



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #06-54-OPE (This Policy Bulletin Replaces PB #06-45-OPE)

REQUIREMENTS FOR USING MANUAL DENIAL NOTICES

Date: April 13, 2006	Subtopic(s): Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>Manual notices are not required</p> <p>Revised Information</p>	<p>Revision to Original Policy Bulletin:</p> <p>This policy bulletin has been revised to notify Job Centers that a Client Notice System (CNS) notice is not generated when the FS portion of PA/MA/FS cases is denied (going from applying [AP] to reject [RJ] status). In this instance a manual notice is required.</p> <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform all Job Center and Non-Public Assistance Food Stamp (NPA FS) Office staff that manual notices are required for denials only in certain instances. This policy bulletin serves as information for all other staff.</p> <p>Currently, Client Notice System (CNS) notices are generated for the following denials:</p> <p><u>Job Centers</u></p> <ul style="list-style-type: none"> • Case-level denials for public assistance, medical assistance and Food Stamp (PA/MA/FS) benefits when <u>both PA and FS are denied at the same time</u> (the case status must be going from AP status to RJ status for both PA and FS); • PA-only cases when a case-level PA denial (AP to RJ status) is required. <p><u>NPA FS Offices</u></p> <ul style="list-style-type: none"> • Case-level denials (AP to CL) • Line level actions (denial, closing etc.)

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Manual notices are required when the CNS notice is suppressed.

These codes require a manual notice without suppressing the CNS notice.

Revised information

In this instance the CNS notice must be suppressed.

Manual Denial notices used in Job Centers

Manual Denial notice used in the NPA FS Office

Manual notices will be required for the above denials only when:

- **M3E** indicator **A** (Adequate, Manual Notice) or **T** (Timely, Manual Notice) is entered in Element **053** of the Turn-Around Document (TAD) to suppress the CNS notice;
- Rejection Code **Y98** (Other – Manual Notice Required) is entered to deny an individual for PA;
- Rejection Code **Y99** (Other – Manual Notice Required) is entered to deny an individual for PA or FS and to deny a case for PA.

In addition, Job Center staff must use manual notices when:

- Completing a case-level FS rejection/denial (AP to RJ status) on a PA/MA/FS case (when PA is in AC or SI status);
- Rejecting/denying a PA application where the PA/FS status is going from AP/SI to RJ/CL or SI/AP to CL/RJ.
- Multiple PA denial/closing reasons exist, for example the applicant failed to comply with the Bureau of Eligibility Verification (Rejection Code **N15** – Failure to Keep Appointment-BEV/FEDS Home Visit) and has excess resources (Rejection Code **U40** – Excess Resources).

Manual notices should only be used in the Job Center if a decision is made to suppress the CNS notice or the code (e.g., **Y98**) and/or the denial action as indicated above requires a manual notice. When preparing a manual denial notice, Job Center staff must use the:

- Action Taken on your Application: Part A: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage (NYC) (**LDSS-4013A NYC**); and
- Action Taken on your Application: Part B: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage (NYC) (**LDSS-4013B NYC**).

All manual denial notices must be scanned and indexed into the electronic Paperless Office System (POS) case record at Job Centers

NPA FS Office staff must only prepare a manual denial notice if a decision is made to suppress the CNS notice or the denial code requires it (e.g., **Y99**). If the CNS notice is suppressed or the code requires a manual notice, staff must use the Action Taken on Your Food Stamp Benefits Case (NYC) (**LDSS-3152**) to inform the applicant of the decision made on his/her case.

Reminder:

NPA FS Office staff must to continue to use the **LDSS-3152** when closing a SI status FS case (going from SI to CL status).

A copy of the manual notice must be stored in the NPA FS case record.

Effective Immediately