



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-80-ELI

PARTICIPANT REQUEST TO CLOSE A CASH ASSISTANCE CASE

<p>Date: August 2, 2010</p>	<p>Subtopic(s): CA/FS Eligibility</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>See PD #09-30-OPE for the automated CA Eligibility Mailer process.</p>	<p>The purpose of this policy bulletin is to provide Job Center staff and Income Clearance Program (ICP) staff with instructions on the correct code to use when a participant requests to close his/her Cash Assistance (CA) case.</p> <p>Using the incorrect code to close the CA case may result in the inappropriate closing of the Food Stamp (FS) and Medical Assistance (MA) cases. A participant may request to close his/her case through the CA Mail-In Recertification/Eligibility Questionnaire (Form M-327h) or directly through his/her Job Opportunity Specialist (JOS)/Worker at the Job Center.</p> <p>When the participant requests to have the CA portion or the entire case closed on the M-327h, the closing request will be processed via an automated process.</p> <p>Using the automated closing process, if the participant indicates on the M-327h that he/she wants to have the CA portion or the entire CA/MA/FS case closed, the vendor will send a file to the Welfare Management System (WMS) to execute the action as follows:</p> <ul style="list-style-type: none"> • <u>Close CA only</u> – WMS will close the entire CA case using Closing Code EM5 (Client Request – Cash Assistance [CA] –Eligibility Mail Out), and process a separate determination for FS and MA. • <u>Close CA and FS</u> – WMS will close the entire CA case using Closing Code G87 (Client Request-Cash Assistance [CA]-Eligibility Mail Out), and process a separate determination for MA. • <u>Close CA and MA only</u> – WMS will close the entire CA case using Closing Code EM4 (Client Request – Cash Assistance [CA] and Medicaid [MA] – Eligibility Mail Out), and process a separate FS determination.

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

- Close CA, MA, and FS – WMS will close the entire CA case using Closing Code **EM7** (Client Request – Cash Assistance [CA], Medicaid [MA] and Food Stamps [FS] – Eligibility Mail Out). Separate determinations for FS and MA **will not** be processed on this closing.

When the participant submits a verbal or written request to the Job Center to close his/her case, the JOS/Worker should first find out the participant's reason(s) for requesting that the case be closed. If there is no other valid code on which to close the case, the **manual CA closing process** is as follows based on whether the request was submitted in writing or verbally requested via telephone:

Written requests to close CA:

- CA, MA, and FS – Use closing code **G88** (Client Request-CA, MA, & FS [Written] Adequate Notice). This will discontinue MA and discontinue FS. No separate determinations are required.
- CA and MA – Use closing code **G89** (Client Request-CA & MA – [Written] Adequate Notice). This will discontinue MA and continue FS. A separate determination is required for FS.
- CA and FS – Use closing code **G90** (Client Request-CA & FS [Written] Adequate Notice). This will discontinue FS. A separate determination is required for MA.
- CA only – Use closing code **G92** (Client Request-CA only- [Written] Adequate Notice). This will discontinue CA but continue MA and FS. Separate determinations are required for both MA and FS.

Verbal requests to close CA:

If there is a verbal request to close the CA case of a household with children, the JOS/Worker must check the WMS budget to determine if earned income is budgeted. If so, transitional benefits must be provided and the JOS/Worker must use:

- CA only (employed with budget deficit) – Use closing code **G97** (Client Request-CA Only-[TMA Eligible] [Verbal]). This will discontinue CA but will continue MA for 6 months. The household may be eligible for 5 months of Transitional Food Stamp Benefits.

If there is no income budgeted but income has been verified at the time of the request, ensure that the income is budgeted prior to the case closing. If there is no income budgeted or it is a Safety Net Assistance single individual/childless couple case, code **G97** cannot be used.

Transitional benefits must be provided to eligible households with children.

See [PD #10-03-ELI](#) for transitional FS benefits.

The JOS/Worker must use one of the following codes for all other verbal requests:

- CA and FS – Use closing code **G94** (Client Request-CA and FS – [Verbal]). This will discontinue FS. A separate determination for MA is required.
- CA only – Use closing code **G96** (Client Request-CA Only- [Verbal]). This will discontinue CA but continue MA and FS. A separate determination is required for both MA and FS.
- CA, MA, and FS – Use closing code **G98** (Client Request-CA, MA & FS – [Verbal]). This will discontinue MA and FS. No separate determinations are required.
- CA and MA – Use closing code **G99** (Client Request-CA and MA – [Verbal]). This will discontinue MA. A separate determination is required for FS.

Note: For the automated and manual processes, Transitional FS benefits are provided for closing codes **EM4, EM5, G89, G92, G96, G97, and G99**. If the category is Family Assistance (FA) or Safety Net Federally Participating (SNFP), the case is eligible for five months of Transitional Food Stamp Benefits (TBA). If the category is Safety Net Cash Assistance (SNCA) or Safety Net Non-Cash (SNNC), the case is eligible for five months of Transitional Food Stamp Benefits if there is a child under 18, or a person under 22 living with a parent.

A Client Notice System (CNS) notice will be generated for the automated and manual closing processes.

Effective Immediately

References:

18 NYCRR 351.22
 18 NYCRR 360-2.6
 18 NYCRR 387.17
 18 NYCRR 387.20

Related Items:

PD #10-03-ELI
 PD #09-30-OPE
 PB #09-15-ELI