



**FIA ACTION TRANSMITTAL**

**Control Number: # 24-07**

**Effective Date: UPON RECEIPT**

**Issuance Date: August 2, 2023**

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

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR, FIA**   
**DEBBIE RUPPERT, EXECUTIVE DIRECTOR, MDH** 

**RE: PROPER HANDLING OF CASE DOCUMENTS/RECORDS**

**PROGRAM IMPACTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE (TCA), TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP), PUBLIC ASSISTANCE TO ADULTS (PAA), AND MEDICAL ASSISTANCE (MA) PROGRAM**

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

**SUMMARY**

Local Department of Social Services (LDSS) staff should upload all case-related documents and verifications to the 'Case Documents' section of the Eligibility & Enrollment (E&E) system the same day documents are received but no later than 24 hours after receipt. Case documents include any correspondences used to make any eligibility determination at the initial application, redetermination, and an interim change. Examples of case documents include but are not limited to applications, redetermination applications, benefit review forms, clearances, verifications, written complaints, thank you notes, inquiries, emails, client relationship management (CRM) work orders, and all other documents received from customers.

The Local Department of Social Services (LDSS) are responsible for ensuring that all customer documents are scanned into the Case Documents section of the Eligibility and Enrollment (E&E) system, which will automatically be saved in the Enterprise Content Management (ECM) system. E&E Case Documents is the system of record, and it is mandatory that all customer

documents are uploaded into the system **prior** to an eligibility determination.

**Note:** MAGI-related MA customer documents must be maintained in the Maryland Health Connection (MHC) system. Also, case documents that are not received from the MD THINK Consumer Portal must be date stamped with the date the document were received at the LDSS prior to being scanned and uploaded to E&E.

**REQUIRED ACTION:**

LDSS staff must ensure that customer information, including verifications received from customers at application, interim changes, and redetermination are maintained in the Case Documents section of E&E.



**Resource:** How-to-Guide: Upload and Access a Case Document

LDSS staff must:

- Scan **all** customer verifications and verifications from case manager-accessed sources such as the Work Number, BEACON, SVES, and Jail Match within 24 hours.

**Note:** All documents used to determine eligibility must be in the system of record (E&E Case Documents) **prior** to confirming eligibility.

Example:

 <b>Proper Handling Scenario</b>	 <b>Improper Handling Scenario</b>
<p>The customer applied for SNAP benefits and provided four current consecutive pay stubs, rent letters, bank statements, utility bills, and a driver’s license.</p> <p><b>LDSS Action:</b></p> <ul style="list-style-type: none"> <li>● The SNAP application and all supporting documents were uploaded to E&amp;E Case Documents within 24 hours of receipt.</li> <li>● Case manager ran clearances and uploaded all screens to Case Documents at the time of review.</li> <li>● All reported information was updated in E&amp;E.</li> <li>● Eligibility was run and confirmed.</li> <li>● Case manager narrated about customer circumstances and verifications received.</li> </ul>	<p>The customer applied for SNAP benefits and provided four consecutive pay stubs, rent letter, bank statements, utility bill, and a driver’s license.</p> <p><b>LDSS Action:</b></p> <ul style="list-style-type: none"> <li>● Case manager received a paper case record for the application and verifications.</li> <li>● Case manager ran clearances and printed them out to put them with the paper application.</li> <li>● E&amp;E was updated with the customer information.</li> <li>● Eligibility was run and confirmed.</li> <li>● Case manager narrated customer circumstances and verifications received.</li> <li>● Documents were scanned into the</li> </ul>

	<p>system the following week.</p> <p><b>Ripple Effect:</b>  Not having all documents uploaded in Case Documents <b>prior</b> to confirming eligibility is an audit finding, and may also result in incorrect decisions, Quality Control (QC) errors, unjustified overpayments, loss of appeal hearings, etc.</p>
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**RESOURCES:**

- COMAR: 07.03.01.11
- Temporary Case Assistance 215.1
- How-to-Guide: Upload and Access a Case Document

**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](mailto:fia.policy@maryland.gov) for Montgomery County only.

For MHC systems questions and issues, contact the Maryland Health Benefit Exchange’s Office of Consumer Assistance, Eligibility Policy & Business Integration at 410-547-6327.

For MA policy questions: Direct Non-MAGI and MAGI policy questions to the Maryland Department of Health, Office of Eligibility Services at [mdh.oesinquiries@maryland.gov](mailto:mdh.oesinquiries@maryland.gov)

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