



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #11-28-OPE

(*Obsoletes Fax Flash #11/08*)

### TEMPORARY PROCESS FOR HOME VISITS NEEDED/HOMEBOUND STATUS REQUESTS

<b>Date:</b> March 21, 2011	<b>Subtopic(s):</b> Home Visit Needed/Homebound Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>Refer to <a href="#">PD #09-36-OPE</a></p>	<p>The purpose of this policy bulletin is to inform Job Center and NCA FS Center staff about the temporary process for applicants/participants who request Home Visit Needed (HVN)/Homebound (HB) status. This temporary process must be used until the forthcoming HVN/HB policy directive is published.</p> <p>This policy bulletin incorporates all information from Fax Flash #11/08 dated 3/3/11, provides additional information on the process and includes an attached desk guide. The HVN/HB Process Forms Guide (<b>Attachment A</b>) lists all relevant HVN/HB forms with explanations of how they are used. All relevant HVN/HB forms can be accessed on Filenet and by clicking the hyperlinks on <b>Attachment A</b>.</p> <p><u>Cash Assistance (CA) Requests for Home Visits</u></p> <p>Staff must follow the current procedure used at Job Centers for logging and assigning CA applicant/participant requests for home visits. If the application has been received, the case must be screened for Expedited Food Stamp Service (EFS) eligibility. If the applicant is eligible for EFS service, the home visit must be scheduled within two (2) business days from receipt of the application. If the applicant is not eligible for EFS service, the home visit must be made within three (3) business days. If the applicant called for a home visit and no application was received, an application package must be taken to a home visit within three (3) business days from the request.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

As part of the expanded HVN/HB process, HRA's Customized Assistance Services (CAS) Office of Reasonable Accommodation (ORA) will assess all medical documentation for applicants/participants requesting HVN/HB status and will make a clinical determination. Applicants/participants who request help to gather medical documentation will be assisted by HRA.

Changes to the current procedure include the Designated JOS/Worker bringing to the home visit, in addition to the application/recertification packet, the following new forms:

- Home Visit Needed/Homebound Determination Process form ([FIA-1028](#)), which explains the HVN/HB status request process;
- Activities of Daily Living Client Information Form ([CAS-102](#)) to be completed with the applicant/participant, signed and returned to the Job Center;
- Two (2) copies of the Authorization for Release of Health Information form ([CAS-101](#)). One copy of the form must be brought back to the Job Center and one copy is for the applicant/participant to bring to his/her medical provider; and
- Home Visit Needed Physician Assessment form ([CAS-103](#)), along with a postage paid return envelope for the applicant's/participant's medical provider to return to the Job Center within 20 calendar days.

#### Return to the Job Center

Upon return to the Job Center, the Designated JOS/Worker must:

- take any actions necessary in POS, including registering new applications;
- enter "Yes" to the homebound question in POS (if not previously recorded) and choose the individual requesting HVN/HB status from the drop-down menu. Action Code **192P** will autopost in NYCWAY to temporarily exempt the individual from in-person appointments;
- scan and index all HVN/HB forms or medical documents collected at the home visit or returned from the medical provider into the electronic case record; and
- notify the Director's Designee when:
  - documentation collected at the home visit and/or documentation returned by the medical provider has been scanned and indexed;
  - the applicant/participant requested help to gather medical documentation; or

- the applicant/participant claimed at the home visit to have no medical provider and no medical documentation.

The Director’s Designee must control all home visit requests and do the following:

Medical documentation provided

- For applicants/participants who have medical documentation collected at the home visit and/or returned by the medical provider, check that the documents are in the viewer, notify CAS/ORA via email about the request for an HVN/HB status determination and that medical documentation is available in the viewer. The email must be sent to the CAS ADA mailbox. The subject line should read HVN/HB Request Documents.

Requested help gathering medical documents

- For applicants/participants who requested help gathering medical documentation, send an email and a copy of Form **CAS-101** to Jessica Hickey ([hickeyj@hra.nyc.gov](mailto:hickeyj@hra.nyc.gov)), Mea Sucato ([sucatom@hra.nyc.gov](mailto:sucatom@hra.nyc.gov)), and Nikki Aaronson ([aaronsonn@hra.nyc.gov](mailto:aaronsonn@hra.nyc.gov)) at the Office of Legal Affairs (OLA). All three parties should be copied on the email. The subject line of the email should read HVN/HB Request.

No documentation and no medical provider

- For applicants/participants who have no documentation and no medical provider, contact the Regional Manager. The Regional Manager will contact CAS/ORA. CAS/ORA will request that a New York County Health Services Review Organization (NYCHSRO) doctor make a home visit.

Any questions about the new HVN/HB request determination process should be directed to the Job Center’s Regional Manager.

Non Cash Assistance Food Stamp (NCA FS) Requests for Home Visits

When an applicant/participant requests a home visit from a NCA FS Center, the individual’s contact information must be logged and the request forwarded via email to Margaret Rhoden ([rhodenm@hra.nyc.gov](mailto:rhodenm@hra.nyc.gov)), Christine Maloney ([maloneyc@hra.nyc.gov](mailto:maloneyc@hra.nyc.gov)), and Clevoy Depradine ([depradinec@hra.nyc.gov](mailto:depradinec@hra.nyc.gov)) by the FS Center Manager. All three parties must be copied on the email. The subject line of the email should be HVN/HB Request.

The Director of Food Stamp (FS) Administrative Coordination and Services will ensure that:

- all requests for home visits are controlled;
- the homebound indicator is posted in POS (if not already posted);

- the applicant/participant is contacted within two (2) business days (if the individual is an applicant and eligible for EFS);
- the applicant participant is told that FS rules do not require an in-person interview;
- alternatives to a home visit, including applying via mail, fax, on-line, or by assigning an authorized representative are offered;
- participants requesting home visits are told that recertification can be completed via mail, fax, or by assigning an authorized representative; and
- applicants/participants are offered interviews by telephone.

If an alternative to a home visit is accepted, the Director of FS Administrative Coordination and Services will ensure that:

- forms [FIA-1028](#), and [CAS-101](#), [CAS-102](#), [CAS-103](#), and a return envelope for the applicant/participant's medical provider to return within 20 calendar days is sent along with the FS application/recertification packet to complete, if not yet submitted.

If assistance to gather medical documentation is requested, the Director of Food Stamp Administrative Coordination and Services will

- send an email and a copy of form **CAS-101** to Jessika Hickey ([hickeyj@hra.nyc.gov](mailto:hickeyj@hra.nyc.gov)), Mea Sucato ([sucatom@hra.nyc.gov](mailto:sucatom@hra.nyc.gov)), and Nikki Aaronson ([aaronsonn@hra.nyc.gov](mailto:aaronsonn@hra.nyc.gov)) at the Office of Legal Affairs (OLA). All three parties should be copied on the email. The subject line of the email should read HVN/HB Request.

In instances where none of the alternatives to a home visit are viable, the Director of Food Stamp Administrative Coordination Services will contact the FS Regional Manager and request that a home visit be made.

When notified that documentation was collected or returned, the Director of Food Stamp Administrative Coordination Services notify CAS/ORR via email about the request for HVN/HB status determination and that medical documentation is available in the viewer. The email should be sent to the CAS ADA mailbox. The subject line of the email should read HVN/HB Request Documents.

Any questions about the HVN/HB status determination process for NCA FS Center Managers should be directed to Margaret Rhoden, at (212) 331-4131.

Outcomes of CAS Review

CAS will notify the FIA Operations Deputy Commissioner's office via an email to the FIA ADA mailbox within five (5) business days once an HVN/HB determination is made. The Designated Worker in the Deputy Commissioner's Office will:

- complete the Determination of HVN/HB Status form (**FIA-1028a**);
- scan and index [FIA-1028a](#) and the Request for an Appeal of a Reasonable Accommodation ([HRA-102](#)) into the viewer;
- mail the completed **FIA-1028a** and form **HRA-102** to the applicant/participant; and
- notify the Executive Regional Manager and, if appropriate, the Director of Administrative Coordination and Services about the determination.

No codes are entered into the system because they are not yet active

Appeals

All requests for an appeal of an HVN/HB status determination ([HRA-102](#)) must be completed by the applicant/participant and mailed or faxed to:

ADA Compliance Officer  
180 Water Street, 17<sup>th</sup> Floor  
New York, New York 10038  
Fax: (212) 331-4465

The Center Director/Manager must fax the **HRA-102** to the ADA Compliance Officer if it is sent directly to a JC or NCA FS Center.

Applicants/participants who file an appeal must be treated as HVN/HB during the appeal process. The pending HVN/HB status will show as action code **192P** in NYCWAY for CA cases. For NCA FS cases, the case level homebound indicator will appear on the TAD.


Do not remove the pending HVN/HB status while the case is pending appeal.

Further information about the new HVN/HB process will be included in the policy directive to follow.

*Effective Immediately*

**Attachment:**

**Attachment A** Home Visit Needed/Homebound Process Forms Guide

 Please use Print on Demand to obtain copies of forms.

### Home Visit Needed/Homebound Process Forms

Form #	Form Name	Purpose/Instruction
<a href="#">FIA-1028</a>	<b>Home Visit Needed/Homebound Determination Process</b>	Must be given or mailed to all applicants/participants who request HVN/HB status. This form explains the steps in the HVN/HB process. Given by JOS for CA. Mailed by Margaret Rhoden's Designee or brought to home by PAA for NCA FS.
<a href="#">FIA-1028a</a>	<b>Notification of Home Visit Needed/Homebound Status Determination</b>	HVN/HB status determination must be mailed to applicants/participants after the CAS clinical determination is received. It provides the status determination and includes instructions about how to file an appeal of the determination. Form <b>HRA-102</b> (Request for an Appeal) must be included in the mailing. Mailed by the Designated Worker in the FIA Operations Deputy Commissioner's Office.
<a href="#">FIA-1028b</a>	<b>Home Visit Appointment Notice (Cash Assistance Application)</b>	Must be sent to notify a CA applicant that a home visit appointment has been scheduled. Used when the applicant cannot be reached by telephone. Mailed by Director's Designee.
<a href="#">FIA-1028c</a>	<b>Mandatory Appointment Notice( Non Cash Assistance Food Stamp Application)</b>	Must be sent to the NCA FS applicant who requests an in person application interview who did not report contact information. The Notice explains that an in person appointment is not necessary for NCA FS applicants and that the applicant or authorized representative may conduct the eligibility interview on the telephone. A telephone appointment date and time is indicated on the notice. Mailed by Margaret Rhoden's Designee.
<a href="#">FIA-1028d</a>	<b>Request to Remove Home Visit Needed/Homebound Status</b>	Must be sent or given to applicants/participants currently coded as homebound who request that homebound status be removed. The form must be signed by the applicant/participant and be returned to document the request for removal of status. Give/sent by Director's Designee for CA or Margaret Rhoden's Designee for NCA FS.
<a href="#">FIA-1028e</a>	<b>Notice of Removal of Home Visit Needed/Homebound Status</b>	Must be sent to participants currently in HVN/HB ( <b>192H</b> ) status to notify him/her that HVN/HB status will be removed and the reason for the removal. Participants are also given instructions for appealing the removal of HVN/HB status. Form <b>HRA-102</b> (request for an appeal) must be included in the mailing. Mailed by Director's Designee for CA or Margaret Rhoden's Designee for NCA FS.
<a href="#">HRA -102</a>	<b>Request for an Appeal of a Reasonable Accommodation Determination</b>	Must be sent to the applicant/participant with form <b>FIA-1028a</b> or form <b>FIA1028e</b> . It must be returned by applicant/participant to the OLA/ADA Compliance Officer in order to formally request an appeal. Sent by the Designated Worker in the FIA Operations Deputy Commissioner's office.
<a href="#">CAS-101</a>	<b>Authorization to Release Health Information</b>	The applicant/participant must sign this authorization to allow HRA to communicate with his/her medical provider to request information about their medical condition, if necessary. This authorization will also allow OLA to request health information from the medical provider if the applicant/participant requested HRA's assistance in obtaining medical documentation. Two copies of this form must be mailed/brought to the applicant/participant. One copy is returned to the Center and the other copy is for the medical provider. Brought to the home visit by JOS/Worker for CA. Mailed by Margaret Rhoden's Designee or brought to the home visit by a PAA for NCA FS.

<b>Form #</b>	<b>Form Name</b>	<b>Purpose/Instruction</b>
<a href="#"><u>CAS-102</u></a>	<b>Activities Of Daily Living</b>	At the home visit, the Designated Worker must ask the applicant/participant the questions on this form and record the answers. The answers will help CAS make a clinical determination about HVN/HB status. For NCA FS applicants who use an alternative process and don't need a home visit, the form must be sent to the individual with a request that it be sent back with the other required HVN/HB forms. Brought to the home visit by the JOS/Worker for CA. Mailed by Margaret Rhoden's Designee or brought to the home visit by a PAA for NCA FS.
<a href="#"><u>CAS-103</u></a>	<b>Physician's Assessment Form</b>	This form must be given or sent to the applicant/participant to take/send to their medical provider. The information captured on this form will help to document the need for HVN/HB status. Brought to the home visit by the JOS/Worker for CA. Mailed to the home by Margaret Rhoden's Designee/ or brought to the home visit by PAA for FS.