



FIA ACTION TRANSMITTAL

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

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR

RE: CASH PROGRAMS CASE CLOSURES

**PROGRAMS AFFECTED: TEMPORARY CASH ASSISTANCE (TCA),
TEMPORARY DISABILITY ASSISTANCE PROGRAM
(TDAP), PUBLIC ASSISTANCE TO ADULTS (PAA)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

On December 31, 2021, several Cash Program cases (TCA, PAA and TDAP) were closed in the E&E system. The customers associated with these closings did not receive a Notice of Adverse Action (NOAA), as required by policy, prior to closure to inform them that their case would be closing at the end of the month. To ensure quality customer service, the TCA, TDAP and PAA cases that were closed in error must be reinstated/reopened. Customers will be given a reasonable amount of time to provide needed verification for continued cash benefit eligibility, and to receive the proper notice of action taken by the local department.

No interviews are required for redeterminations from January 1, 2022 through March 31, 2022. Therefore, no interview is required to reinstate/reopen these cases.

Case reinstatement occurs within 30 days of case closure, and case reopening occurs after 30 days of the case closure. All cases that incorrectly closed on 12/31/2021 must be reinstated no later than 1/30/2022. If not reinstated by 1/30/2022, the cases will have to be reopened.

When the TDAP case is reinstated/reopened, it will reflect a certification end date of 12/31/2022. This is correct. The E&E system will re-run eligibility for all TDAP cases in the month of June 2022 to identify reinstated/reopened TDAP Type 1 cases that did not provide the required verifications. The cases will be issued proper adverse action notice and will subsequently close on June 30, 2022.

REQUIRED ACTION:

Cash cases that were closed in error on 12/31/2021, must be reinstated/reopened, and appropriate action must be taken if the SNAP case also closed in error.

Case Managers: See the TDAP reinstatement/reopen project document.

TDAP cases:

- Case managers are to reinstate/reopen TDAP cases effective January 1, 2022.
- Extend the certification period for an additional six (6) months to 6/30/2022. Extending the certification period will allow the LDSS case managers to request the required verifications and ensure customers have enough time to return verifications.
- Change the disability begin date to 1/1/2022 and the disability end date to 6/30/2022 for TDAP Type I Cases.
 - Create an Xpressions free form letter and use the following language:
 - “We have reinstated/reopened your case effective 1/1/2022 with the use of self-attestation (self-reported disability). You have been certified through 6/30/2022. The local department will contact you to request additional medical information. This information must be provided by 6/30/2022 for your benefits to continue.”
 - Add the following language to the 1052 document:
 - You have until 6/30/2022 to return the requested verifications to continue to receive TDAP benefits.
- Create an E&E alert for follow-up for the return of requested verifications.
- **Narrate all actions taken in E&E.** It must be clear that this case is part of the reinstatement/reopen project to reinstate/reopen TDAP cases that were incorrectly closed on 12/31/2021. The case was reinstated/reopened effective 1/1/2022, with the use of self-attestation in lieu of the 500 medical form. The certification period will be extended to 6/30/2022. If the customer returns verifications by 6/30/2022, update narration appropriately.
 - Use the example below to follow as a narration guide:

Example: TDAP Type 1 reinstated/reopened eff. 1/1/2022-6/30/2022 as a result of a TDAP reinstatement/reopen project. The case is reinstated/reopened effective 1/1/2022, with the use of self-attestation in lieu of the 500 medical form. The certification period will be extended to 6/30/2022.

1/18/2022: 1052 sent requesting the medical form. An E&E alert was created to follow-up for the return of requested verifications.

- **The local department must request the following information, and the customer must provide verification by the end of the extended certification period:**
 - a 500 medical form that shows 12 months or more of a disability (or results in death),
 - a pending application or appeal for SSA benefits,
 - verification of any earned and/or unearned income,
 - and a signed 340 IAR reimbursement form in order for the TDAP benefits to continue beyond 6/30/2022.

If the customer does not provide the above listed information by the end of the extended certification period, the TDAP case will automatically close effective 6/30/2022. The disability certification has ended. The customer will be provided a Notice of Adverse Action. **The 6/30/2022 closure will be deemed correct if no medical form is provided.**

The following cases are exempt from being reinstated/reopened at this time with verification of:

- Having received a final decision by SSA
- Customer now receives TCA
- Customer is deceased or incarcerated
- Customer has moved out of State
- Customer's employment or customer has other countable earned or unearned income.

TDAP Self Attestation: On February 1, 2021, self attestation in lieu of the 500 medical form was put in place for all TDAP applications. ***This flexibility expires June 30, 2022.***

Note: For TDAP Type II recertifications, no 500 medical is needed as long as the customer has a pending SSI claim or has an Appeal pending with SSA.

Effective July 1, 2022, all TDAP Type I and TDAP Type II cases will return to normal processing standards.

TCA cases:

- Case managers are to reinstate/reopen TCA cases effective January 1, 2022. The TCA case should be treated as a redetermination and certified for one year.
- TCA cases incorrectly closed on 12/31/21, should not be required to see the substance abuse screener, or child support unless record shows that the customer initially did not comply with the requirements.
- If the customer is non-compliant, start the conciliation/sanction process (decrease in TCA benefits if non-compliant with child support, and/or TCA Work Requirements).
- The customers must still be in compliance with TCA Work Requirements.

- Create an E&E alert for follow-up for return of requested verifications.
- Narrate all actions taken in E&E. Use the following narration:
 - This case is part of a reinstatement/reopen project to reinstate/reopen cases that were incorrectly closed on 12/31/2021. The case is reinstated/reopened effective 1/1/2022. The case will be treated as a regular TCA redetermination and all requirements still apply.
- Upload all verifications and requests in ECM.

PAA cases:

- Case managers are to reinstate/reopen PAA cases effective January 1, 2022. The PAA case should be treated as a redetermination and certified for one year.
- Create an E&E alert for follow-up for return of requested verifications
- Narrate all actions taken in E&E. Use the following narration:
 - This case is part of the reinstatement/reopen project to reinstate/reopen cases that were incorrectly closed on 12/31/2021. The case is reinstated/reopened effective 1/1/2022. The case will be treated as a regular PAA redetermination and all requirements still apply.
- Upload all verifications and requests in ECM.

These required actions will ensure accurate determination of continued eligibility for all cash program benefits, and proper notification to the customers regarding the agency's decision (continuation or closing).

Clarification: E&E Reinstatement/Reopen Options

- Reinstatement option is used for cases that have closed within the past 30 days or cases where benefits were issued in the past 30 days.
 - Example: (Closed within 30 days/benefits issued within 30 days) Redetermination closed December 31, 2021 due to failure to return verifications. Verifications were received on January 5, 2022.
- Reopen option is used for new applications where the case ID is reused, no benefits were issued within the past 30 days, or a gap in issuance more than 30 days (SNAP and Cash).
 - Example: 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 and reopen the case.

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

Reference: [E&E How to Guide “Reinstate or Reopen a case”](#)

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
- Constituent Services
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