



FIA INFORMATION MEMO

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(Revised text appears in bold and italics)

**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**

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

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

Interview requirements resumed for redeterminations due for April 2022 and ongoing months.

Mandatory redeterminations for all programs, except for Non-MAGI MA programs, resumed on January 3, 2022. The redetermination packets mailed prior to receiving the flexibility approval included 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 on record. This information memo will guide local department staff through the redetermination and interview workflow process.

Revision #2 adds a correction on the Reinstate and Reopen functionality within the E&E system.

REDETERMINATION WORKFLOW SNAPSHOT:

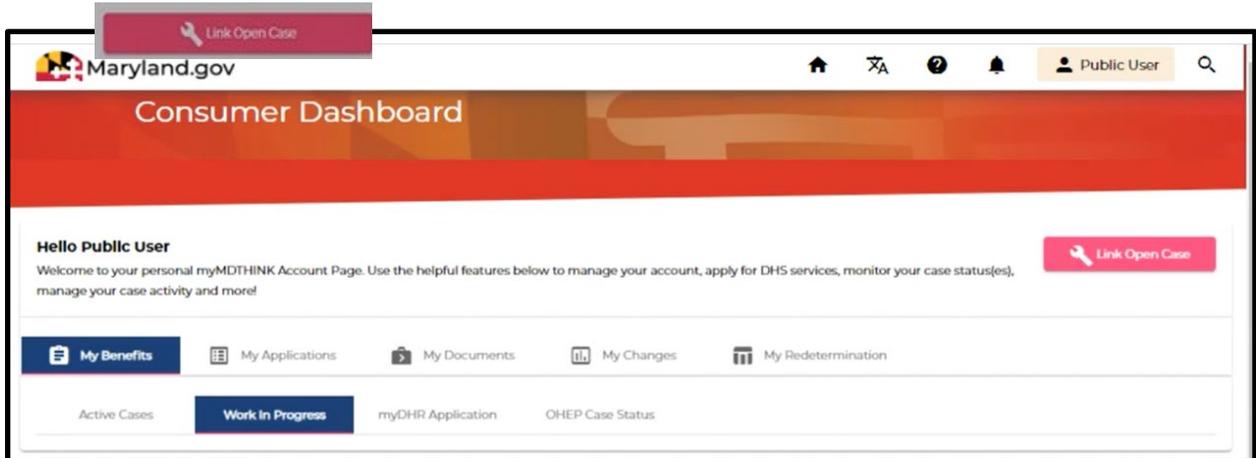


Purpose of the PIN letter

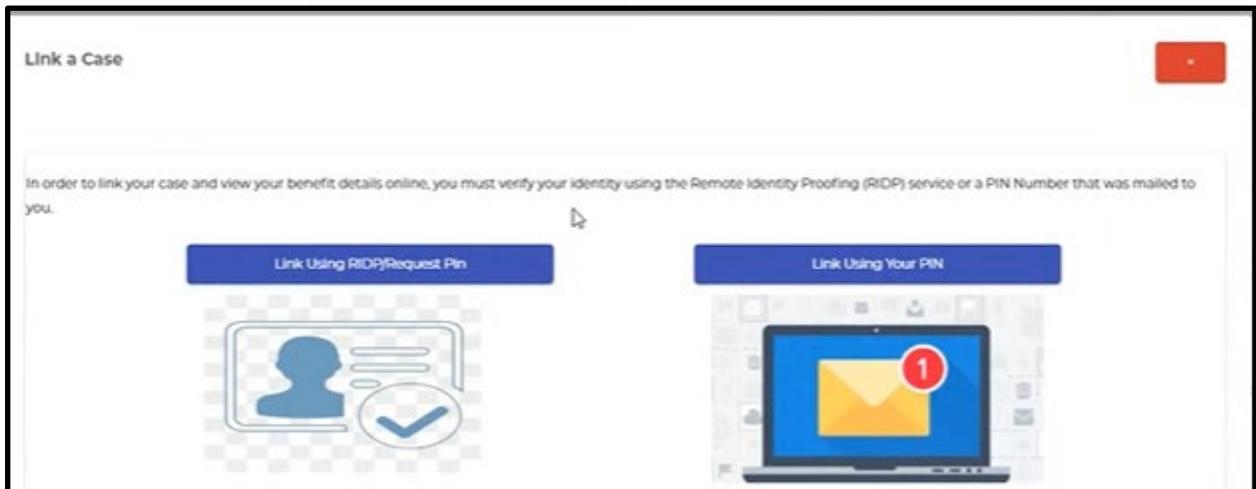
The purpose of the PIN letter is to encourage the customer to link their account 90 days in advance to allow them to complete their upcoming redeterminations or future interim changes and/or applications electronically. If they do not link the account right away, once logged in they will still have the opportunity to link the case at their convenience.

Consumer Portal Linking Screen Information

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

Interview requirements resumed for April 2022 redeterminations

In E&E, January 2022 redetermination interviews were 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 April 2022 redeterminations, all packets will be sent the first business day of the month prior to the eligibility determination 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	<i>N/A</i>	<i>N/A</i>
March 2022	02/01/2022	<i>N/A</i>	<i>N/A</i>
April 2022	03/01/2022	03/15/2022	04/11/2022

Redetermination interview appointments end by the 14th of the redetermination month to allow customers adequate time to receive their 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 case managers available for the month, and their interview length time. 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 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 case managers flexibility between interviews. Interviews are scheduled in 30 minute increments within 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 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 and 11:00 am. Therefore, if the case manager 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 case manager 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 notification notifying them of their upcoming interview.

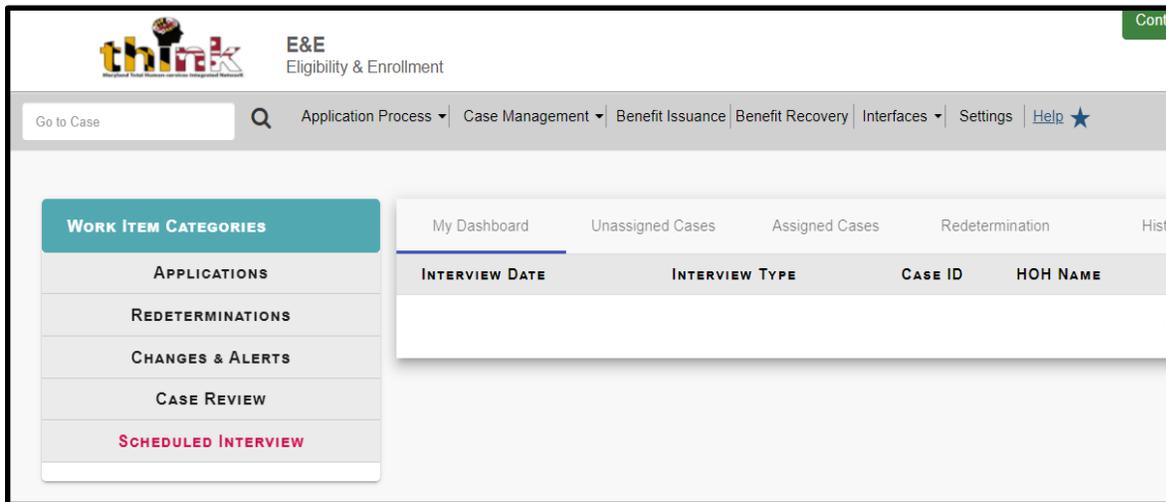
The customer will not receive a reminder via email or Consumer Portal after the initial

notification at this time. A reminder notification function is slated for a future enhancement.

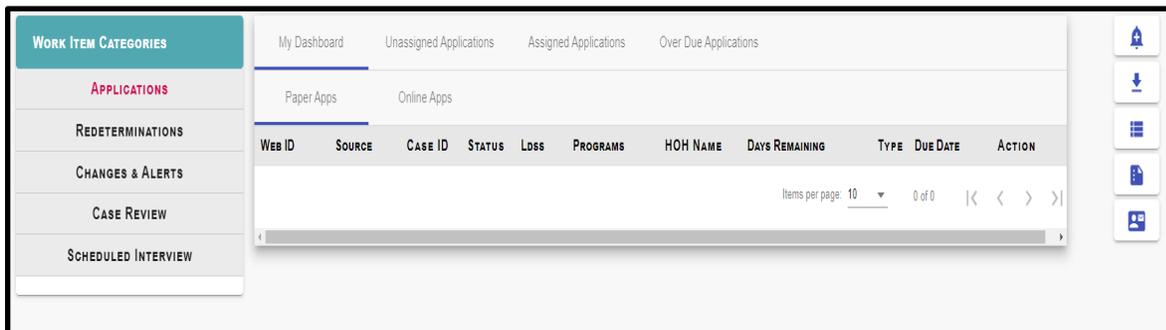
Only Application interview notifications are accessible to the customer. Future enhancements will allow Redetermination interview notifications to be viewed via Consumer Portal and email.

Viewing the Interview Schedule:

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



View Alert Search  Icon on the Dashboard- By clicking on this icon, a case manager or supervisor can review all scheduled interviews by conducting a search by Program, Work Item Type as Redeterminations or Work Item Subtype as Interview scheduled. The icon is located on the right in the screenshot below.



Once you click the icon this alert search box will appear.

The image shows a screenshot of an 'Alert Search' form. It features several input fields and dropdown menus. The 'Program' dropdown is set to 'Program'. The 'Work Item Type' dropdown is set to 'Redeterminations'. The 'Web ID' and 'Case ID' fields are empty. The 'Work Item Subtype' dropdown is set to 'Interview scheduled'. The 'Created Date From' field is set to '11/1/2021' and the 'Created Date To' field is set to '12/1/2021'. A calendar icon is visible between the date fields.

Reports - The LDSS can view any upcoming telephonic interviews by reviewing the Redet_Compliance_Report_All Programs 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

No redetermination interviews are required for January, February, and March 2022.

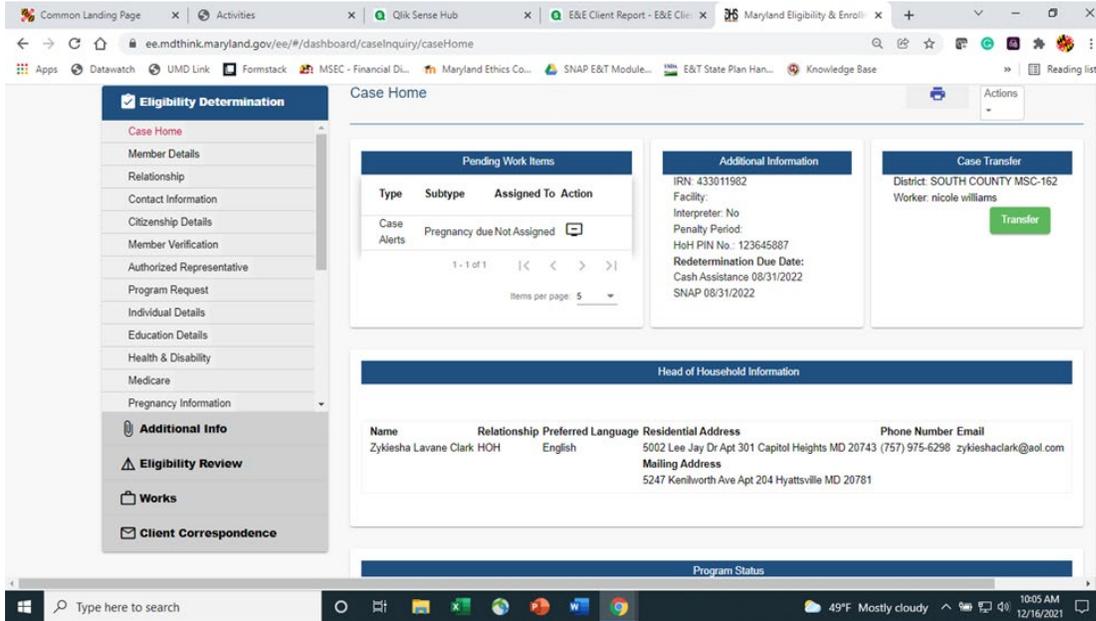
The LDSS must have received a completed paper or electronic redetermination packet prior to completing the interview.

- If the redetermination is not received prior to the scheduled interview date, the interview will not be completed on that scheduled date. The case manager must narrate that the interview was not completed because the redetermination packet had not been received. When this occurs, the case manager should update the redetermination status to “Missed.”
- If a paper redetermination is received and it is not signed, the case manager 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 you to add free form text to request the missing signature.

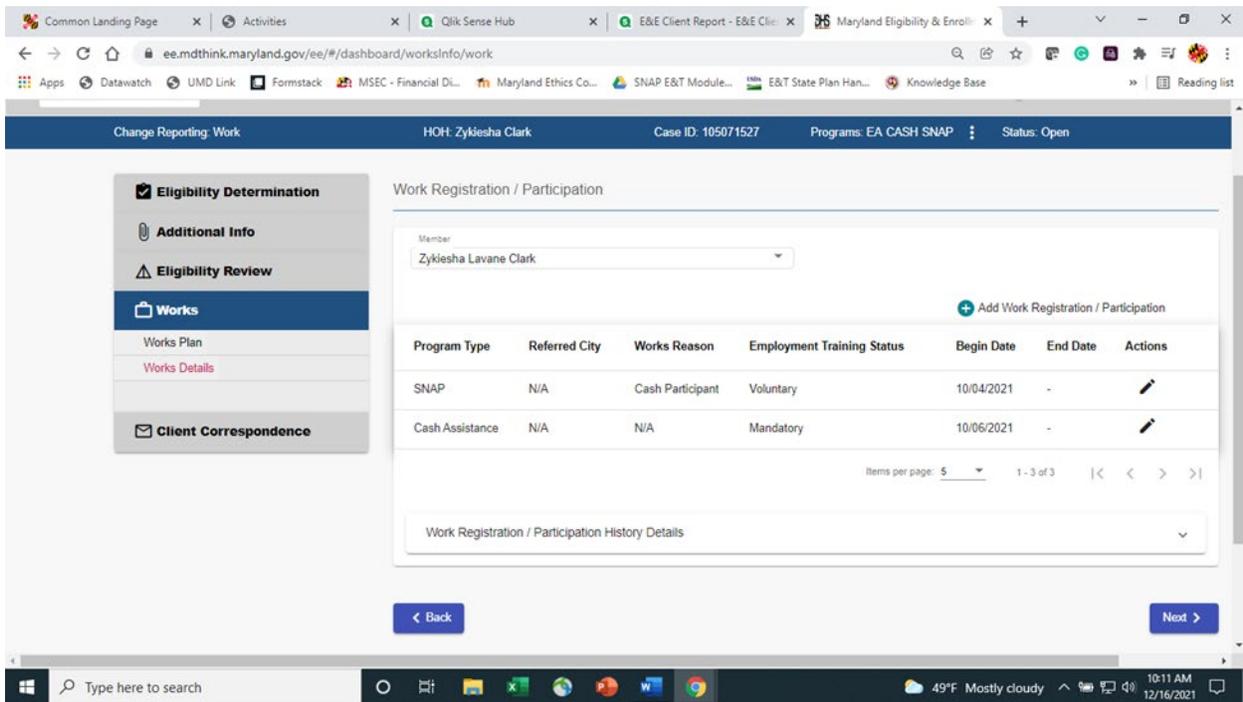
Each LDSS must establish a process for uploading mail-in redeterminations and verifications on the same day that they are received. Failure to do so will result in some redeterminations being marked as missed when in fact the customer completed a timely submission.

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

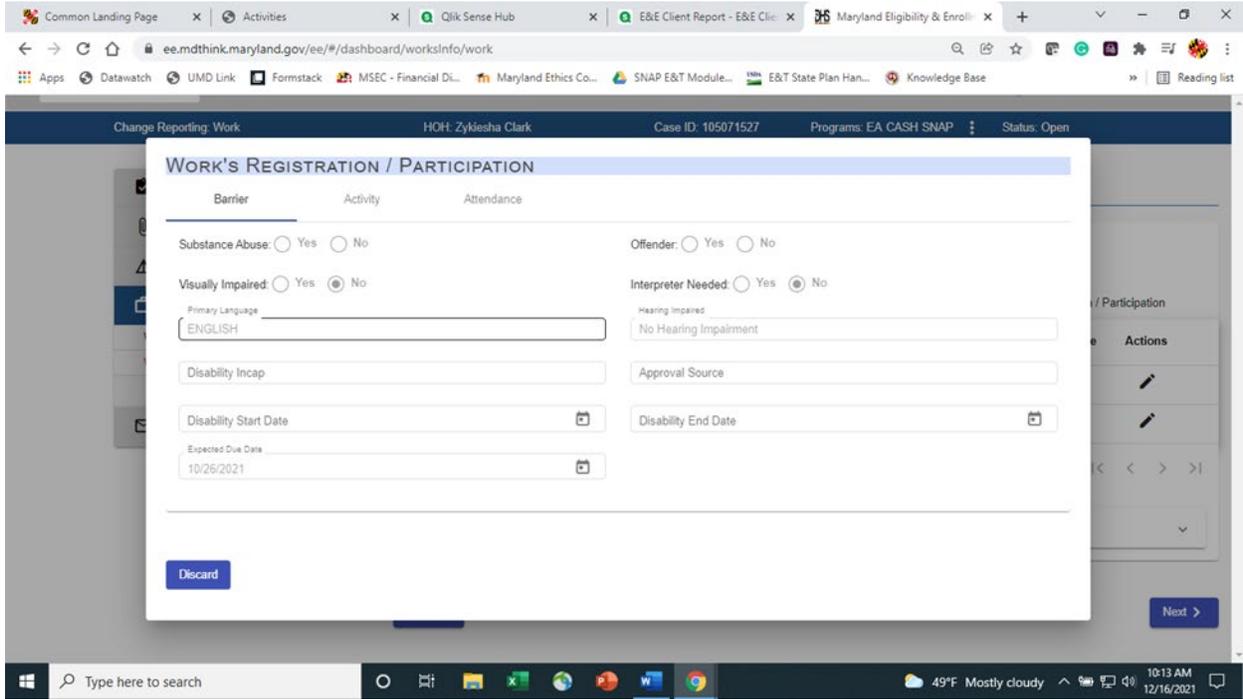
On the left side click “Works”



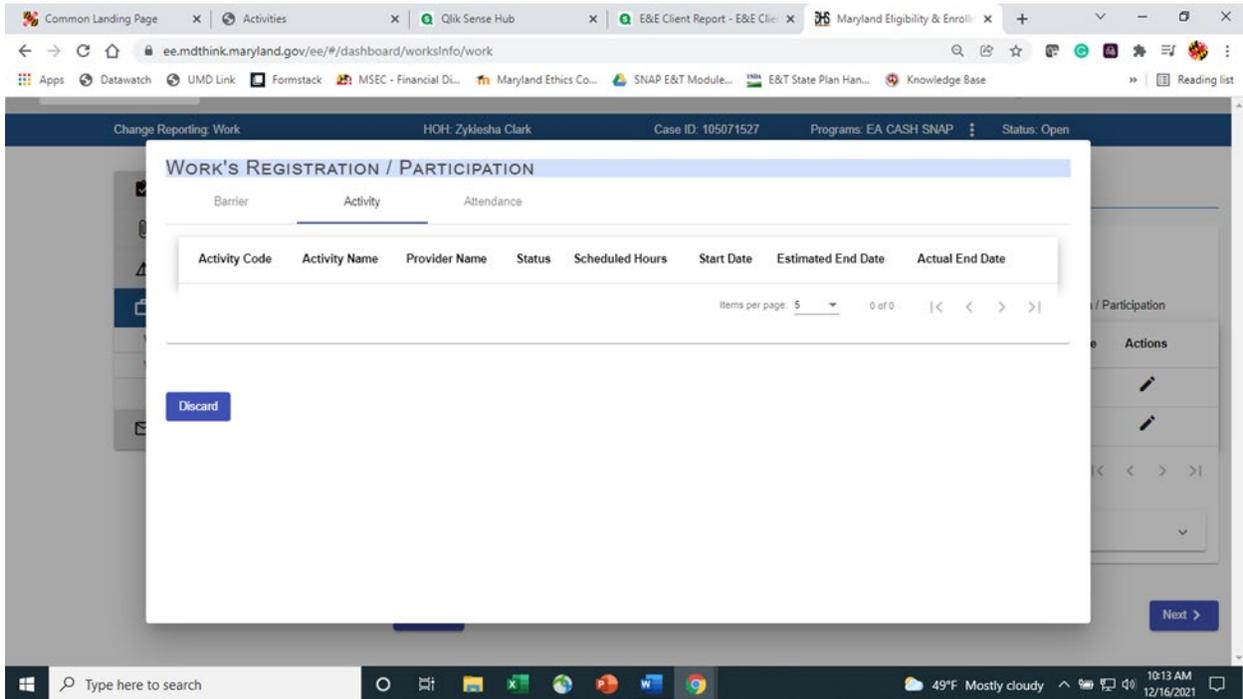
Then click on “Works Details”



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



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

No redetermination interviews are required for January, February, and March 2022. Please continue to disposition pending work items. Future enhancements to remove previously populated alerts are under review.

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 and/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 Processing) - The Redet Packet Received for Worker Processing 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

No redetermination interviews are required for January, February, and March 2022.

The LDSS may reschedule an interview when a customer requests a new date, when an appointment is missed, and when 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 case manager 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 the date of the scheduled interview. If the interview is completed successfully, the case manager 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

Missed Interviews effective after the redetermination flexibilities end (April 2022)

- 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 interview is missed, the case manager 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. *

- If the customer does not turn in their redetermination packet prior to their interview date, that interview is not considered missed. Leave the interview indicator as scheduled. The customer will be mailed a Notice of Adverse Action that will be triggered on or around the 16th.

Redeterminations Closures and Reinstatements

Customer Delay 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 case manager within the redetermination month or 30 days after the redetermination month, the case manager must schedule another appointment.

Example: Example: February 2022 redetermination. The redetermination packet was returned timely, and an interview is not required. 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: March 2022 redetermination. Packet was returned timely, and no interview was required in March. Customer was sent a 1052 for income, however never returned verifications

by March 31, 2022. Verifications are returned April 15, 2022. The case manager can reinstate the program for April 15, 2022 and benefits will be prorated appropriately.

Agency Delay Reasons:

If the case manager had all 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: The redetermination closed on February 28, 2022; all information received timely, but the case manager could not update until March 15, 2022. The case manager should reinstate the case with the date of March 1, 2022, to allow the customer to receive the full month of benefits.

Reminder:

- ❖ If eligibility is not confirmed by the 15th of month, the certification ends, and a Notice of Adverse Action will be mailed to the customer.
- ❖ If the eligibility is not confirmed on or before the last day of the month (regardless of the redetermination initiation status), the case will close, and a closure notice will be mailed to the customer.

Clarification: E&E Reinstate/Reopen Options

- ***Reinstate option is used for cases that submitted the redetermination application prior to the end of the certification period.***
 - ***Example 1: December 2021 redetermination closed December 31, 2021 due to failure to return verifications. Verifications were received on January 5, 2022. Using the reinstate option in E&E, the case manager must enter the date that the customer submitted all of the required verifications to ensure that prorated benefits are issued.***
 - ***Example 2: January 2022 redetermination and verifications were returned timely, but the case manager failed to complete the recertification process prior to January 31, 2022 and the case closed. Using the reinstate option, the case manager must enter February 1, 2022 as the date when verifications were received to issue the full benefit amount.***
- ***Reopen option is used for new applications where the case ID is reused and redeterminations that were not submitted prior to the end of the certification period. Remember to screen SNAP cases for expedite when using the reopen option.***
 - ***Example 1: Customer applied on October 1, 2021, completed the application process and the case was denied appropriately. Customer re-applies on January 5, 2022. The Case Manager would use the previous SNAP case ID using the reopen option in E&E.***
 - ***Example 2: February 2022 redetermination closed on February 28, 2022 due to failure to complete the redetermination process. The customer returned the redetermination application on March 7, 2022. The case manager must use the redetermination application received within 30 days after the closing date to process the case. Using the reopen option in E&E, the case should be registered and processed as a re-application.***

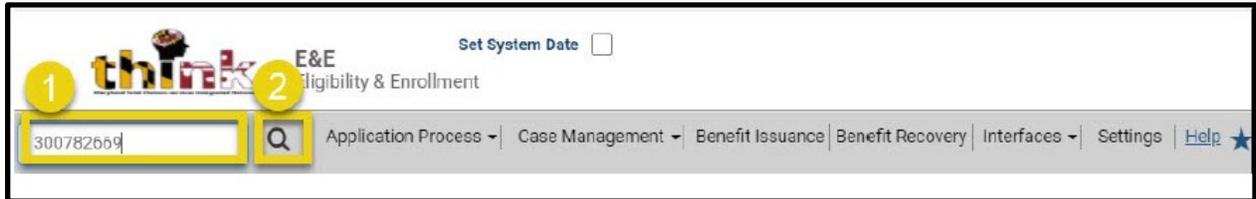
Reopen option- gap in benefit issuance period			
SNAP	Cash	ABD	LTC
30 days - applications and redets	30 days - applications and redets	45 days - applications 4 months-redets	45 days - applications 4 months-redets

SCHEDULE APPOINTMENT FEATURE OPTIONS

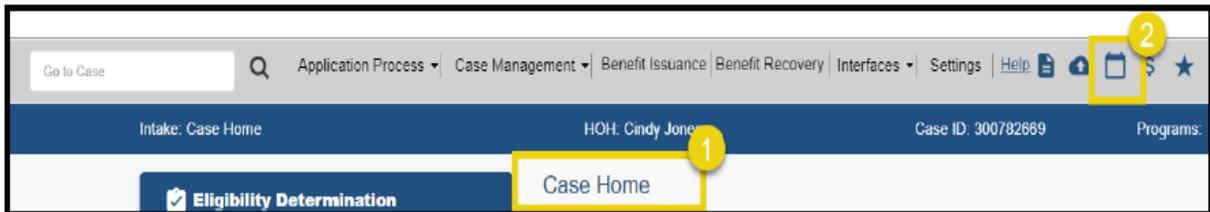
No redetermination interviews are required for January, February, and March 2022.

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

Interview Status * Scheduled

Phone Number * (240) 463-5408

Case Mode Intake

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

Interview Type * Phone

Phone Number * (240) 463-5408

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.

SCHEDULE APPOINTMENT

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

Program Details: SNAP Cash Medicaid Emergency Assistance

Interview Details: Interview Date: 11/19/2021

Phone Number: (240) 463-5408

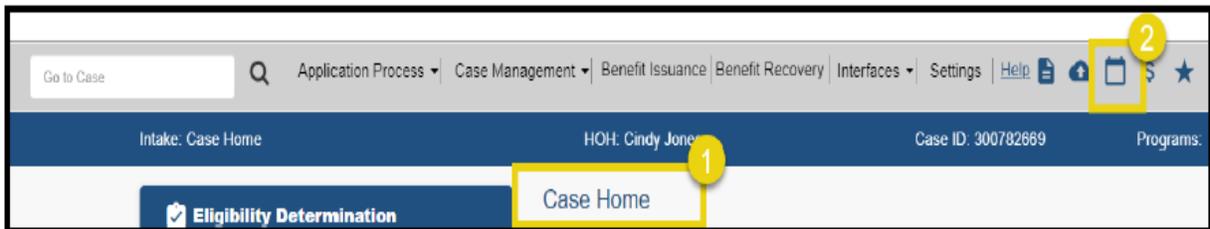
Case Mode: Intake

Interview Status: **Rescheduled** (selected in dropdown)

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

Updating a scheduled appointment as completed

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



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** (selected in dropdown)

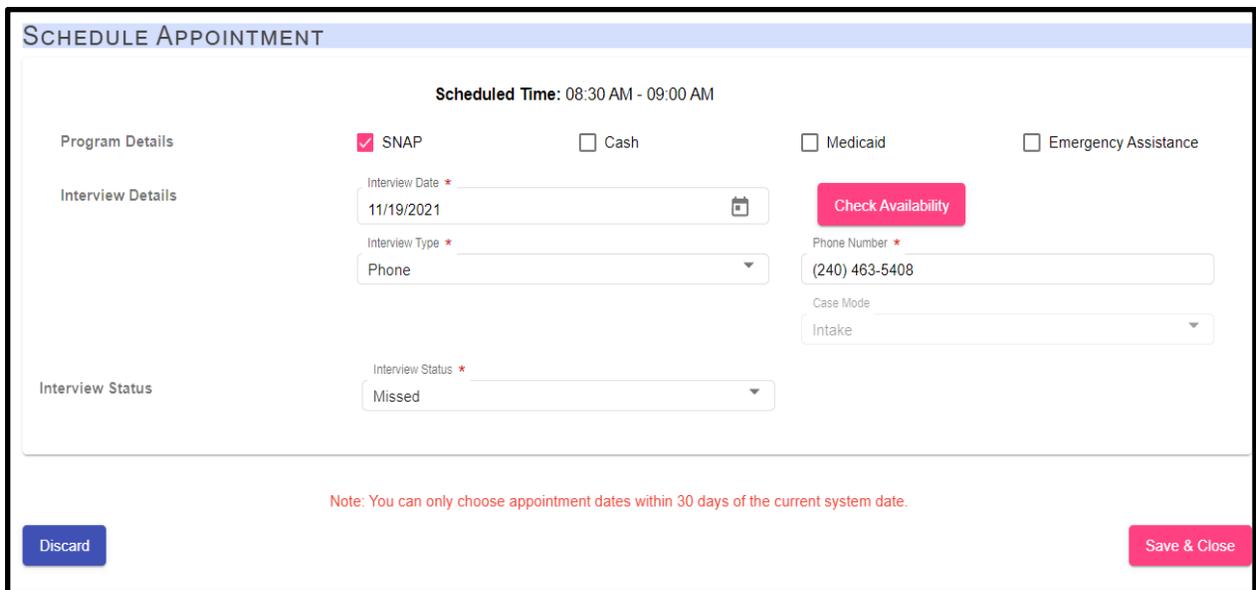
Note: You can only choose appointment dates within 30 days of the current system date.

Updating a scheduled appointment as Missed

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



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.

A screenshot of the 'SCHEDULE APPOINTMENT' form. The form is titled 'SCHEDULE APPOINTMENT' and shows a 'Scheduled Time: 08:30 AM - 09:00 AM'. Under 'Program Details', there are checkboxes for 'SNAP' (checked), 'Cash', 'Medicaid', and 'Emergency Assistance'. Under 'Interview Details', there are fields for 'Interview Date' (11/19/2021), 'Interview Type' (Phone), and 'Phone Number' ((240) 463-5408). There is a 'Check Availability' button. Under 'Interview Status', there is a dropdown menu set to 'Missed'. A note at the bottom states: 'Note: You can only choose appointment dates within 30 days of the current system date.' There are 'Discard' and 'Save & Close' buttons at the bottom.

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 via a JIRA ticket. *

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