar then *select* the **Benefit Review Form (2)** option from the dropdown menu.

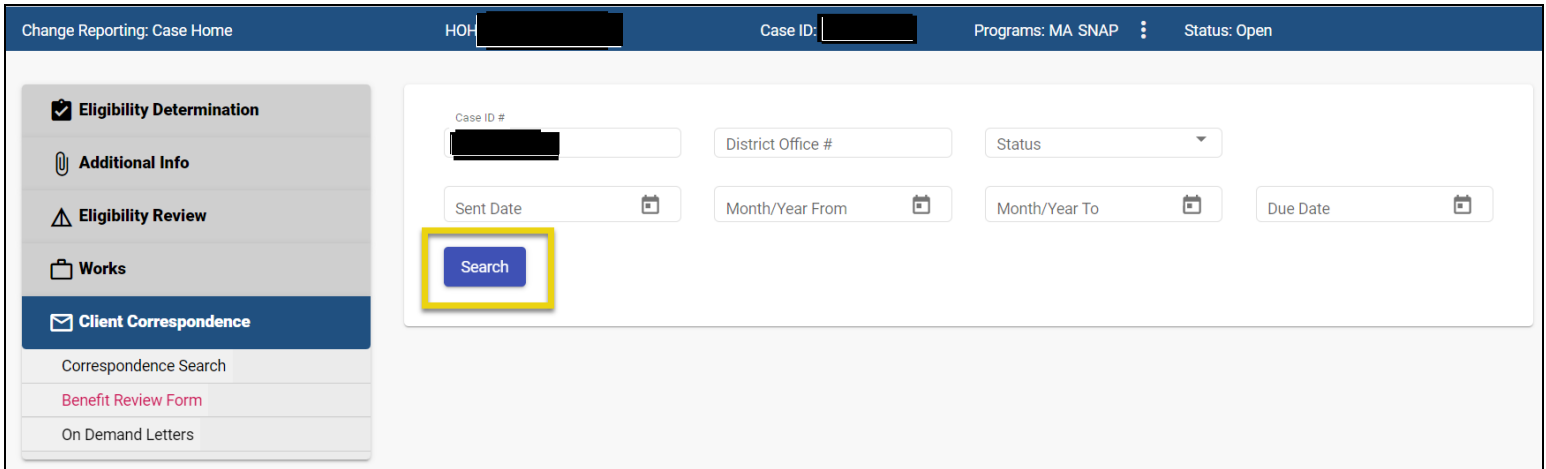


The screenshot displays the 'Case Home' interface. At the top, there is a navigation bar with a search icon and the text 'Application Process'. A dropdown menu is open, showing options: 'Case Management', 'Case Narrative', 'Redetermination', 'Correspondence', and 'Benefit Review Form'. A yellow box highlights the 'Case Management' button (labeled '1') and the 'Benefit Review Form' option (labeled '2'). Below the navigation bar, there is a section titled 'Change Reporting: Case Home' and a sidebar with 'Eligibility Determination' and various case details. The main content area shows 'Pending Work Items' with a table of items, including 'Document Uploaded'.

| Subtype | Assigned To | Action |
|-------------------|-------------|---|
| Document Uploaded | WP |  |

1 - 1 of 1
Items per page: 5

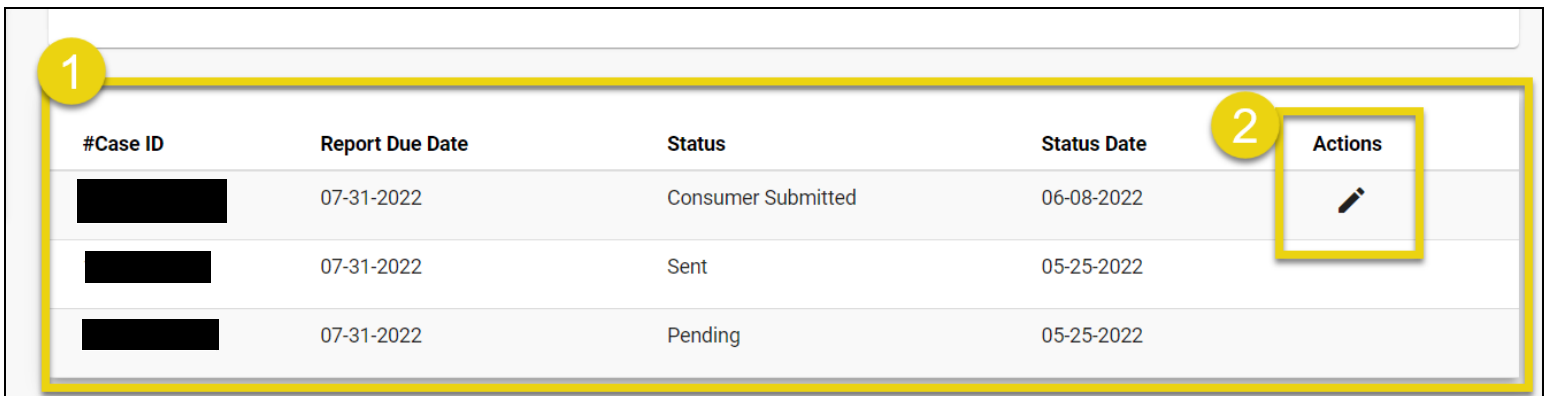
10. The **Benefit Review Form** screen will display. *Click* the **Search** button.



Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

Search

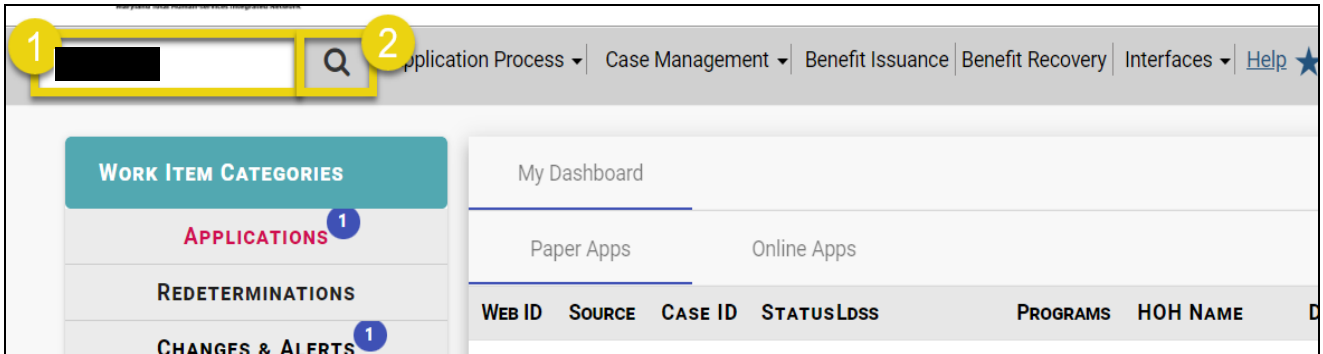
11. The **Benefit Review Search** window will refresh showing the **Search Result (1)** section. Note that the **Actions (2)** column now shows the **Pen (2)** icon, which means that you can begin processing the MBR.



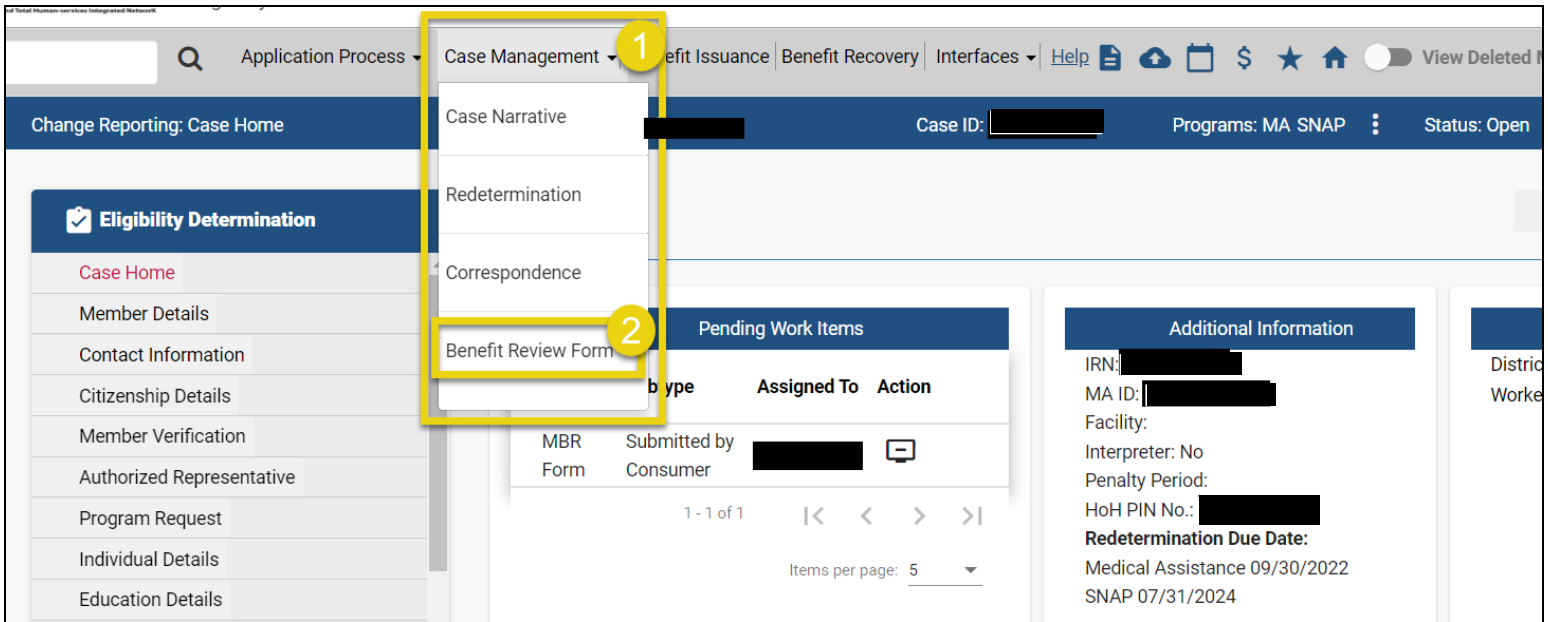
| #Case ID | Report Due Date | Status | Status Date | Actions |
|------------|-----------------|--------------------|-------------|---------|
| [REDACTED] | 07-31-2022 | Consumer Submitted | 06-08-2022 | ✎ |
| [REDACTED] | 07-31-2022 | Sent | 05-25-2022 | |
| [REDACTED] | 07-31-2022 | Pending | 05-25-2022 | |

Method 2: Process the Maryland Benefits Review form submitted by a customer to a Case Manager at the district office.

1. Enter the **Case ID (1)** then click the **Magnifying Glass (2)** icon.

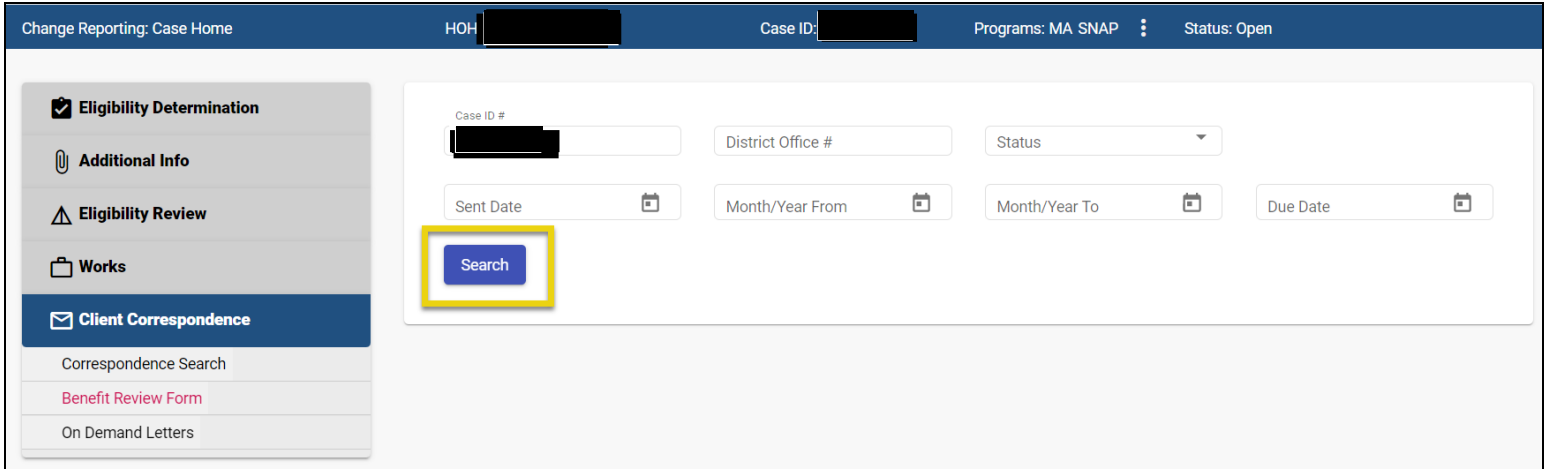


2. Click the **Case Management (1)** tab on the taskbar, then *select* the **Benefit Review Form (2)** option.



How-to-Guide: Process Maryland Benefits Review

3. The **Benefit Review Form** screen will display. *Click* the **Search** button.



Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

Eligibility Determination (checked)

Additional Info

Eligibility Review

Works

Client Correspondence

Correspondence Search

Benefit Review Form

On Demand Letters

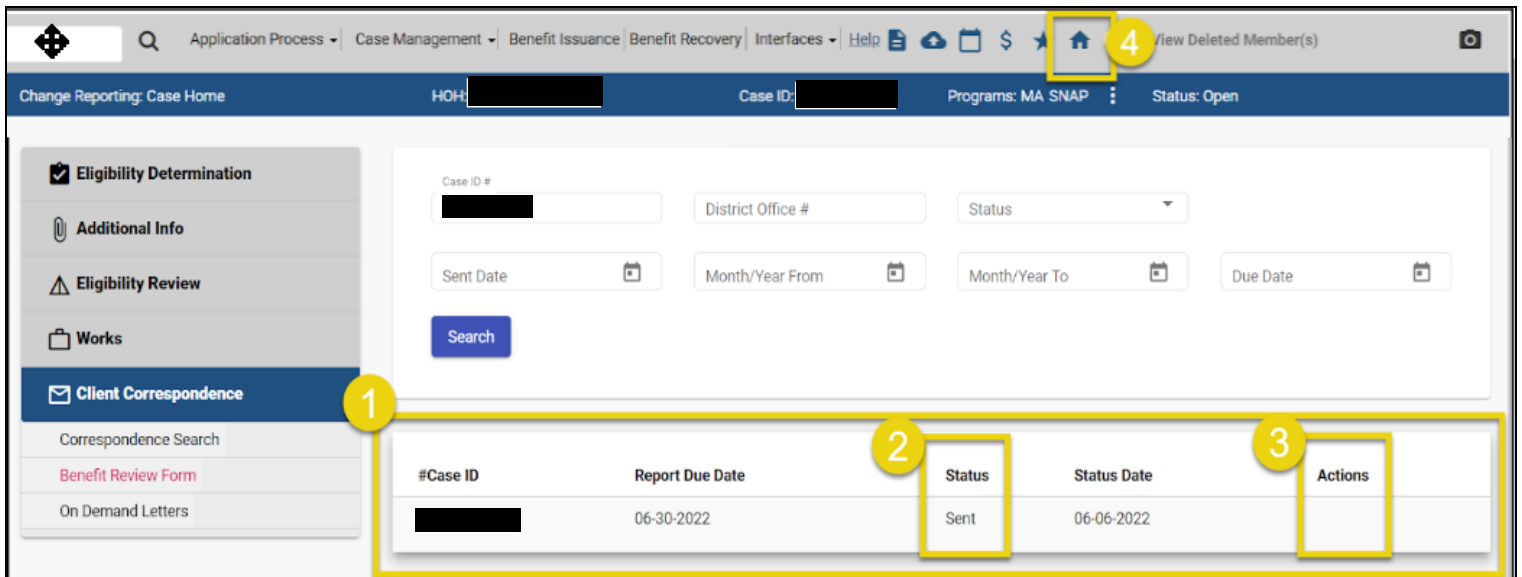
Case ID # [REDACTED] District Office # [REDACTED] Status [REDACTED]

Sent Date [REDACTED] Month/Year From [REDACTED] Month/Year To [REDACTED] Due Date [REDACTED]

Search

4. The **Benefit Review Search** window will refresh and show the **Search Result (1)** section. Note the **Status (2)** of the MBR. Also note that the **Actions (3)** column shows that you can not take any action.

Click the **Home (4)** icon to return to the **Case Home** screen.



Application Process | Case Management | Benefit Issuance | Benefit Recovery | Interfaces | Help | [Home icon (4)] | /view Deleted Member(s)

Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

Client Correspondence (1)

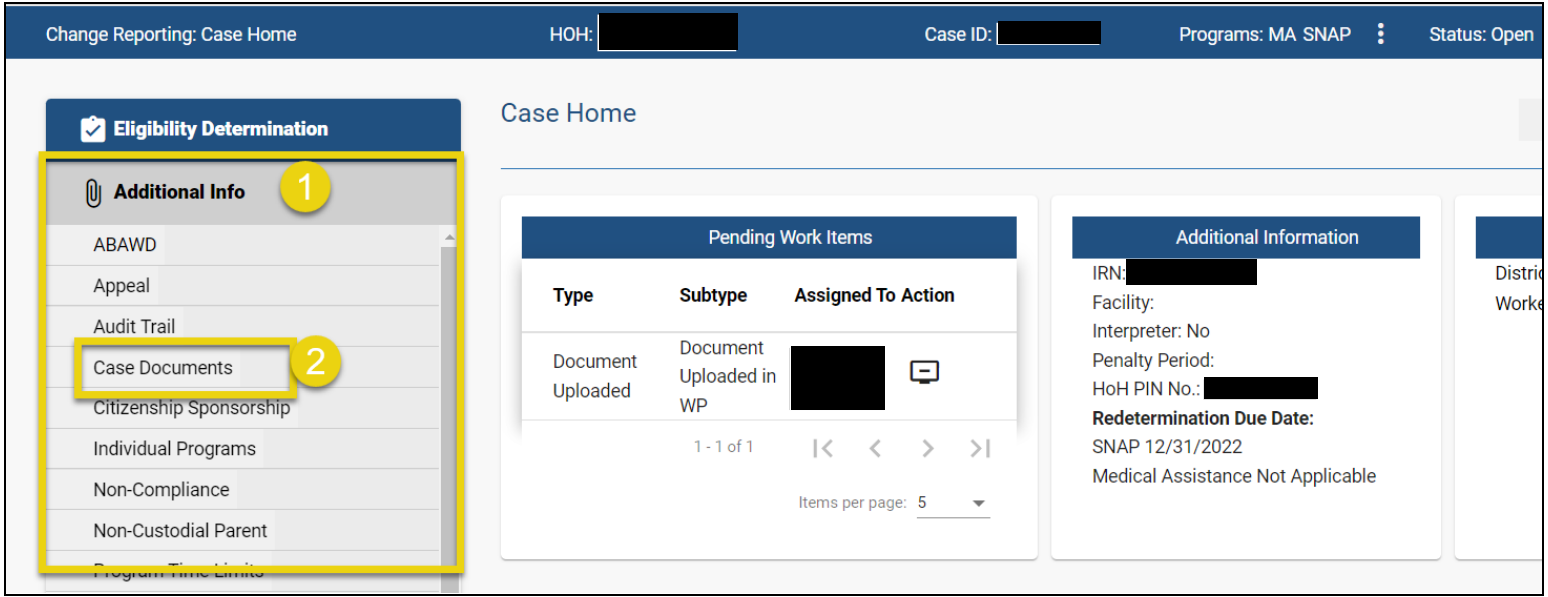
Correspondence Search

Benefit Review Form

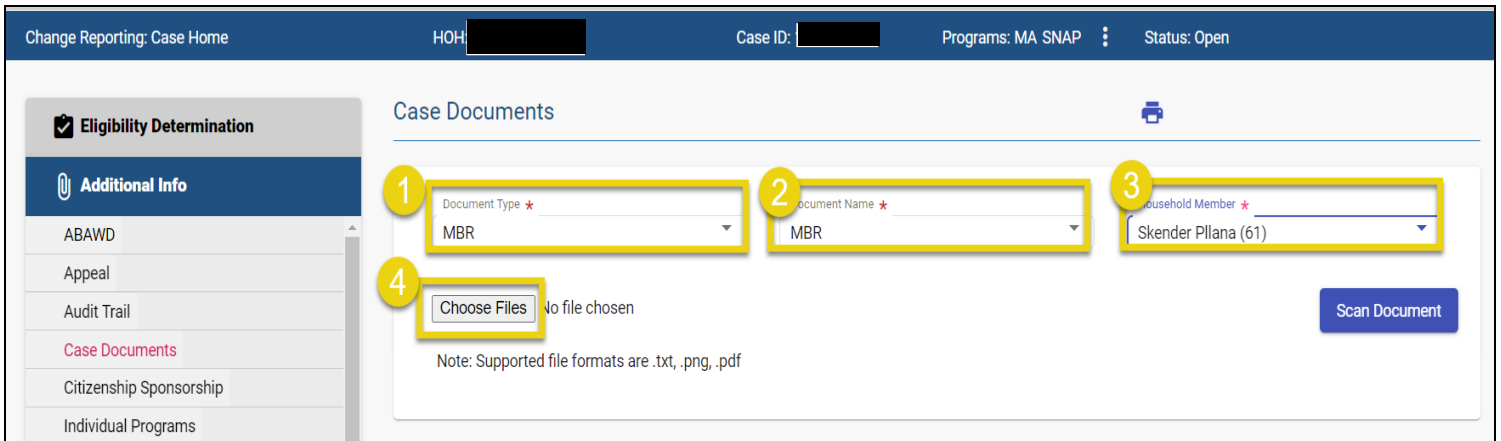
On Demand Letters

| #Case ID | Report Due Date | Status (2) | Status Date | Actions (3) |
|------------|-----------------|------------|-------------|-------------|
| [REDACTED] | 06-30-2022 | Sent | 06-06-2022 | |

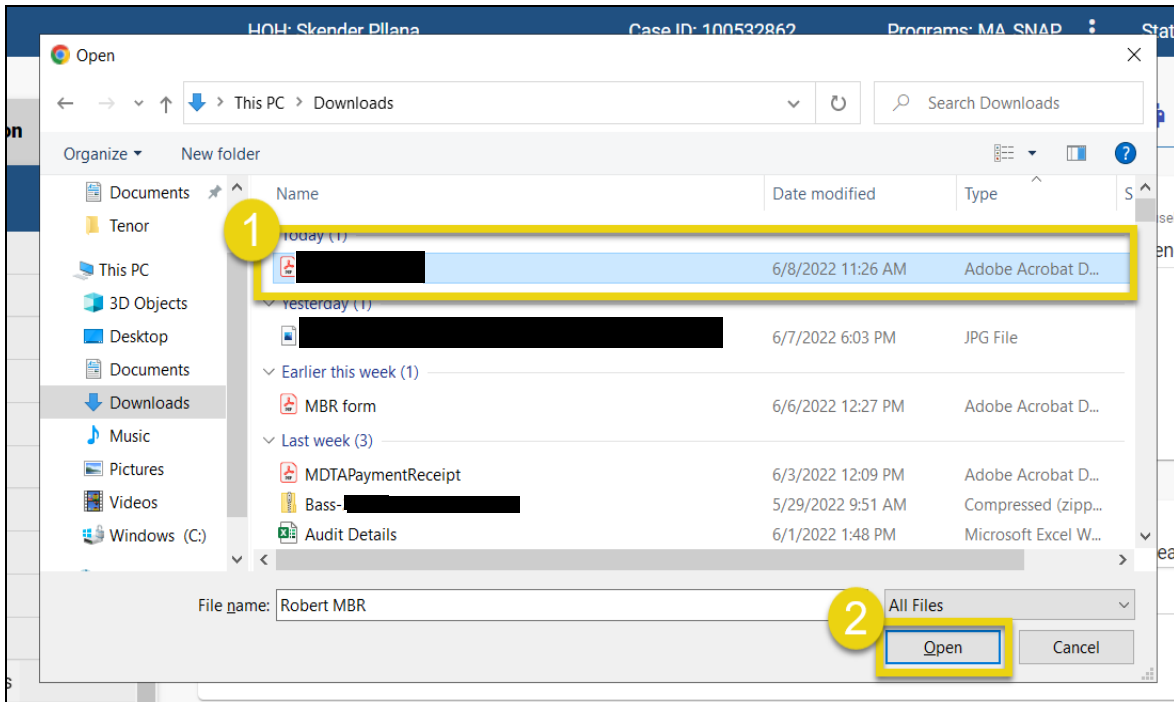
- The **Case Home** screen will display. *Upload* the MBR form by *clicking* the **Additional Info (1)** tab on the **Left-Hand Navigation Menu**, then *selecting* the **Case Documents (2)** option.



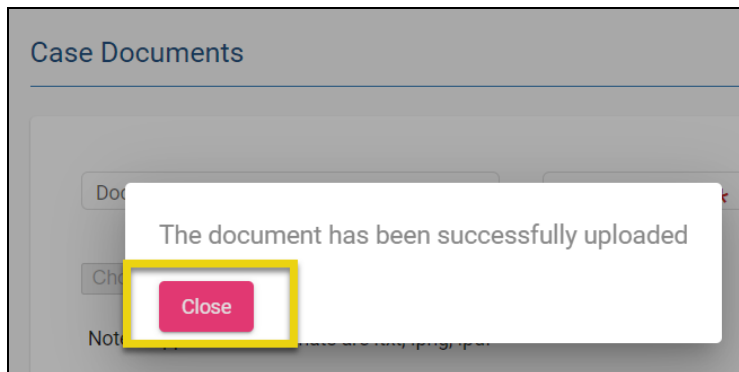
- The **Case Document** screen will display. *Select Document Type MBR (1)*, *Document Name MBR (2)*, and the *Household Member (3)* from the respective dropdown menus. *Click the Choose Files (4)* button to initiate file upload.



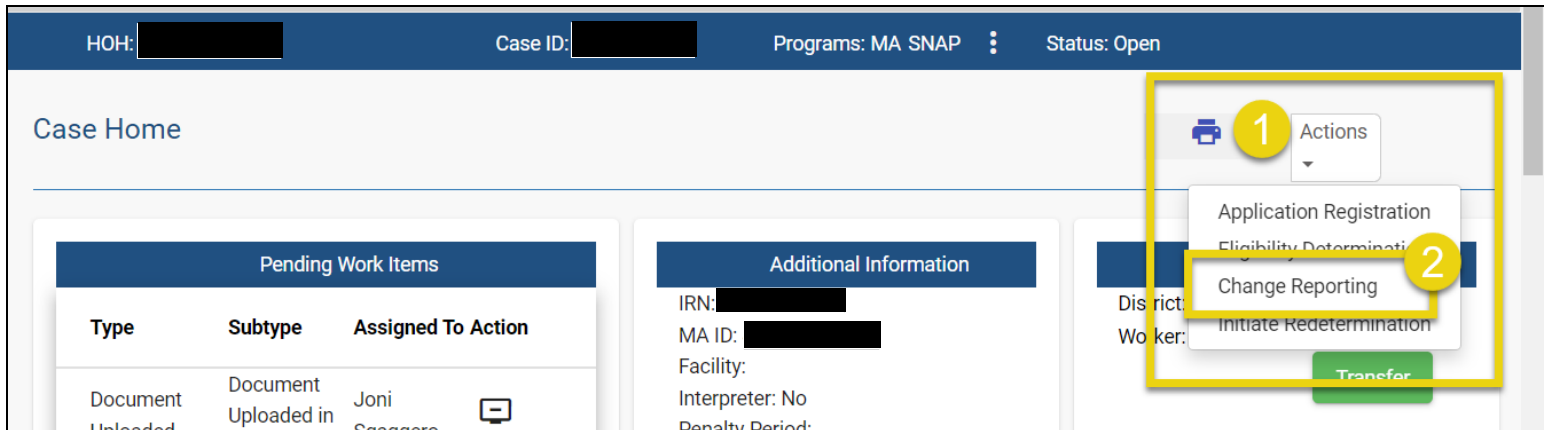
7. Your local folder will display. *Select the **MBR File (1)** you want to upload, then *click the **Open (2)** button.**



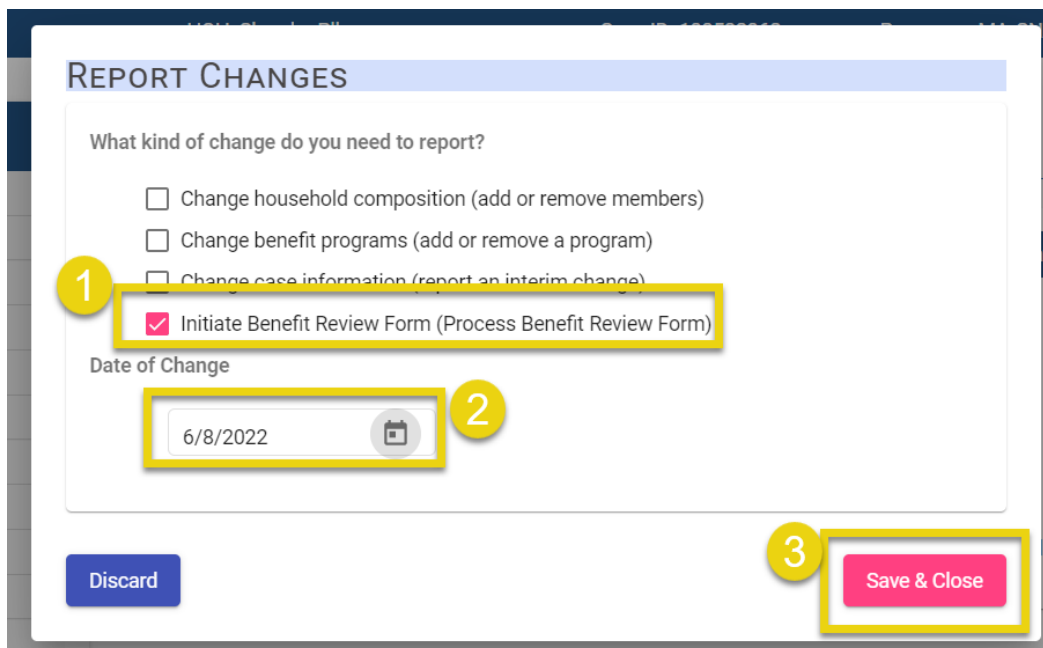
8. An **Upload Confirmation** popup window will display. *Click the **Close** button.*



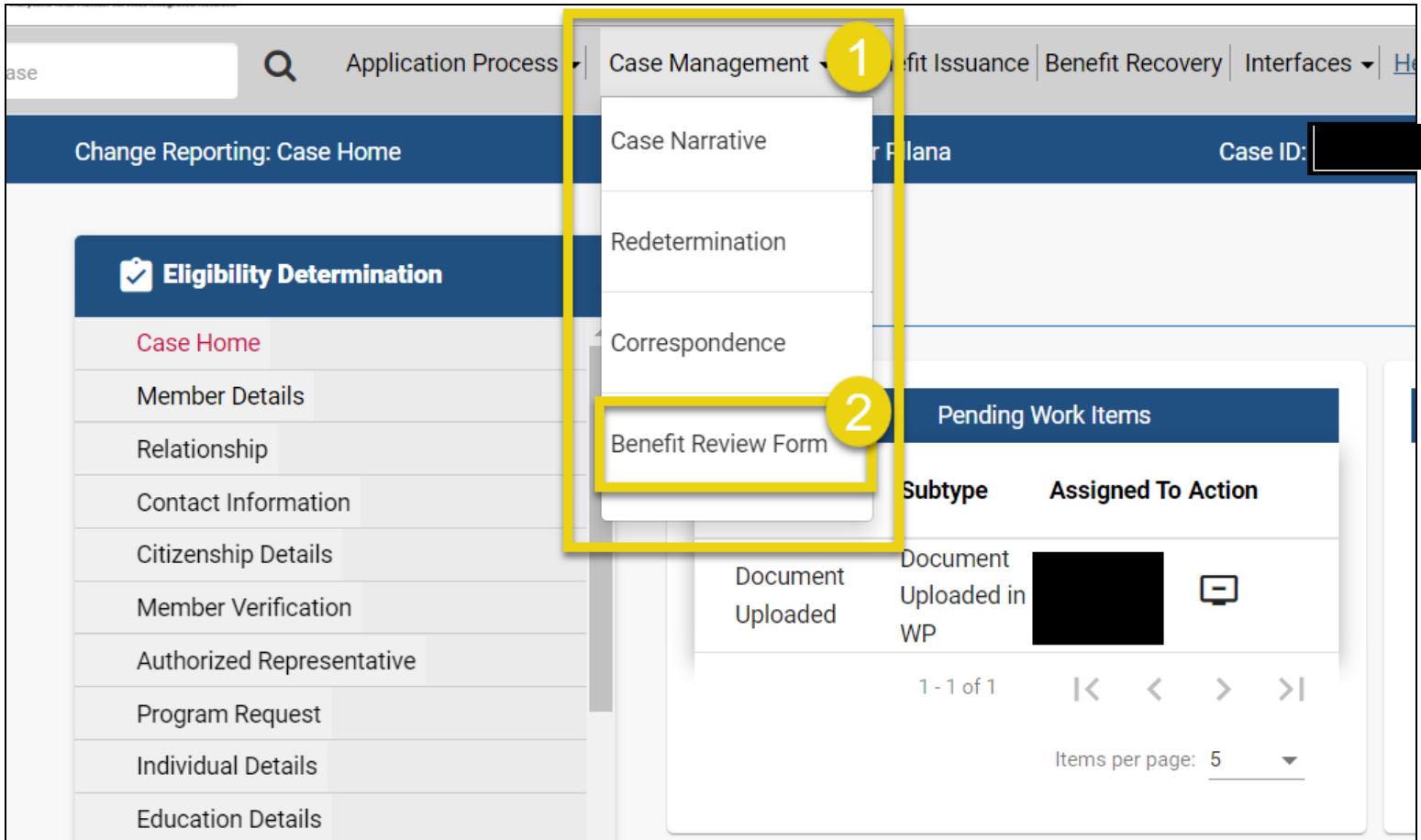
9. You will be redirected to the **Case Home** screen. *Click the **Actions (1)** button then **select the Change Reporting (2)** option from the dropdown menu.*



10. The **Report Changes** window will display. *Click the **Initiate Benefit Review Form (1)** checkbox, enter the **Date of Change (2)**, then **click the Save & Close (3)** button.*

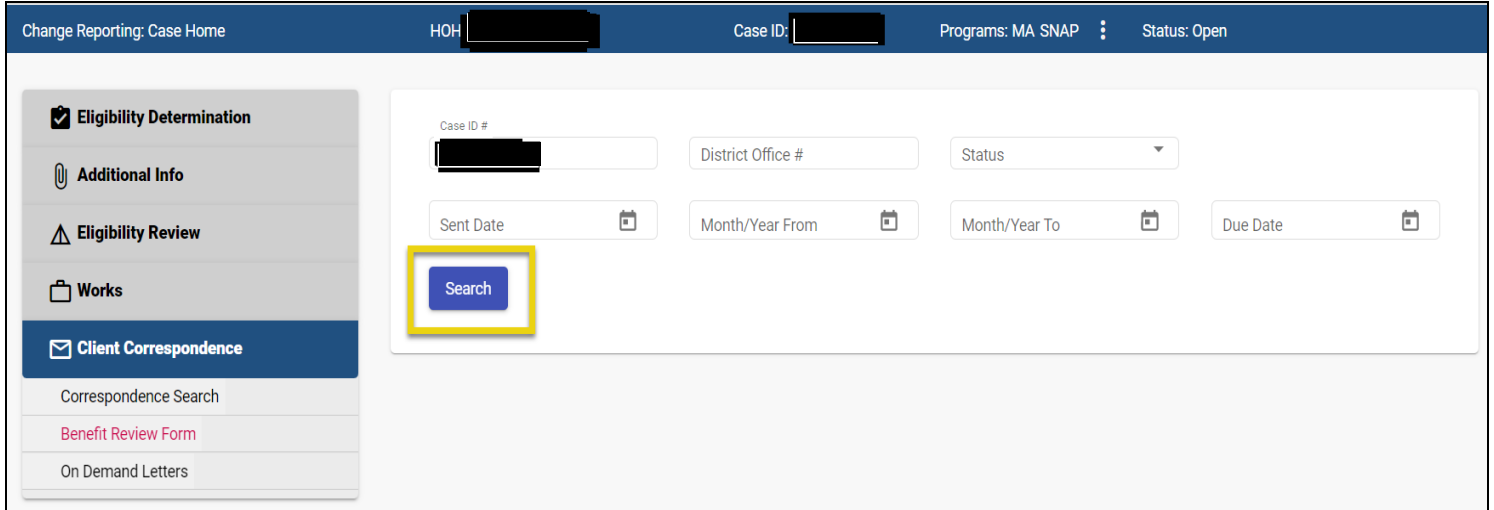


12. You will be redirected to the **Case Home** screen. *Click* the **Case Management (1)** button on the taskbar then *select* the **Benefit Review Form (2)** option from the dropdown menu.



The screenshot displays the 'Case Home' interface. A navigation bar at the top contains 'Application Process', 'Case Management', 'Benefit Issuance', 'Benefit Recovery', and 'Interfaces'. The 'Case Management' button is highlighted with a yellow circle and the number '1'. A dropdown menu is open from this button, listing 'Case Narrative', 'Redetermination', 'Correspondence', and 'Benefit Review Form'. The 'Benefit Review Form' option is highlighted with a yellow box and the number '2'. On the left side, there is a sidebar with 'Eligibility Determination' and a list of menu items including 'Case Home', 'Member Details', 'Relationship', 'Contact Information', 'Citizenship Details', 'Member Verification', 'Authorized Representative', 'Program Request', 'Individual Details', and 'Education Details'. On the right side, there is a 'Pending Work Items' section with a table showing a 'Document Uploaded' item. The table has columns for 'Subtype' and 'Assigned To Action'. Below the table, there is a pagination control showing '1 - 1 of 1' and 'Items per page: 5'.

13. The **Benefit Review Form** screen will display. *Click* the **Search** button.



Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

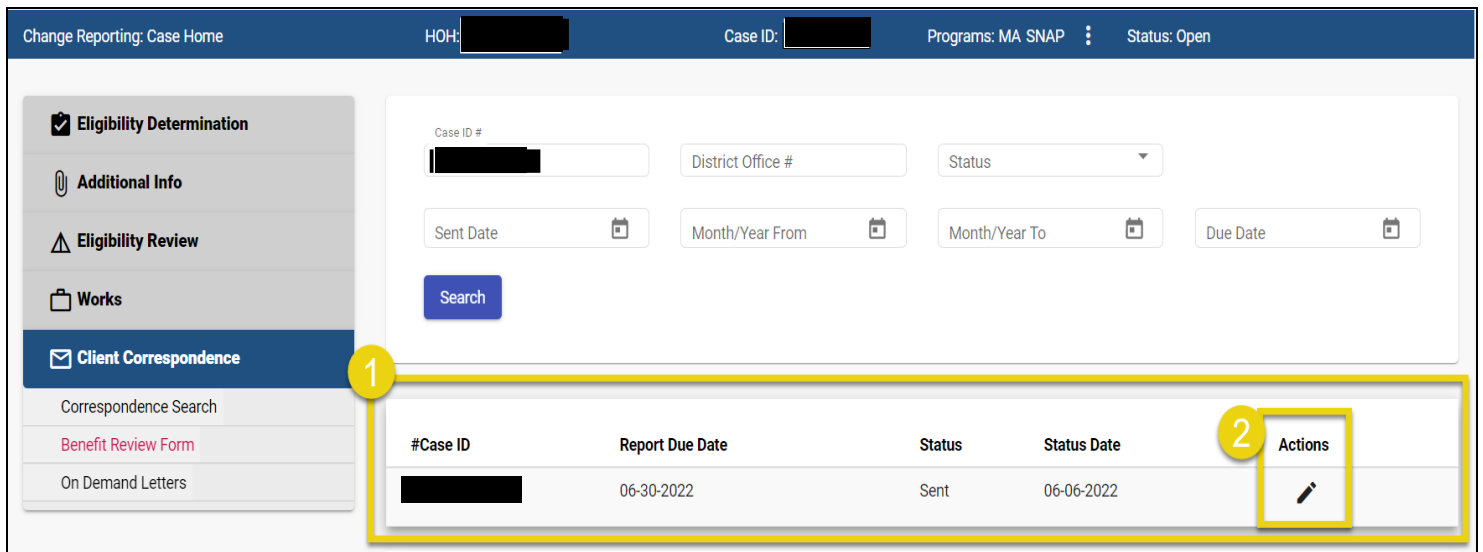
- Eligibility Determination
- Additional Info
- Eligibility Review
- Works
- Client Correspondence**
 - Correspondence Search
 - Benefit Review Form
 - On Demand Letters

Case ID # [REDACTED] District Office # [REDACTED] Status [REDACTED]

Sent Date [REDACTED] Month/Year From [REDACTED] Month/Year To [REDACTED] Due Date [REDACTED]

Search

14. The **Benefit Review Search** window will refresh showing the **Search Result (1)** section. *Note* the **Actions (2)** column now shows the **Pen (2)** icon, which means that you can begin processing the MBR.




Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

- Eligibility Determination
- Additional Info
- Eligibility Review
- Works
- Client Correspondence**
 - Correspondence Search
 - Benefit Review Form
 - On Demand Letters

Case ID # [REDACTED] District Office # [REDACTED] Status [REDACTED]

Sent Date [REDACTED] Month/Year From [REDACTED] Month/Year To [REDACTED] Due Date [REDACTED]

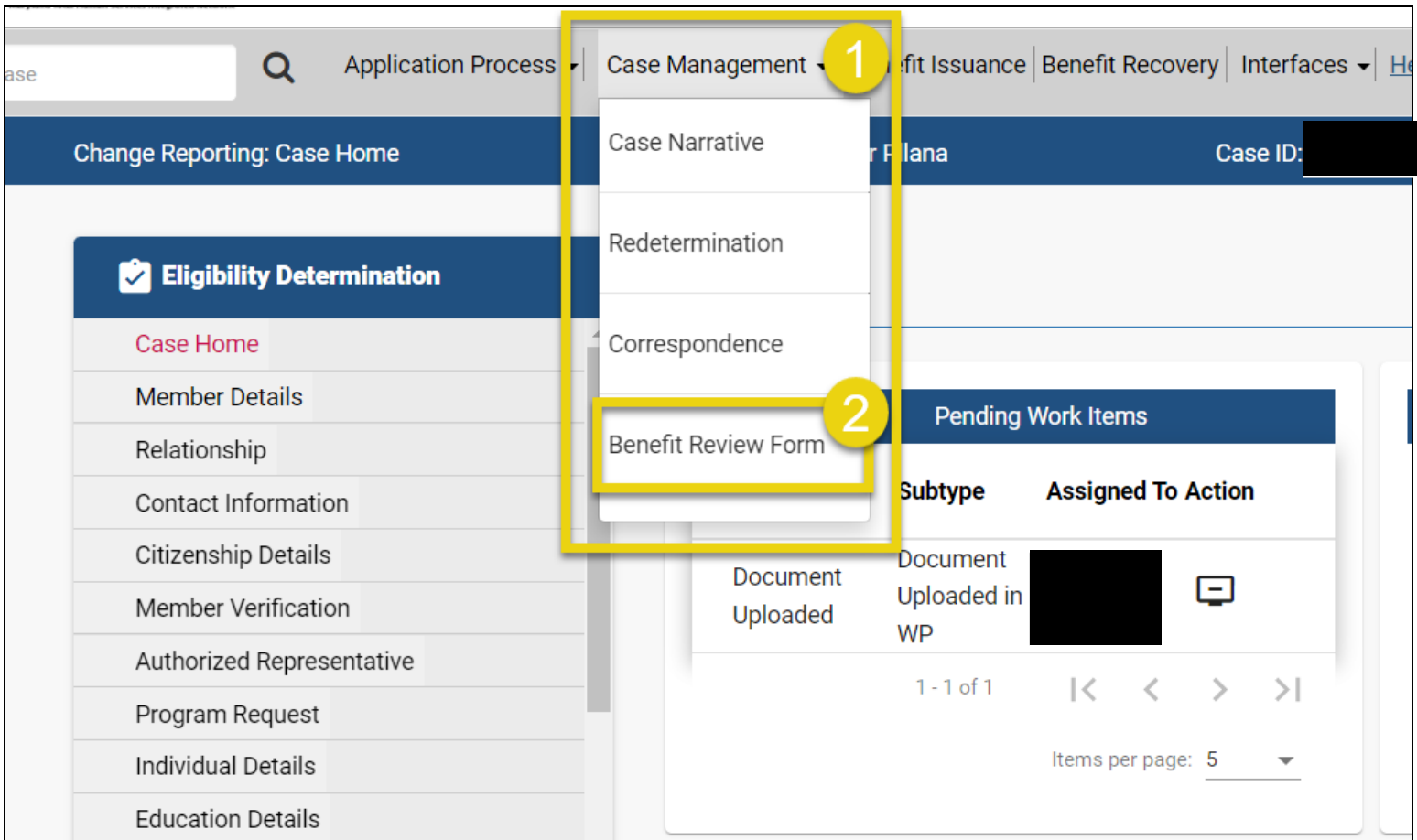
Search

| #Case ID | Report Due Date | Status | Status Date | Actions |
|------------|-----------------|--------|-------------|--|
| [REDACTED] | 06-30-2022 | Sent | 06-06-2022 | 2  |

Complete the Maryland Benefits Review Form Process

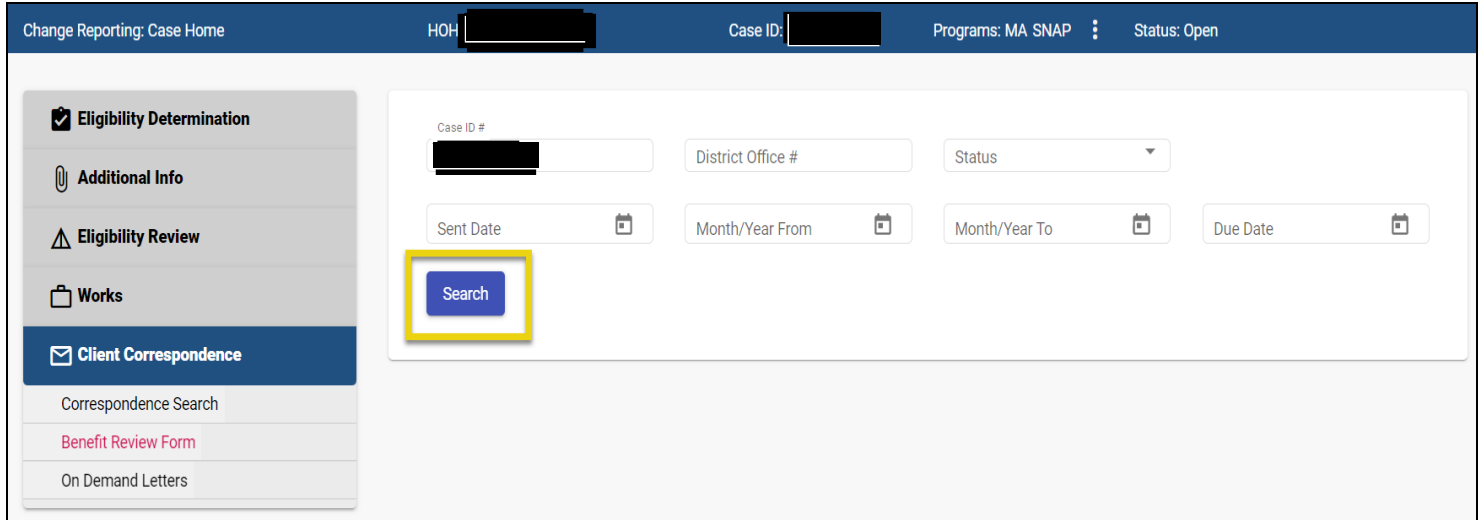
Note: The MBR processing workflow from this stage to its completion is the same whether the form was electronically submitted by the customer using the myMDTHINK Consumer Portal (Method 1) or entered by a case manager at a Department of Social Services office (Method 2).

1. On the **Case Home** screen. *Click* the **Case Management (1)** button on the taskbar then *select* the **Benefit Review Form (2)** option from the dropdown menu.



The screenshot shows the 'Case Home' interface. At the top, there is a navigation bar with 'Case Management' highlighted and a dropdown menu open. The dropdown menu contains the following options: 'Case Narrative', 'Redetermination', 'Correspondence', and 'Benefit Review Form'. A yellow box highlights the 'Benefit Review Form' option, with a yellow circle containing the number '2' next to it. Another yellow circle containing the number '1' is next to the 'Case Management' button in the navigation bar. Below the navigation bar, there is a sidebar with 'Eligibility Determination' and a list of menu items including 'Case Home', 'Member Details', 'Relationship', 'Contact Information', 'Citizenship Details', 'Member Verification', 'Authorized Representative', 'Program Request', 'Individual Details', and 'Education Details'. The main content area shows a 'Pending Work Items' section with a table of work items. The table has columns for 'Subtype' and 'Assigned To Action'. One work item is visible: 'Document Uploaded' with 'Document Uploaded in WP' as the subtype and a blacked-out name in the 'Assigned To Action' column. Below the table, there is a pagination control showing '1 - 1 of 1' and 'Items per page: 5'.

2. The **Benefit Review Form** screen will display. *Click* the **Search** button.



Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

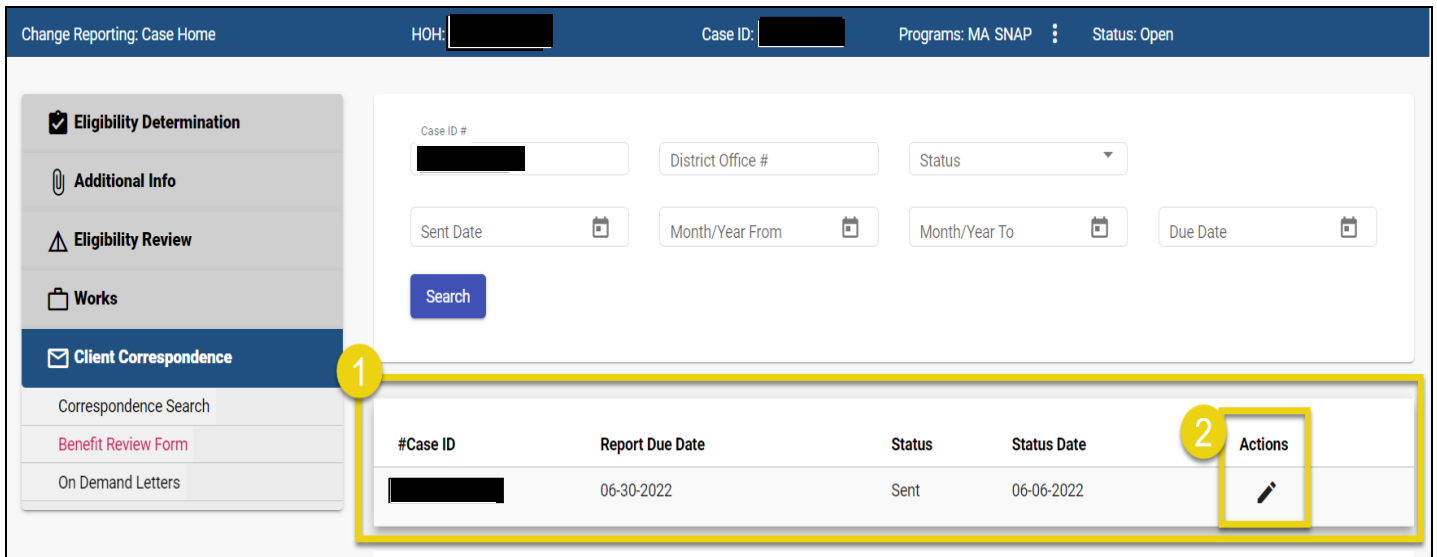
- Eligibility Determination
- Additional Info
- Eligibility Review
- Works
- Client Correspondence
- Correspondence Search
- Benefit Review Form
- On Demand Letters

Case ID # [REDACTED] District Office # [REDACTED] Status [REDACTED]

Sent Date [REDACTED] Month/Year From [REDACTED] Month/Year To [REDACTED] Due Date [REDACTED]

Search

3. The **Benefit Review Search** window will refresh showing the **Search Result (1)** section. *Click* the **Pen (2)** icon to process the Maryland Benefit Review form.



Change Reporting: Case Home HOH: [REDACTED] Case ID: [REDACTED] Programs: MA SNAP Status: Open

- Eligibility Determination
- Additional Info
- Eligibility Review
- Works
- Client Correspondence
- Correspondence Search
- Benefit Review Form
- On Demand Letters

Case ID # [REDACTED] District Office # [REDACTED] Status [REDACTED]

Sent Date [REDACTED] Month/Year From [REDACTED] Month/Year To [REDACTED] Due Date [REDACTED]

Search

| #Case ID | Report Due Date | Status | Status Date | Actions |
|------------|-----------------|--------|-------------|--|
| [REDACTED] | 06-30-2022 | Sent | 06-06-2022 | 2 |

4. The **Maryland Benefits** window will appear. *Select the **Method (1)** in which the form was submitted and enter the **Received Date (2)**. Check the **Check all that Apply (3)** boxes to process the Maryland Benefits Review form. If a household's information is incomplete, additional fields will be displayed for you to *select the **Reason (4)** and enter comments in the **Details (5)** field. Once complete, click on **Save & Close (6)****

Benefit Review Form

Case ID #
[Redacted]

From Date
2022-05-01

Sent Date
[Redacted]

Name
[Redacted]

To Date
2022-06-30

Status
[Redacted]

Sent
[Redacted]

Method 1

- Email
- Fax
- Mail
- Online - Consumer Portal

Check all that apply:

| | Complete | Incomplete |
|-------------------|-------------------------------------|-------------------------------------|
| Address | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Hh Individuals | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Shelter/Utilities | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Earned Income | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Unearned Income | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Child Support | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ABAWD | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Signature | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

3

Received Date 2

6/8/2022

Reason 4

Earned Income N...
Waiting on Earned Income Verification

5

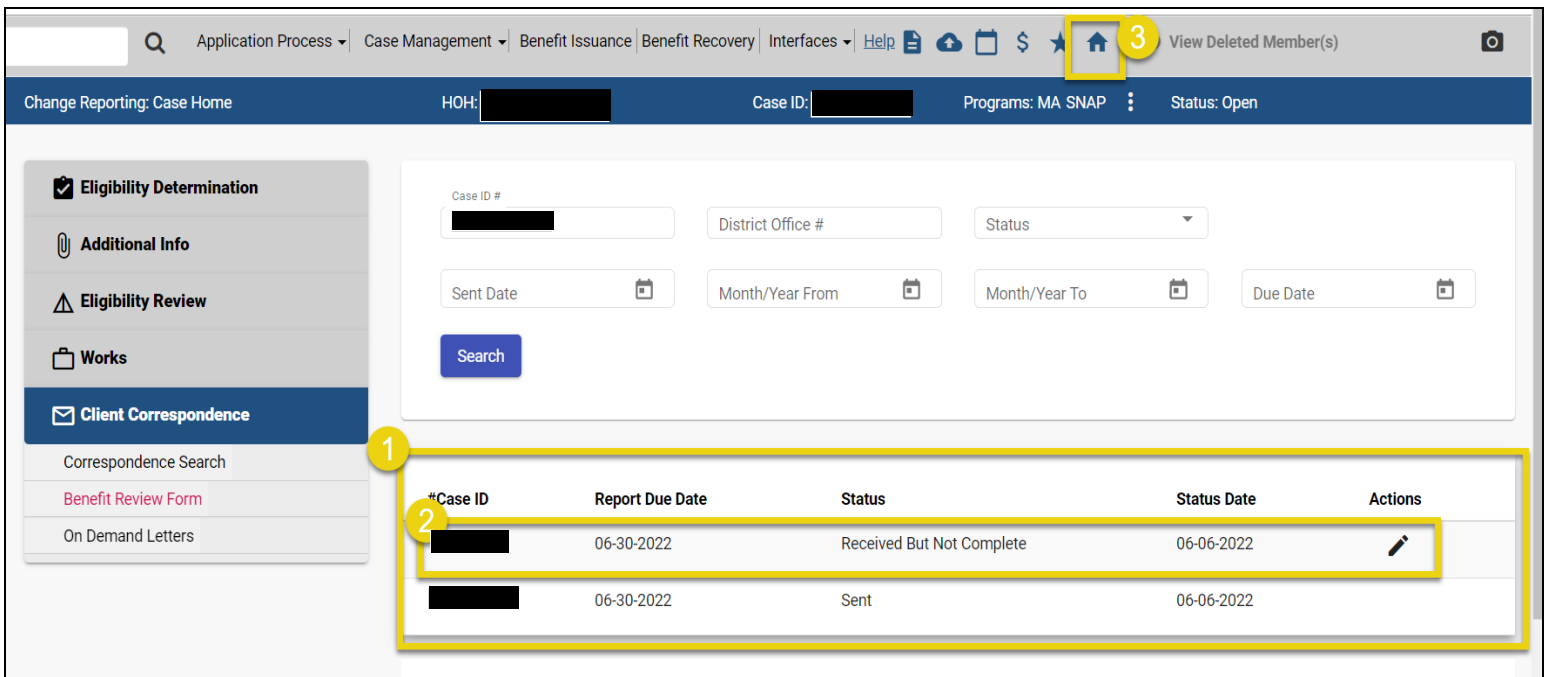
Discard


Save & Close

How-to-Guide: Process Maryland Benefits Review

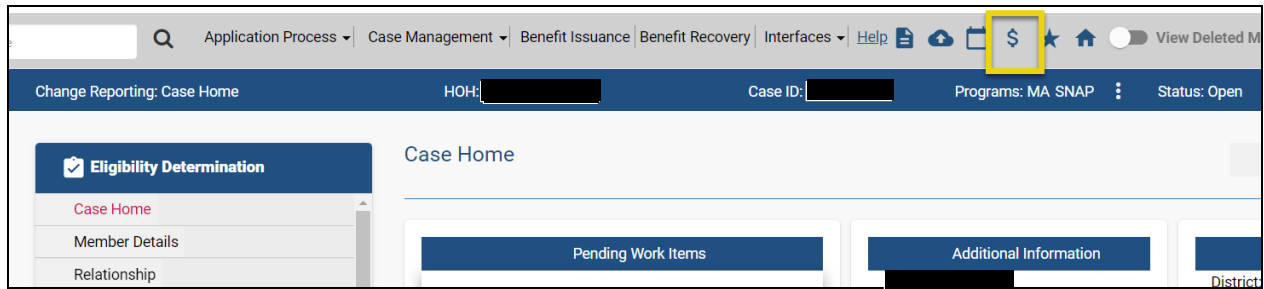
5. You will be redirected to the **Maryland Benefits Review** screen, which now displays the refreshed **Search Result (1)** section showing the updated **Status (2)**.

Click the **Home (3)** icon on the taskbar to return to the **Case Home** screen and continue processing the case.

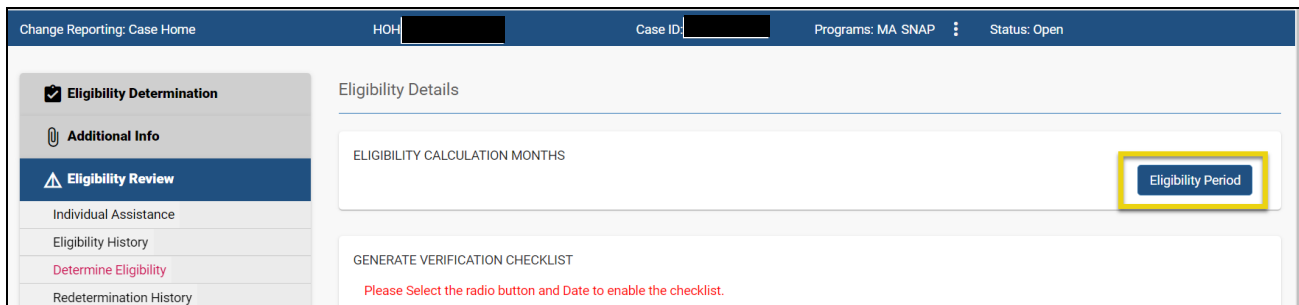


| #Case ID | Report Due Date | Status | Status Date | Actions |
|------------|-----------------|---------------------------|-------------|---|
| [redacted] | 06-30-2022 | Received But Not Complete | 06-06-2022 |  |
| [redacted] | 06-30-2022 | Sent | 06-06-2022 | |

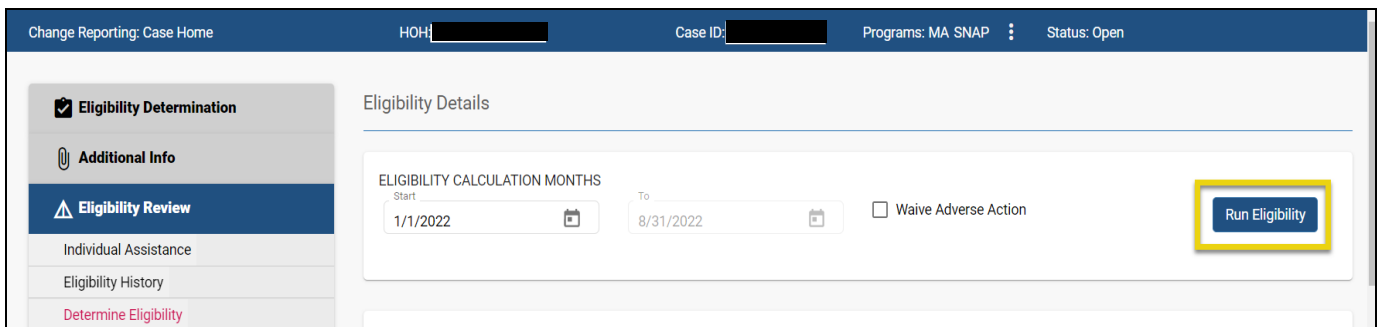
6. After you've updated all customer information and required verification, *click* the **Dollar (\$)** icon to run eligibility.



7. The **Eligibility Details** screen will display. *Click* the **Eligibility Period** button.



8. The **Eligibility Details** screen will refresh and display eligibility summary information if eligibility was run previously. If not, then *click* the **Run Eligibility** button.



9. The **Eligibility Summary (1)** section will display the eligibility details. *Click* the **Next (2)** button to continue.

HOH: [REDACTED]
Case ID: [REDACTED]
Programs: MA SNAP
Status: Open

Eligibility Details

ELIGIBILITY CALCULATION MONTHS

Start: To: Waive Adverse Action Run Eligibility

1

ELIGIBILITY SUMMARY

| Program Name | AG Head | Benefits Coverage | Pay Month | Eligibility Status | Actions |
|--------------------|------------|-------------------|-----------|--------------------|---------|
| SNAP | [REDACTED] | SNAP | 06/2022 | Pass | ⦿ |
| Medical Assistance | [REDACTED] | S02 | 06/2022 | Pass | ⦿ |
| Medical Assistance | [REDACTED] | S98 | 06/2022 | Denied | ⦿ |
| SNAP | [REDACTED] | SNAP | 07/2022 | Pass | ⦿ |
| Medical Assistance | [REDACTED] | S02 | 07/2022 | Pass | ⦿ |
| Medical Assistance | [REDACTED] | S98 | 07/2022 | Denied | ⦿ |
| SNAP | [REDACTED] | SNAP | 08/2022 | Pass | ⦿ |
| Medical Assistance | [REDACTED] | S02 | 08/2022 | Pass | ⦿ |
| Medical Assistance | [REDACTED] | S98 | 08/2022 | Denied | ⦿ |

2
Next

[Back to Top](#)

10. The **Monthly Eligibility Details Information** section will display. *Click* the **Program Eligibility (1)**, **Financial Eligibility (2)**, **Individual Financial (3)**, and **Recoupment Details (4)** tabs to review the respective information. *Click* the **Next (5)** button to continue.

Programs

SNAP

Name

Eligibility Date

06/2022

BENEFIT MONTH: 06/2022

Pass

1
 Program Eligibility

2
 Financial Eligibility

3
 Individual Financial

4
 Recoupment Details

| Program Details | Program Type | Benefit Group | RMP Indicator |
|-----------------|--------------------|---------------|------------------|
| | NPA-FS (FS) | SNAP | No |
| Status | Eligibility Status | Status Date | Application Date |

11. The **Issuance Method** screen will display. *Click* the **Save & Next** button to continue.

HOH: [REDACTED]
Case ID: [REDACTED]
Programs: MA SNAP
Status: Open

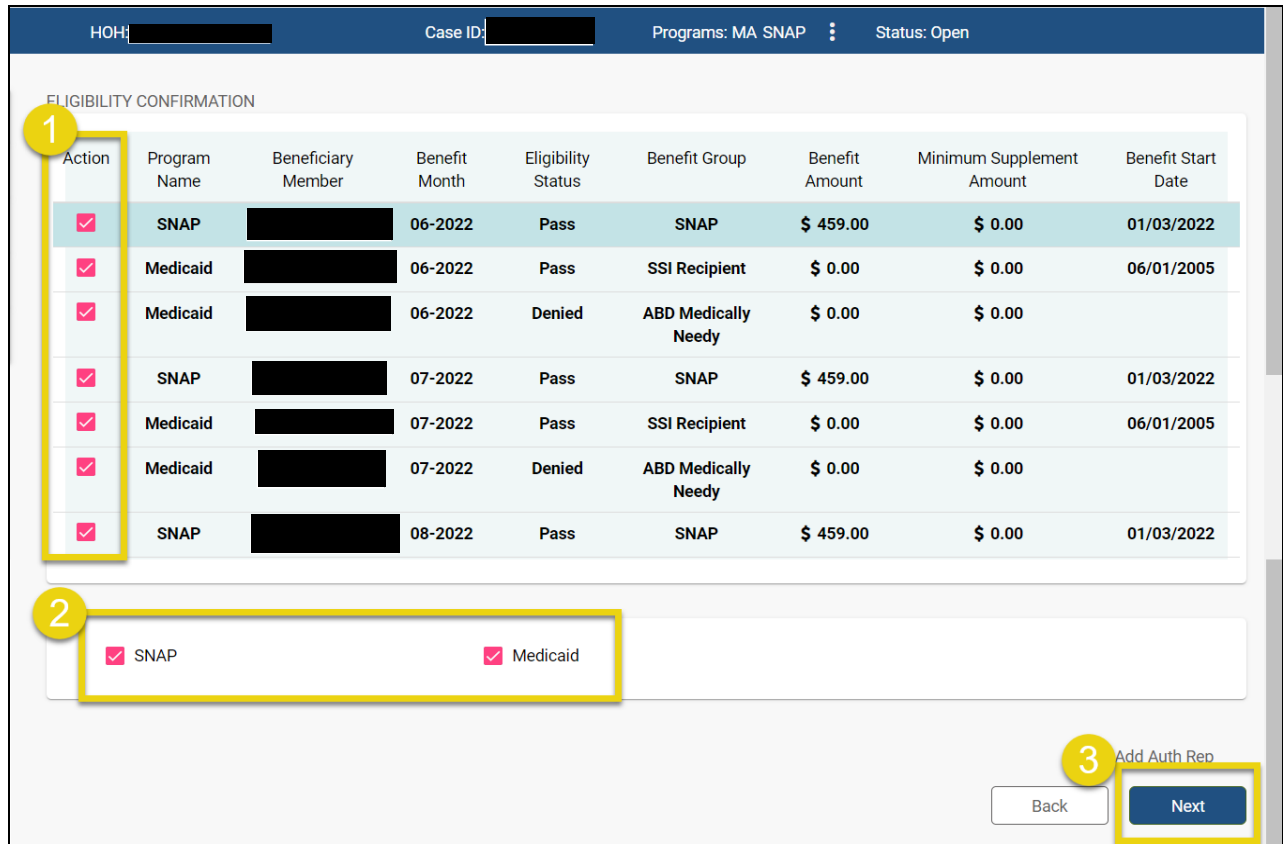
ISSUANCE METHOD

| Program | AID Code | Issuance Method | Beneficiary |
|---------|----------|-----------------|--|
| SNAP | SNAP | Batch EBT | [REDACTED] |

< Back

Save & Next >

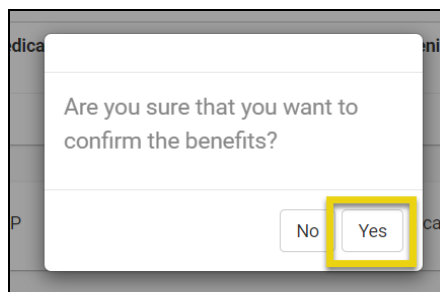
12. The **Eligibility Confirmation** screen will display. *Click* the **Action (1)** checkboxes to confirm the monthly eligibility and *click* the **Program (2)** checkbox to confirm the benefit program. *Click* the **Next (3)** button to continue.



The screenshot shows the 'ELIGIBILITY CONFIRMATION' screen. At the top, it displays 'HOH: [redacted]', 'Case ID: [redacted]', 'Programs: MA SNAP', and 'Status: Open'. Below this is a table with the following columns: Action, Program Name, Beneficiary Member, Benefit Month, Eligibility Status, Benefit Group, Benefit Amount, Minimum Supplement Amount, and Benefit Start Date. A yellow box labeled '1' highlights the 'Action' column, which contains checkboxes for each row. Below the table, another yellow box labeled '2' highlights a row of checkboxes for 'SNAP' and 'Medicaid'. At the bottom right, a yellow box labeled '3' highlights the 'Next' button, with an 'Add Auth Rep' link above it and a 'Back' button to the left.

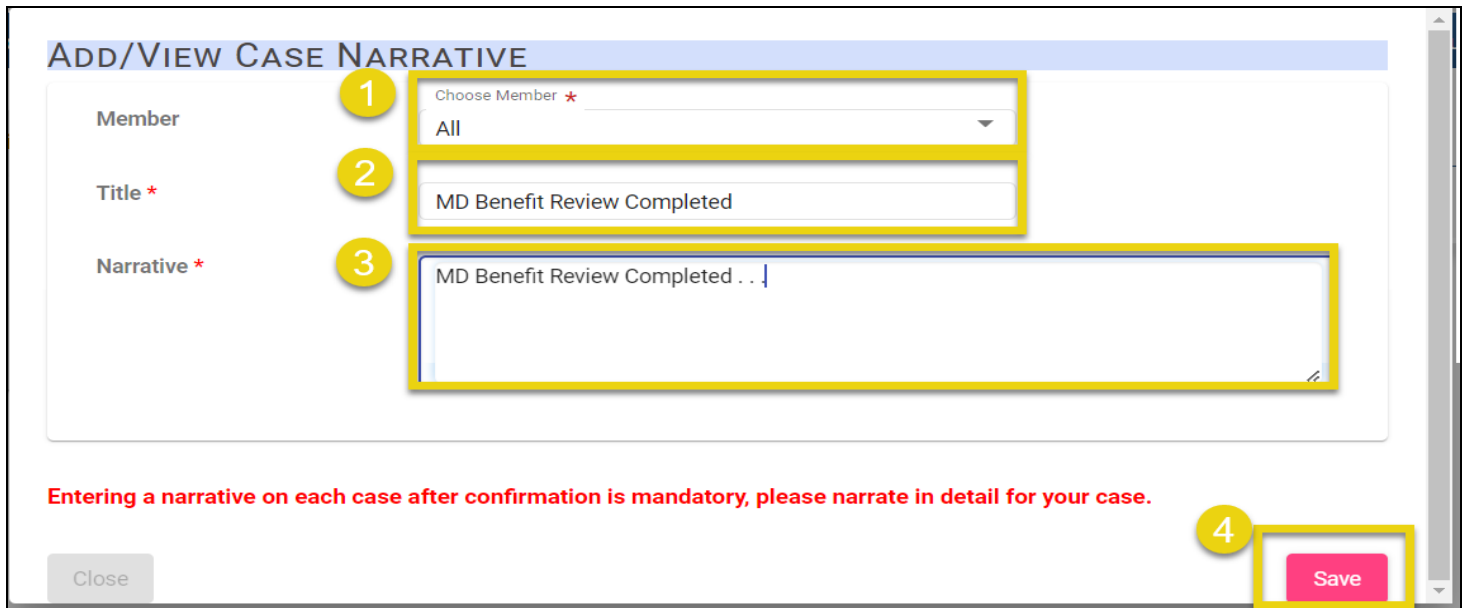
| Action | Program Name | Beneficiary Member | Benefit Month | Eligibility Status | Benefit Group | Benefit Amount | Minimum Supplement Amount | Benefit Start Date |
|-------------------------------------|--------------|--------------------|---------------|--------------------|---------------------|----------------|---------------------------|--------------------|
| <input checked="" type="checkbox"/> | SNAP | [redacted] | 06-2022 | Pass | SNAP | \$ 459.00 | \$ 0.00 | 01/03/2022 |
| <input checked="" type="checkbox"/> | Medicaid | [redacted] | 06-2022 | Pass | SSI Recipient | \$ 0.00 | \$ 0.00 | 06/01/2005 |
| <input checked="" type="checkbox"/> | Medicaid | [redacted] | 06-2022 | Denied | ABD Medically Needy | \$ 0.00 | \$ 0.00 | |
| <input checked="" type="checkbox"/> | SNAP | [redacted] | 07-2022 | Pass | SNAP | \$ 459.00 | \$ 0.00 | 01/03/2022 |
| <input checked="" type="checkbox"/> | Medicaid | [redacted] | 07-2022 | Pass | SSI Recipient | \$ 0.00 | \$ 0.00 | 06/01/2005 |
| <input checked="" type="checkbox"/> | Medicaid | [redacted] | 07-2022 | Denied | ABD Medically Needy | \$ 0.00 | \$ 0.00 | |
| <input checked="" type="checkbox"/> | SNAP | [redacted] | 08-2022 | Pass | SNAP | \$ 459.00 | \$ 0.00 | 01/03/2022 |

13. The **Confirmation** popup window will display. *Click* the **Yes** button to continue.



The confirmation popup window contains the text: 'Are you sure that you want to confirm the benefits?'. At the bottom, there are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a yellow box.

14. The **Add/View Case Narrative** screen will display. *Select **Member (1)** from the dropdown menu. Enter the **Title (2)** and **Narrative (3)**, then click the **Save (4)** button.*



ADD/VIEW CASE NARRATIVE

Member 1
Choose Member *
All

Title * 2
MD Benefit Review Completed

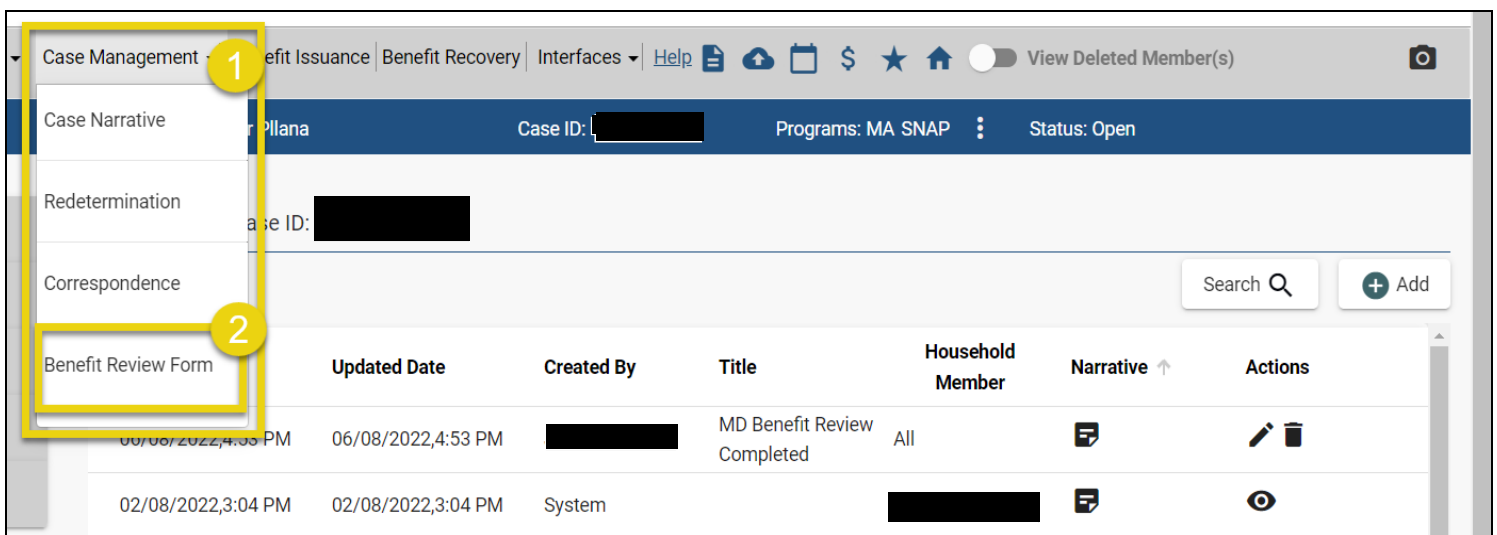
Narrative * 3
MD Benefit Review Completed . . .

Entering a narrative on each case after confirmation is mandatory, please narrate in detail for your case.

4 Save

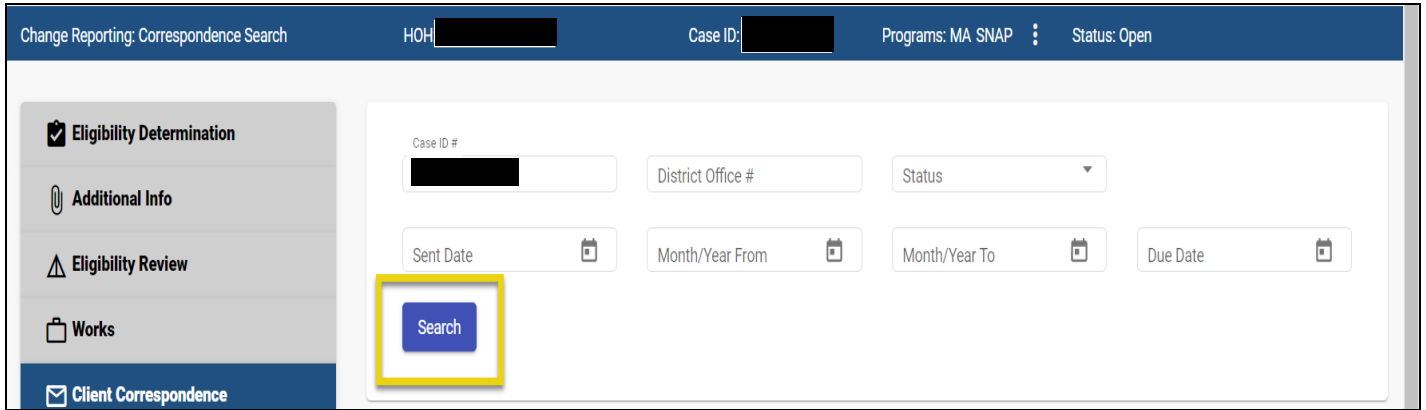
Close

15. The **Case Narrative List** screen will display. *Click the **Case Management (1)** tab on the taskbar then select the **Benefit Review Form (2)** option.*



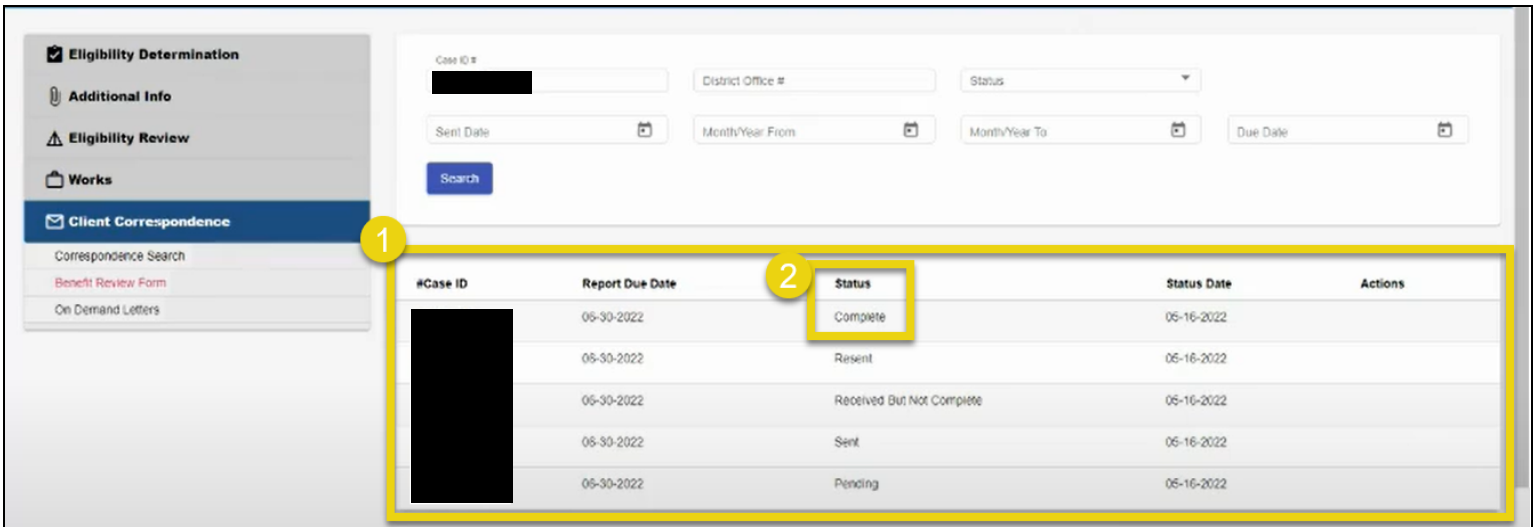
| Updated Date | Created By | Title | Household Member | Narrative | Actions |
|--------------------|------------|-----------------------------|------------------|-----------|---------|
| 06/08/2022,4:53 PM | | MD Benefit Review Completed | All | | |
| 02/08/2022,3:04 PM | System | | | | |

16. The **Benefit Review** screen will display. *Click* the **Search** button



The screenshot shows the 'Benefit Review' interface. At the top, there are fields for 'HOH', 'Case ID', 'Programs: MA SNAP', and 'Status: Open'. Below this is a search form with fields for 'Case ID #', 'District Office #', 'Status', 'Sent Date', 'Month/Year From', 'Month/Year To', and 'Due Date'. A blue 'Search' button is highlighted with a yellow box.

17. The **Benefit Review Form** will refresh displaying the **Search Results (1)** section. Note the **Status Complete (2)** for this MBR.



The screenshot shows the search results section of the 'Benefit Review Form'. A yellow box labeled '1' highlights the search results area. A second yellow box labeled '2' highlights the 'Status' column in the table, where the first row shows 'Complete'.

| #Case ID | Report Due Date | Status | Status Date | Actions |
|------------|-----------------|---------------------------|-------------|---------|
| [Redacted] | 06-30-2022 | Complete | 06-16-2022 | |
| [Redacted] | 06-30-2022 | Resent | 06-16-2022 | |
| [Redacted] | 06-30-2022 | Received But Not Complete | 06-16-2022 | |
| [Redacted] | 06-30-2022 | Sent | 06-16-2022 | |
| [Redacted] | 06-30-2022 | Pending | 06-16-2022 | |

You have now completed the Maryland Benefits Review process.