



**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

James K. Whelan, Executive Deputy Commissioner

**Stephen Fisher, Assistant Deputy Commissioner**  
Office of Procedures

**POLICY BULLETIN #18-45-OPE**

**RENEWAL PROCESS FOR HOME VISIT NEEDED/HOMEBOUND (HVN/HB) STATUS**

<p><b>Date:</b> August 10, 2018</p>	<p><b>Subtopic(s):</b> HVN, HB</p>
	<p>The purpose of this policy bulletin is to inform Job Center, Customized Assistance Services (CAS), and Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff of the process for renewing Home Visit Needed/Homebound (HVN/HB) status for participants whose HVN/HB status was approved for no more than 180 days. Further, this policy bulletin informs staff of the modifications made to the New York City Work Accountability and You (NYCWAY) system. The process provided in this policy bulletin is informational for all others.</p> <p>As required by federal, state, and local laws, the Human Resources Administration (HRA) provides reasonable accommodations to individuals with disabilities. HVN/HB status is a reasonable accommodation that provides qualified individuals with home visits and homebound services. This ensures that these individuals receive meaningful access to HRA’s benefits, programs, and services.</p> <p>Participants who are granted temporary HVN/HB status may renew their status by submitting updated documentation before their HVN/HB status expires. The renewal process outlined in this policy bulletin applies only to participants who were granted HVN/HB status for no more than 180 days (Action Code <b>192F</b> – HVN/HB Temporary Exemption – 90 or 180 days).</p> <p><b>Note:</b> Staff must follow the renewal process found in <b>PD #16-26-OPE</b> for participants who were granted HVN/HB status that lasts more than 180 days (Action Code <b>192L</b> – HVN/HB Temporary Exemption – 365 days).</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

### Renewal Process for HVN/HB Status

Thirty (30) days before the participant's HVN/HB exemption status expires, Action Code **19EN** (HVN/HB Exemption Expiration Notice) will post on the case in NYCWAY. NYCWAY will generate and mail the following to the participant:

- Notification of Expiration of Home Visit Needed/Homebound Status (**FIA-1028k**);
- Home Visit Needed Request - Clinical Assessment (**CAS-103**) Form;
- HIPAA Authorization for the Disclosure of Individual Health Information Form (**CAS-605**); and
- a postage-paid return envelope.

For instructions on processing a request for HVN/HB status, see **PD #16-26-OPE**.

If a participant requests renewal of his/her HVN/HB status, the designated JOS/Worker in the RAR/HVN Center 90 will post Action Code **192Q** (HVN/HB Exemption Renewal Request) in NYCWAY. If the participant provides any documents, the JOS/Worker will scan and index the documents into the case record. The JOS/Worker will post Action Code **19DC** (Complete Document Packet Sent to CAS) on the case in NYCWAY which will indicate to Customized Assistance Services (CAS) that a case is ready for review.

### Participant Fails to Respond to the Renewal Notice - Outreach

If the participant does not respond to the renewal notice within twenty (20) days after the **19EN** has posted, NYCWAY will automatically post Action Code **19ND** (HVN/HB Medical Documentation Not Returned). The **19ND** notifies Center 90 staff that outreach is required for the case.

In addition, Action Code **19ND** will also post twenty (20) days after the **192Q** Future Action Date (FAD) if Action Code **192Q** is open and no supporting documentation is submitted.

When **19ND** posts on the case, NYCWAY will automatically generate Action Code **19RO** (RAR Operations Initiates Outreach) and the case will appear on the **OUTR1** worklist. This will ensure that outreach is conducted in a timely manner and that outreach efforts are documented.

The following Action Codes will close Action Code **19RO**:

- **19DC** (Complete Document Packet Sent to CAS);
- **19DO** (Help Requested to Obtain Documents);

New Action Code  
(**19RD**) – See  
**Attachment A**

- **19PC** (Phone Call Successful);
- **19NP** (Phone Call Unsuccessful);
- **19RD** (Renewal Declined); and
- **19TR** (Additional Time Required for Document).

Center 90 staff must review the **OUTR1** Worklist on a daily basis and conduct the appropriate outreach. If the outreach is successful, the JOS/Worker must enter the appropriate action code (see above) to close Action Code **19RO**.

If any documentation is submitted by the participant, the JOS/Worker must scan and index the documents and post **19DC** in NYCWAY. This will automatically forward the HVN/HB renewal request to CAS.

**New** – Second Outreach

The JOS/Worker must give the participant a seven (7) day FAD to return documents if outreach is conducted by phone. If the participant does not submit any documents by the FAD, the case will appear on the **OUTR2** Worklist for a second outreach attempt.

New Action Code (**19N2**)  
– See **Attachment A**

If the second outreach attempt is unsuccessful, Center 90 staff will post the new Action Code **19N2** (Second Outreach Not Successful). If documentation is not received 10 days before the expiration of the HVN/HB status, the Tracking Reasonable Accommodation Cases System (TRACS) will conduct a search for supporting documentation in its system (see TRACS Document Search below).

During the outreach, if the participant indicates that they do not wish to renew their HVN/HB status, the JOS/Worker will post the new Action Code **19RD** in NYCWAY. The HVN/HB status will end and the participant will receive a referral to WeCare.

**New** - TRACS  
Document Search

Tracking Reasonable Accommodation Cases System (TRACS)  
Document Search

Ten (10) days before the expiration of the participant's HVN/HB status, NYCWAY will forward the following cases to TRACS:

- Cases with an open **19ND** Action Code that have not requested CAS assistance and
- Cases with an open **19N2** Action Code if documents have not been received.

In addition, the TRACS document search will occur for cases with the following Action Codes:

- **192Q** (HVN/HB Exemption Renewal Request) – Twenty (20) days after the code is posted and
- **19TR** (Additional Time Required for Document) – Five (5) days after the code is posted.

TRACS will search for the following supporting documents:

- Any WeCARE history within the last 12 months;
- A Supportive Housing Application (**HRA-2010e**) filed in the last 12 months; or
- Assisted Living/Home care services utilized in the last 12 months.

During the TRACS document search, if any of the above documentation is found, the participant will not be required to submit medical documentation. TRACS will post Action Code **19DF** (Documentation Found in Viewer) to NYCWAY and the case will be forwarded to CAS for a determination. NYCWAY will close the open outreach code and the case will be removed from the Center 90 Outreach-related worklist.

New Action Code (**19DF**)  
– See **Attachment A**.

If documentation is not found on the case, TRACS will return Action Code **19DN** to NYCWAY. Cases returned from TRACS with a **19DN** will have Action Code **192N** (HVN/HB Status Not Approved) automatically posted on the case in NYCWAY. NYCWAY will mail the Denial of Your Request for Home Visit Needed/Homebound Status (**FIA-1028s**) form to the participant.

New Action Code (**19DN**) – See  
**Attachment A**.

If the participant fails to respond to the **FIA-1028k** by the expiration of his/her HVN/HB status, two outreach attempts were unsuccessful, and no documents were found during the TRACS document search, NYCWAY will post Action Code **192B** (HVN/HB Status Expired). The HVN/HB status will be systematically removed and no additional notifications will be provided to the participant. The participant will be referred to WeCARE.

#### Assisting Participants in Obtaining Medical Documentation

The JOS/Worker at Center 90 must offer assistance if the participant has not provided updated medical documentation. If the participant accepts assistance, he/she must complete and sign the following forms:

- Home Visit Needed Request/Activities of Daily Life – Client Information Form (**CAS-102**);
- Home Visit Needed Request Clinical Assessment Form (**CAS-**

**103**); and

- HIPAA Authorization for the Disclosure of Individual Health Information Form (**CAS-605**).

Upon receipt of the completed forms, the JOS/Worker must:

- Scan and index the forms into the case record;
- Enter Action Code **19DO** in NYCWAY;
- Send an email with the scanned completed copy of the **CAS-605** form as an attachment to the CAS ADA Mailbox.

**Note:** The subject line of the email should read, "HVN/HB Request for Assistance with Medical Documentation."

The JOS/Worker must provide in table format the following information in the email:

- client's name (last, first);
- case number;
- the HVN documents available in the HRA OneViewer; and
- attachment of the Home Visit Needed (HVN)/Homebound (HB) Status HVN Unit Checklist of Documents for CAS Review (**FIA-1028L**).

If a participant declines CAS assistance in obtaining medical documentation but requests additional time to submit updated documentation, the JOS/Worker must post Action Code **19TR** (HVN/HB Additional Time Required for Document) with a FAD of 15 days in NYCWAY.

### **Changes to NYCWAY**

#### **NYCWAY Action Codes**

To accommodate the changes to the renewal process, the following NYCWAY Action Codes have been added:

- **19DF** – Documentation Found in Viewer;
- **19DN** – Documentation Not Found in Viewer;
- **19N2** – Second Outreach Not Successful; and
- **19RD** – Renewal Declined.

The following NYCWAY Action Codes have been deactivated:

- **19EB** – HVN/HB Renewal Period Expired;

For an example of the table format, see **PD #16-26-OPE**

See **Attachment A**

- **19PH** – Supportive Housing Application (HRA-2010e) Submitted within Past 12 months;
- **19PL** – Referred to CAS-Long Term Care; and
- **19PW** – WeCARE Assessment in Past 12 months.

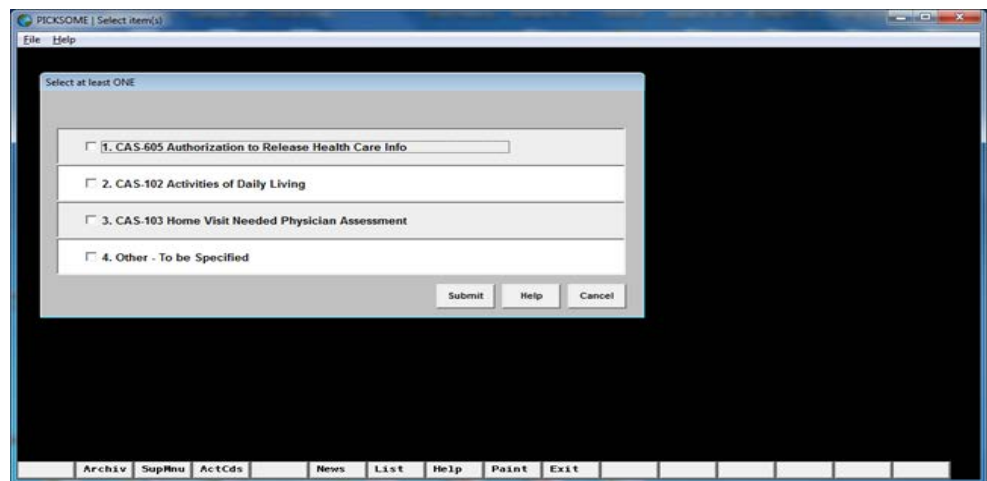
In addition, NYCWAY has been updated to allow Action Code **19EN** to post on inactive lines on active Cash Assistance (CA) and SNAP cases where an individual is HVN/HB exempt but is inactive for CA.

NYCWAY Screen Changes

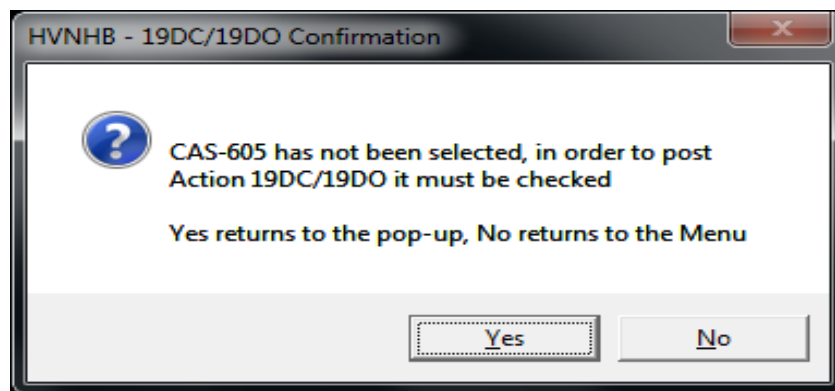
The 19DC/19DO Form selection screen has been removed from NYCWAY and has been replaced by the following screens:

When a participant submits any documentation, the JOS/Worker will post **19DC** and the following screen will appear:

Pop-up screen for Action Code 19DC.

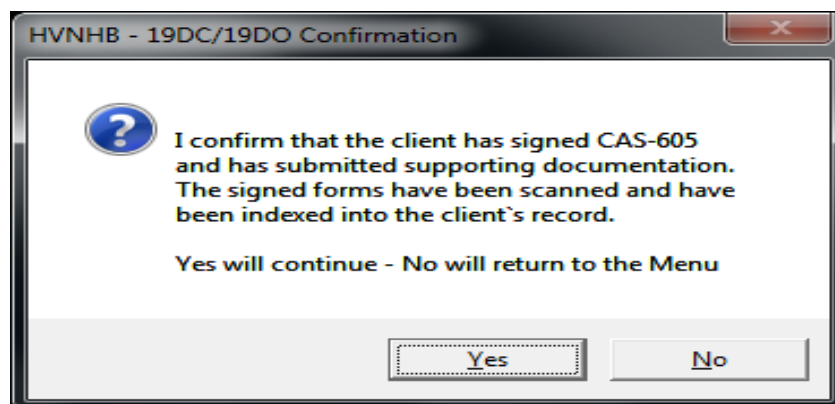


The JOS/Worker must enable at least one of the checkboxes that applies. If the first checkbox (CAS-605 – Authorization to Release Health Care Info) is not selected, the HVNHB – 19DC/19DO Confirmation screen will appear:



The JOS/Worker will select “Yes” to return to the previous screen to enable the CAS-605 checkbox. If “No” is selected, the JOS/Worker will return to the NYCWAY Main Menu.

Before NYCWAY posts the **19DC**, the following confirmation screen will appear:

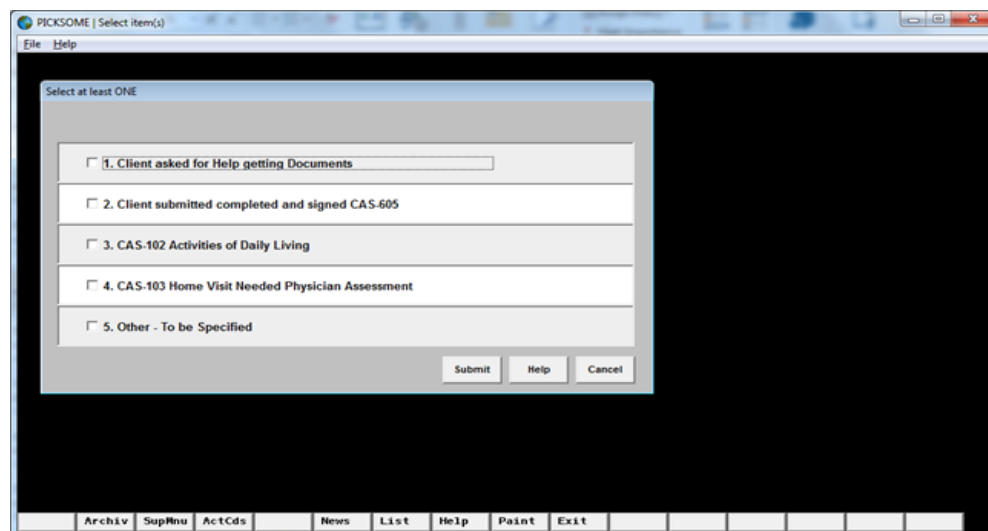


The JOS/Worker will select “Yes” to confirm that the participant has submitted a signed CAS-605 and supporting documentation and the documents have been scanned and indexed into the case record. The **19DC** will be posted to the case and the case forwarded to CAS for review.

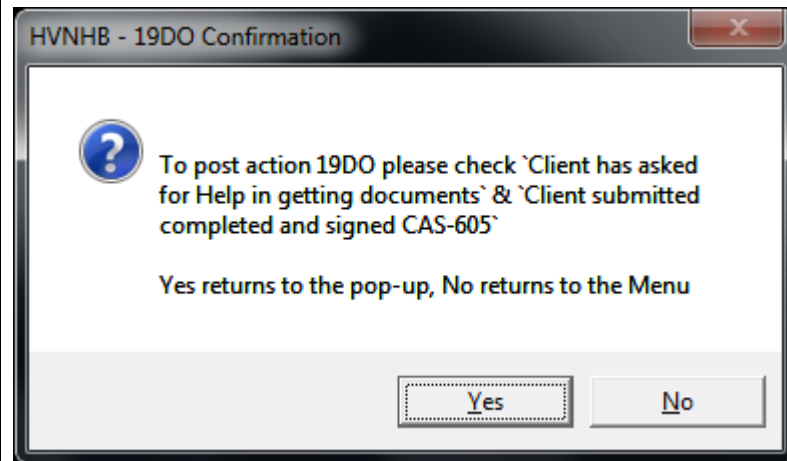
If “No” is selected, the JOS/Worker will be returned to the NYCWAY Main Menu.

If a participant requests assistance from CAS in obtaining his/her medical documentation, the JOS/Worker will post **19DO** and the following screen will appear:

Pop-up screen for  
Action Code 19DO

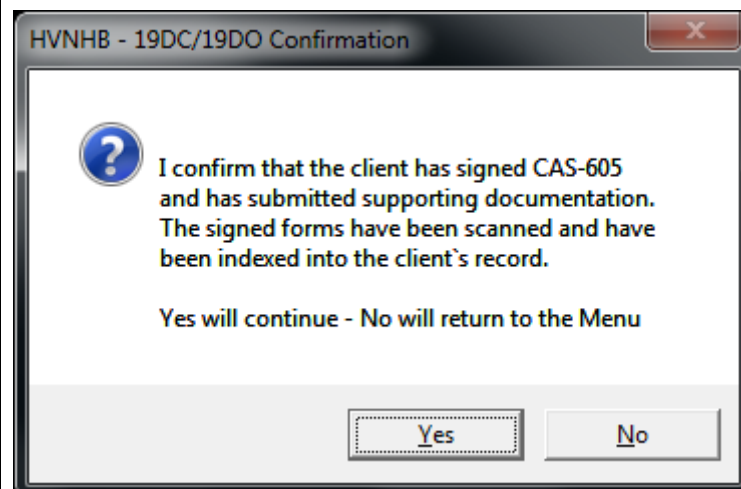


The JOS/Worker will enable at least two of the five checkboxes that apply. If Option 1 (Client asked for Help getting Documents) and Option 2 (Client submitted completed and signed CAS-605) are not selected, the following HVNHB – 19DO Confirmation screen will appear:



If the JOS/Worker selects “Yes”, the JOS/Worker will be returned to the previous screen to enable Option 1 and Option 2. If “No” is selected, the JOS/Worker will be returned to the Menu.

Before NYCWAY posts Action Code **19DO**, the JOS/Worker must confirm that the participant has submitted a signed **CAS-605** and supporting documents and the documents have been scanned and indexed into the case record.



If the JOS/Worker selects “Yes,” the case will be forwarded to CAS for review and to provide assistance to the participant. If “No” is selected, the JOS/Worker will be returned to the NYCWAY Main Menu.



*Effective Immediately*

**Related Item:**  
PD#16-26-OPE

**Attachments:**

**Attachment A** NYCWAY Action Codes for the Home Visit  
Needed (HVN) Homebound (HB) Request  
Process

NYCWAY Action Codes for the Home Visit Needed (HVN)  
Homebound (HB) Request Process

<b>Action Code</b>	<b>Description</b>	<b>Purpose/Instruction</b>
192A	HVN/HB Appeal Process	RAR/HVN Center 90 enters code in NYCWAY if an appeal is filed.
192B	HVN/HB Status Expired	NYCWAY system generated.
192D	HVN/HB Appeal Denied	RAR/HVN Center 90 enters code in NYCWAY if an HVN/HB appeal is denied.
192E	HVN/HB Status End/No Appeal Filed	NYCWAY system generated.
192F	HVN/HB Temporary Exemption (90 or 180 days)	RAR/HVN Center 90 enters code in NYCWAY if HVN/HB status is temporarily approved.
192L	HVN/HB Status Approved	RAR/HVN Center 90 enters code in NYCWAY if HVN/HB status is approved for 365 days.
192N	HVN/HB Status Not Approved (365 days)	RAR/HVN Center 90 enters code in NYCWAY if HVN/HB status is not approved.
192P	HVN/HB Status Request Pending Documentation	System posted for ongoing CA cases by JOS/Worker entering "YES" to the homebound question in POS.
192Q	HVN/HB Exemption Renewal Request	RAR/HVN Center 90 enters code if participant requests renewal of HVN/HB exemption status.
192U	HVN/HB Approved for More Than 365 Days	RAR/HVN Center 90 enters code in NYCWAY if HVN/HB status is approved for more than 365 days.
192W	HVN/HB Status Request Withdrawn	RAR/HVN Center 90 enters code in NYCWAY if the request for HVN/HB status is withdrawn.
19DC	Complete Document Packet Sent to CAS	RAR/HVN Center 90 enters code in NYCWAY that indicates that an email was sent informing CAS that HVN/HB documents are available in the HRA OneViewer.
19DF	Document Found in Viewer	TRACS will post in NYCWAY that updated documents were found during the TRACS document search.
19DI	HVN/HB Completed – Batch Call-In	NYCWAY system generated.
19DN	Document Not Found in Viewer	TRACS will post in NYCWAY if no supporting documents are found during the TRACS document search
19DO	Help Requested to Obtain Documents	Posted by the JOS/Worker if help is needed to obtain medical documents.

NYCWAY Action Codes for the Home Visit Needed (HVN)  
Homebound (HB) Request Process

<b>Action Code</b>	<b>Description</b>	<b>Purpose/Instruction</b>
19EE	HVN/HB Administrative Removal	Posted by MIS only (NYCWAY Help Desk when the HVN/HB code was entered in error).
19EN	HVN/HB Exemption Expiration Notice	NYCWAY system generated.
19N2	Second Outreach Not Successful	RAR/HVN Center 90 enters code if the second outreach attempt is unsuccessful.
19ND	HVN/HB Medical Documentation Not Returned	NYCWAY system generated if the applicant/participant does not submit documentation which informs RAR/HVN Center 90 that outreach is required.
19NP	Phone Call Unsuccessful	RAR/HVN Center 90 enters code if the outreach is unsuccessful.
19PC	Phone Call Successful	RAR/HVN Center 90 enters code if the outreach is successful.
19RD	HVN/HB Renewal Declined	Posted by RAR/HVN Center 90 when a participant does not wish to renew HVN/HB status.
19RO	RAR Operations Initiates Outreach	NYCWAY system generated when Action Code <b>19ND</b> is posted.
19SI	HVN/HB Single Issue One-Shot Deal Request Pending Documentation	System posted for One-Shot Deal cases by JOS/Worker entering "YES" to the homebound question in POS. Self-completing.
19TA	Additional Time Required For Appeal	Posted by RAR/HVN Center 90 if an applicant/participant requests additional time to obtain documents following an HVN/HB appeal request.
19TE	Additional Time Required For Extension	Posted in NYCWAY by RAR/HVN Center 90 if an applicant/participant requests an extension of the additional time given to obtain documents.
19TR	Additional Time Required For Document	Posted in NYCWAY by RAR/HVN Center 90 if the applicant/participant requests additional time to obtain documents at the initial request for HVN/HB status.
908H	HVN/HB Recertification	Posted in NYCWAY to prevent the scheduling of an in-office recertification appointment.