

SNAP POS Release Notes

Version 8.2.1 August 18, 2014

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 8.2.1 for the Paperless Office System (POS) scheduled for Monday August 18, 2014. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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1. Document Edits for V21 Rejections and Closings

POS was updated to add new edits for rejections and closings for documentation for Supplemental Nutrition Assistance Program (SNAP) cases.

These new edits require a review of the scanned documentation within the past 60 days at the time that the Worker attempts to close a case with reject or close a case with code **V21** (Failure to Provide Verification).

POS does a lookup to the HRA One Viewer for eligibility documents scanned in the past 60 days. If documents are found, POS alerts the Worker s/he must review the documents to determine if the required documentation was provided and complies with the requested documentation.

The **Documentation Edit – Scanned Document(s) Found** window appears when the Worker opens the **Approval Elements** window. The following instructions appear on the window:

- Documents have been scanned and indexed, but you are attempting to reject the case for missing or incomplete documentation. You must review the case record, view the documents in the HRA One Viewer and determine whether the case should be rejected for missing or incomplete documentation. Answer the question “Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?” If you select “No”, you must enter a detailed comment in the comment box before you can complete this activity.

If the Worker enters an answer of **Yes** for the question “Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?”

Documentation Edit - Scanned Document(s) Found

Documents have been scanned and indexed, but you are attempting to reject the case for missing or incomplete documentation. You must review the case record, view the documents in the HRA One Viewer and determine whether the case should be rejected for missing or incomplete documentation. Answer the question “Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?” If you select 'No' you must enter a detailed comment in the comment box before you can complete this activity.

Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation? Yes No

Comment ...

OK

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2. RightFax Number on W-113K

The Right Fax number telephone number was added to the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form for SNAP cases. The following text appears on the form, with the RightFax telephone number for the center:

"If you would like to fax the above requested documents, you can, by faxing them to _____."

3. POS-EDITS Address Change Exchange

POS was updated to transmit verified address changes to the Eligibility Data and Image Transfer System (EDITS) for Medicaid (MA) and Family Health Plus (FHP) cases. POS submits the changes for Active (AC) SNAP cases where all MA/FHP case members are AC on the SNAP case, once the address changes is processed in WMS.

POS submits a daily file to EDITS with the prior day's address changes and EDITS submits the address changes to WMS for the MA/ FHP cases.

4. TAD Business Rule Update

POS allows the Alien Number **A000000000** to be entered on multiple lines for SNAP applicants/participants as well the SNAP only applicants/participants on a Cash Assistance (CA) case. This code is used for applicants/participants who have lost their alien documentation and can be used for six months only. POS displays a completion edit to prevent the use of this alien number for more than six months for any individual.

POS was updated to suppress these edits for individuals who have the alien number entry in WMS, but have become citizens.

5. Intake Start Date Field Update for SNAP Application Log

The **Intake Date** field was updated to retrieve the start date for the **SNAP E-application Submission** activity for online applications. Previously, this field only retrieved the intake date for applications submitted through the **SNAP Reception Intake or CBO SNAP Intake** activities.

6. Addition of Interviewer's WMS ID in SNAP Timeliness Report

The interviewer's WMS ID was added to the SNAP Timeliness report in the POS Management Console, in order to allow better tracking of the completed SNAP application interviews.

7. POS Electric/Gas Window Updates

POS was updated to display the following question " Is this a Heat related utility?" in the **Response** window for the question **Do You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?** within the following POS activities:

- **SNAP Application Interview**
- **Continue CBO Intake**
- **SNAP Recertification Interview**
- **SNAP Change Case Data**
- **EC-SNAP Application Interview**
- **EC-SNAP Recertification Interview**

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8. Technical Updates for Web Service for Department of Health Vital Records

The web service for the Department of Health (DOH) Vital Records were updated to improve the connectivity. This change also prevents freezing in POS and allows Management Information Systems (MIS) to turn off the service when there is an outage.

9. Technical Updates for Language Tracking Web Services

The web services for the language access tracking were updated to improve the connectivity. This change also prevents freezing in POS and allows MIS to turn off the service when there is an outage in the web services.

10.W-515X SAVE Form Update

The data entry window for the Systematic Alien Verification for Entitlements SAVE Referral (**W-515X**) form has been revised to pre-fill the individual's name. The window has also been updated to reflect the newer version of the form.

The following fields were updated:

- Individual's Name as it appears on alien registration card
- Referral Type
- Card Number * Only required if Permanent Resident Card (**Form I-551**) issued from 1997 or later, if Employment Authorization Document (**Form I-766**) is presented.

Revised W-515 Form Data Entry window

Form W-515X: Systematic Alien Verification for Entitlements (SAVE) Referral.

Individual's Name as it appears on alien registration card:

Referral Type: Application Recertification Other contact

Card Number*

*Only required if Permanent Resident Card (Form I-551) issued from 1997 or later, if Employment Authorization Document (Form I-766) is presented.

Forward Original to:

SAVE Liaison Name:

Location:

Telephone Number: () -

Save request is required to verify the following checked item(s):

Verification of Alien Registration Number Verification of current immigration status

Date of entry/Date status was granted Citizenship verification

Admitting immigration status(Refugee, Asylee, etc) Country of birth

Other

OK Cancel

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11. E-Form Updates

The following forms were updated in POS

- **W-113K** Documentation Requirements and/or Assessment Follow-Up
- **W-119D** Eligibility Factors and Suggested Documentation Guide

12. Reminder: Previous Receipt of SNAP Benefits Under the ESNAP Criteria

POS performs a look-up to determine if a household that appears eligible for SNAP with pended verification has previously received SNAP with pended verification and subsequently failed to comply (and has not been certified for ongoing benefits since that time). POS displays the results of this lookup in the response window for the question **Has The SNAP Household Received Expedited SNAP Benefits In The Past?**

For these cases, the JOS/Worker explains to the applicant that he/she is not eligible to receive SNAP under the Expedited Supplemental Nutrition Assistance Program (ESNAP) processing criteria because he/she previously received SNAP under the ESNAP processing criteria and failed to submit required documentation. SNAP cannot be issued until all documentation needed to determine eligibility has been provided.

The JOS/Worker prepares and issues the applicant the **W-113K**, listing all of the eligibility factors that must be verified, and allow ten calendar days for submission.

If the applicant submits all documentation to verify eligibility within ten calendar days, benefits must be made available to the household as soon as possible, but no later than five calendar days after receipt of the verification.

For full details, please see **PD 14-13-OPE Expedited Supplemental Nutrition Assistance Program (SNAP) Processing Rules**.

13. Reminder: North Brooklyn Database Move

On Sunday, July 27, 2014 MIS moved the following centers onto a new database server platform that offers increased reliability and stability for the Paperless Office System (POS):

- North Brooklyn SNAP Center (**S26**)
- Ft. Greene SNAP Center (**S20**)
- Dekalb Job Center (**064**)
- Clinton Hill Job Center (**067**)
- Bushwick Job Center (**066**)
- Williamsburg SNAP Center (**S21**)
- TIPS 24
- Fair Hearing Tracking Monitoring Unit (**FHTRMU**)

This is the continuation of the move to one database which will have a number of good consequences as HRA moves toward new business models.