

## **FAMILY INVESTMENT ADMINISTRATION**

<b>Policy Number:</b>	25-16
<b>Policy Title:</b>	Supervisory Case Pre-Review Requirements (SCPR)
<b>Release Date:</b>	April 17, 2025
<b>Effective Date:</b>	May 1, 2025
<b>Approved By:</b>	Augustin Ntabaganyimana Executive Director Family Investment Administration
<b>Revision Date(s):</b>	Original: October 4, 2011
<b>Supersedes:</b>	FIA Action Transmittal (AT) #12-10 (previous version released October 4, 2011)
<b>Originating Office:</b>	Office of Operations <a href="mailto:fia.policy@maryland.gov">fia.policy@maryland.gov</a>
<b>Required Actions:</b>	Complete the E&E Supervisory Case Pre-Review process
<b>Key Words:</b>	Pre-Review, Supervisor Review, Case Review, SCPR
<b>Related Federal Law</b>	<a href="#">CFR § 275 Subpart E</a>
<b>Related State Laws</b>	Not Applicable
<b>COMAR</b>	Not Applicable
<b>State Plan Implications?</b>	No State Plan Implication

Supersedes: FIA Action Transmittal #12-10 (previous version released October 4, 2011)



**Maryland**  
 Department of  
 Human Services  
 Department of Human Services  
 25 S Charles Street  
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**FAMILY INVESTMENT  
 ADMINISTRATION (FIA) ACTION  
 TRANSMITTAL**

Control Number: # 25-16

Effective Date: May 1, 2025

Issuance Date: April 17, 2025

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

**FROM: AUGUSTIN NTABAGANYIMANA, EXECUTIVE DIRECTOR**

**RE: SUPERVISORY CASE PRE-REVIEW (SCPR) REQUIREMENTS**

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

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

**Summary**

The Maryland Department of Human Services' Family Investment Administration (FIA) is committed to ensuring that public assistance programs are administered according to governing federal and state laws and regulations. In Federal Fiscal Year (FFY) 2022, the Payment Error Rate (PER) for Maryland's Supplemental Nutrition Assistance Program (SNAP) was 35.56%, which decreased to 18.98% in FFY 2023; a remarkable improvement. This notwithstanding, the 18.98% error rate is still significantly higher than the 6% target error rate. While our SNAP error rate has improved, payment errors persist across cash programs, including Temporary Cash Assistance (TCA),

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Temporary Disability Assistance Program (TDAP), and Public Assistance to Adults (PAA). Although we have made significant progress in reducing errors, more work is needed to achieve a target error rate of under six percent across all programs. To achieve this goal, FIA is reintroducing the Supervisory Case Pre-Review (SCPR) process as an early error detection and mitigation tool. The SCPR has now been integrated into the Eligibility & Enrollment (E&E) System, streamlining case selection and review procedures.

The SCPR process is a quality assurance (QA) step. It is something a Supervisor or Lead Worker does before a case is officially finalized or approved. The goal is to catch mistakes early—like missing documents, wrong calculations, or incorrect eligibility decisions—before the case moves forward or affects a client. SCPR is an early error detection and mitigation tool. This means:

1. It's a preventive check to spot and fix errors.
2. It helps make sure people get the right benefits and the Department stays in compliance with federal rules.
3. It reduces the need for fixing problems later, which can be more difficult, delay services, or incur penalties.

**Effective May 1, 2025**, the SCPR is mandatory for all jurisdictions and supersedes all existing local-level case review processes. Under the SCPR, a Family Investment Supervisor or Lead Worker will select and review cases processed by an Eligibility Worker prior to approval. Applications involving the following programs are subject to SCPR requirements:

- A. Supplemental Nutrition Assistance Program (SNAP), excluding XSNAP
- B. Cash Programs
  - a. Temporary Cash Assistance (TCA)
  - b. Temporary Disability Assistance Program (TDAP)
  - c. Public Assistance for Adults (PAA)
- C. Medical Assistance Programs
  - a. Long Term Care (LTC)
  - b. Non-MAGI Medicaid

The [E&E Supervisory Pre-Review Report](#) located in the Qlik Sense Hub will be used to track and monitor the SCPR process.

## **Required Action**

### **Eligibility & Enrollment (E&E) System Actions**

The E&E system must only sample SNAP cases (excluding XSNAP) and LTC cases.

- A. SNAP cases are sampled based on the processing mode: Application, Maryland Benefit Review (MBR), and Redetermination.
- B. LTC cases are sampled based on the processing mode: Application, Redetermination, and Interim Change.
- C. When a SNAP case is selected and has an associated program(s), the associated program(s) must be included in the SCPR and the questions associated with the last action taken on the associated case(s) must also be reviewed.
  - Example 1: The SNAP redetermination was processed on January 8, 2025. The TCA application was approved on October 4, 2024. The SNAP redet was selected for a pre-review on January 8, 2025. The SNAP Redetermination questions and the TCA Application questions must be reviewed.
  - Example 2: The SNAP MBR was processed on February 5, 2025. The PAA Redetermination was processed on August 7, 2024, and Non-MAGI MA Redetermination was processed on November 20, 2024. The SNAP MBR was selected for a pre-review on February 5, 2025. The SNAP MBR questions, TCA Redetermination questions, and Non-MAGI MA questions must be reviewed.

### **Supervisor's Actions: Parameter Setting**

Supervisors should click the "Settings" tab from the EE home page to create, add, edit, or delete parameters for a case manager's work assignments.

Please see the [How-to-Guide: Supervisor Action - Manage Case Review \(Settings\)](#) located in the E&E system's Help section.

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**Requirements:**

- A. FIA supervisors/Lead must complete at least **two** SCPR per day.
  - a. Only supervisors/Leads who have case managers assigned to them in E&E for the benefit programs listed above are required to complete SCPR.
- B. Supervisors may allocate the required minimum into processing modes (Redets, Interim Changes (MBR), and Applications) and case managers.
- C. The fields are formulated to calculate percentages. You must enter whole numbers. Decimals are not needed.

<b>Examples of Supervisor's Total Daily Percentages</b>					
<b>Worker Name</b>	<b>Applications</b>	<b>Redets</b>	<b>Interim Change (SNAP: MBR only)</b>	<b>Minimum Daily Total Percentage</b>	<b>Number of Cases Selected</b>
Worker A: Two years experience (Processed eight applications)	1%	0	0	1%	0
Worker B: Three years experience (Processed 13 redets)	0	1%	0	1%	0
Worker C: Six months experience (Processed five applications)	100%	0	0	100%	5
Worker D: One year experience (Processed 13 MBRs)	0	0	50%	50%	7
Worker E: Five years experience (Processed five applications and seven redeterminations)	0	0	0	0	0
Worker F: Ten years experience (Processed six MBRs, three applications, and six redeterminations)	0	0	0	0	0
<b>Daily Total</b>	<b>101%</b>	<b>1%</b>	<b>50%</b>	<b>152%</b>	<b>12</b>

**Note:** The LDSS leadership may require more than the state’s required minimum for staff within that specific LDSS.

### **Supervisor’s Actions: Assigning/Reassigning Case Pre-Reviews**

When a case pre-review needs to be assigned to another staff member, please follow the guidance in the [How-to-Guide: View, Dispose & Transfer Work Items](#) and [How-to-Guide: Access and Assign Work Items](#) located in the E&E system’s Help section.

**Reminder:** Only LDSS staff with [E&E Supervisor and Assistant Director Access Roles](#) can assign and reassign work items.

### **Supervisor’s Actions: Case Pre-Review Process**

[How-to-Guide: Supervisor Case Pre-Review Process](#) located in the E&E system’s Help section explains the steps a supervisor performs to review a case in the E&E System and assign the pre-review to a case manager if corrections are required.

Once the supervisor’s pre-review is complete and the case does not require changes, the supervisor will click the “Submit” button to complete the review. This will generate an alert on the case manager’s dashboard requiring the case manager to rerun eligibility and confirm the case.

**Reminder:** When answering the pre-review questions, “Action Required” is the only option you must select to trigger an error.

“Yes” or “No” only answers the question presented. It does not trigger an error. Some questions may require a “No” response but are not errors.

### **Case Manager’s Actions: Case Pre-Review Process**

[How-to-Guide: Case Manager Pre-Review](#) located in the E&E system’s Help section explains the steps that a case manager performs to complete a pre-review in the Eligibility and Enrollment (E&E) System.

**Reminder:** When correcting a question labeled “Action Required”, you must select “Corrected”.

### **Resources**

[How-to-Guide: Supervisor Action - Manage Case Review \(Settings\)](#)

[How-to-Guide: View, Dispose & Transfer Work Items](#)

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[How-to-Guide: Access and Assign Work Items](#)

[How-to-Guide: Supervisor Case Pre-Review Process](#)

[How-to-Guide: Case Manager Pre-Review](#)

[How-to-Guide: Work Items Alerts](#)

[E&E User Access Roles](#)

[E&E Supervisory Pre-Review Report](#)

[Pre-Review Updated Questions](#)

## **Inquiries**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#). Montgomery County staff may submit their policy questions via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov).

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