

FAMILY INVESTMENT ADMINISTRATION

Policy Number:	26-15
Policy Title:	Automated Processing of Maryland Benefit Reviews (MBR) with No Changes Reported
Release Date:	March 13, 2026
Effective Date:	March 13, 2026
Approved By:	Augustin Ntabaganyimana Executive Director Family Investment Administration
Revision Date(s):	Not applicable.
Supersedes:	Not applicable.
Originating Office:	Office of Programs Office of Nutrition Assistance Programs (ONAP)
Required Actions:	Complete mandatory clearances and case processing of Maryland Benefit Reviews containing reported changes.
Key Words:	Maryland Benefit Review, clearances, change reporting, automatic processing
Related Federal Law	7 CFR § 273.12
Related State Laws	Not applicable.
COMAR	COMAR 07.03.17.47 ; 07.03.17.49
State Plan Implications?	Yes.

 <p>Maryland Department of Human Services</p> <p>Department of Human Services 25 S. Charles Street Baltimore, MD 21201</p>	<p>FAMILY INVESTMENT ADMINISTRATION (FIA) ACTION TRANSMITTAL</p>
<p>Control Number: 26-15</p>	<p>Effective Date: March 13, 2026</p> <p>Issuance Date: March 13, 2026</p>

**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: AUTOMATED PROCESSING OF MARYLAND BENEFIT
REVIEWS (MBR) WITH NO CHANGES REPORTED**

**PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary

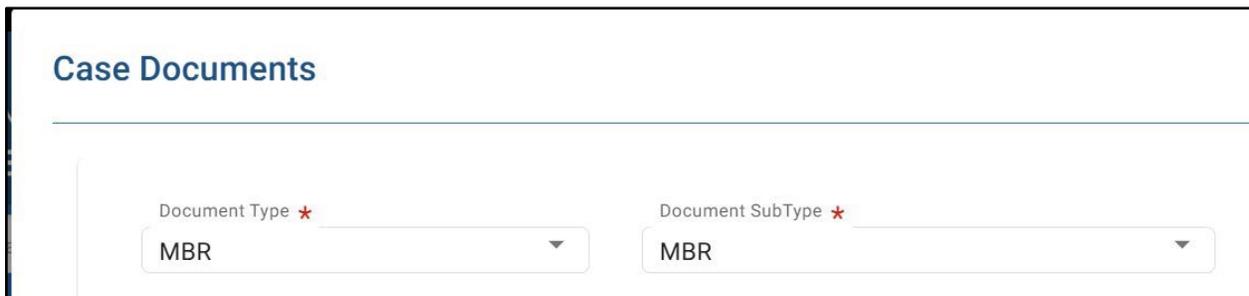
On January 23, 2026, FIA implemented automated processing in the Eligibility and Enrollment (E&E) system for SNAP Maryland Benefit Reviews (MBRs) that contain no changes and are submitted through the Consumer Portal (CP). Beginning in March 2026, E&E will be able to review any SNAP MBR submitted by paper and automatically complete the reviews where no changes are detected. This automation of select MBRs streamlines the SNAP recertification process, reduces manual workload, and enables staff to focus on more complex cases. The purpose of this Action Transmittal (AT) is to

summarize the actions the E&E system will take and the process for case managers to handle MBRs that the system cannot automatically process. SNAP Manual Section 410 Certification Periods (attached) was updated to reflect current SNAP regulations and terminology.

Policy and Required Actions

There is no change to the existing MBR timeline or policy for MBRs that contain reported changes, as outlined below.

- A. E&E generates an MBR on the first day of the fifth month of SNAP eligibility.
- B. SNAP households must submit a completed MBR before the last day of the sixth month of the current certification period.
- C. Households may complete the MBR either using the Maryland Benefits Consumer Portal or by returning a completed paper MBR to any local department of social services (LDSS).
 - a. Case managers must upload paper MBRs to Case Documents in E&E and add narration to the case. Ensure the Document Type and Document Sub Type are labeled as “MBR.”



The screenshot shows a web form titled "Case Documents". Below the title, there are two dropdown menus. The first is labeled "Document Type" with a red asterisk and has "MBR" selected. The second is labeled "Document SubType" with a red asterisk and also has "MBR" selected. Both dropdown menus have a downward-pointing arrow on the right side.

- D. If a completed MBR is not submitted by the last day of the sixth month of the household’s certification period, their SNAP benefits will close that day, and the household must reapply to receive SNAP benefits.
- E. In accordance with [7 CFR 273.12\(a\)\(5\)](#), SNAP households subject to simplified reporting are required to report when the following changes in circumstances occurred since the case was last certified or recertified:

- a. More than \$100 in the amount of income,
 - b. The source of income (including starting or stopping a job or changing jobs) if the change in employment is accompanied by a change in income,
 - c. Household composition (such as the addition or loss of a household member),
 - d. Residence and the resulting change in shelter costs,
 - e. Legal obligation to pay child support,
 - f. When a member of the household wins lottery or gambling winnings at or above \$3,500, and
 - g. For able-bodied adults without dependents (ABAWDs), changes in work hours that bring them below 20 hours per week (in which case an ABAWD screening is required).
- F. An interview is NOT required to complete an MBR. However, a case manager may contact a customer to clarify or obtain information necessary to make an eligibility determination.

Eligibility and Enrollment (E&E) System Updates

E&E was updated to review submitted MBRs, regardless of whether the household submitted it via the Maryland Benefits Consumer Portal or as a paper form to the LDSS. E&E determines whether an MBR can be processed by the system or must be processed by a case manager.

When the E&E system processes an MBR, it will stop the automated process and route the case to a case manager for manual review if the household's SNAP benefit amount changes (for example, if an unconfirmed interim change had been previously entered).

MBRs submitted by Paper

Beginning with MBRs due in March 2026, printed MBRs will have an encrypted QR code in the footer of each page. When a case manager scans and uploads the completed MBR to Case Documents in E&E, the system will assess the MBR for changes. If there are no changes, E&E will automatically process it. If E&E identifies changes in circumstances or an issue with the paper form, such as notes outside of the checkboxes, the system will default to the manual process and route the MBR accordingly.

Processing of MBRs

MBRs with No Changes

- A. There is no case manager action required on the SNAP case when E&E automatically processes the MBR. During automated processing of a no change MBR, E&E will:
 - a. Add the following narration to the case: *“Household submitted a completed MBR on <insert date> with no changes. The MBR was processed by the system.”*
 - b. Continue SNAP benefits for the remainder of the certification period; and
 - c. Generate and send a notice to the household to inform them of the MBR result.
- B. Clearances are not required for no change MBRs processed automatically by E&E. (See below for more information on clearances.)
- C. If the agency later discovers that a household received SNAP benefits they were not entitled to due to failure to report a change on their MBR, the agency must establish an overpayment claim in accordance with [SNAP Manual Section 490 Claims Against Households](#).

MBRs with Changes

As per [25-04 Maryland Benefit Review Periodic Reporting Process and Verification Requirements](#), case managers are required to follow the previously outlined procedures for MBRs with a reported change. When E&E is unable to automatically process an MBR, the system will route the MBR through Statewide Process Management (SPM). Supervisors must assign these MBRs to case managers, who must manually process and determine eligibility for the SNAP case.

Clearances

Clearances are required for MBRs with a reported change, as well as for MBRs that cannot be completed through the automated process. In these cases, case managers must continue to document in the case narration that required clearances were obtained. Case managers must also ensure that all clearance documentation is scanned or uploaded to the Case Documents section of the system. The following systems must be checked for MBRs

subject to the manual process:

- A. BEACON;
- B. The Work Number (3-month lookback);
- C. State On-Line Query-Internet (SOIQi);
- D. Electronic Disqualified Recipient System (EDRS).
- E. State Verification & Exchange System (SVES) Prison Match; and
- F. Systematic Alien Verification for Entitlement (SAVE), if applicable.

Verification and Requests for Information at MBR

- A. Case managers must obtain verification to establish continued eligibility for SNAP when an MBR reflects new household members, changes in income, or any information that is questionable. Verification of increased expenses is also required in order to apply the associated deduction.
- B. If a household fails to provide verification of expenses, their SNAP eligibility must be determined without the corresponding deduction. Failure to provide verification of expenses is not grounds for case closure.
- C. When verification is required and the case manager cannot independently verify the information through an available clearance, the case manager must ensure that the E&E system generates and sends a Form 1052 (Request for Information).

References

[SNAP Manual Section 410 Certification Periods](#)

[SNAP Manual Section 490 Claims Against Households](#)

[FIA AT 24-07 PROPER HANDLING OF CASE RECORDS](#)

[FIA AT 25-04 Maryland Benefit Review Periodic Reporting Process And Verification Requirements.pdf](#)

[FIA AT 26-03 Mandatory Clearance/Verification Systems Requirements](#)

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.

cc: DHS Executive Staff
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