OFFICE OF POLICY, PROCEDURES, AND TRAINING
James K. Whelan, Executive Deputy Commissioner

Human Resources
Administration
Department of
Social Services

POLICY BULLETIN #18-73-SYS

EXPANSION OF THE CLIENT NOTICE SYSTEM (CNS)
(This Policy Bulletin Replaces PB #18-60-SYS)

Date: November 8, 2018	Subtopic(s): CNS

	Revisions to the Original Policy Bulletin:
	This policy bulletin has been revised to inform Job Center staff that effective October 22, 2018, an additional type of hybrid transaction that previously required the completion of a manual notice can now be mailed a Client Notice System (CNS) notice instead.
	Purpose: The purpose of this policy bulletin is to inform Job Center staff that certain Welfare Management System (WMS) transactions that previously required the completion of a manual notice (**LDSS-4013A/B NYC**) are able to have a Client Notice System (CNS) notice produced and mailed instead. This policy bulletin is informational for all other staff.
	Transactions that are both an eligibility transaction and an undercare transaction are considered hybrid transactions. Until this change, CNS was unable to generate notices for these hybrid transactions.
	Effective August 13, 2018, most single suffix cases that have a current case status of applying (**AP**) for Cash Assistance (CA), **AP** for Medicaid (MA), and single issue (**SI**) for Supplemental Nutrition Assistance Program (SNAP) that will be rejected (**RJ**) for CA and will have the SNAP status changed from **SI** to closed (**CL**) because the eligibility to receive ongoing SNAP benefits cannot yet be determined, will now be accompanied by a CNS notice.
Additional hybrid transaction added to CNS notice production.	Effective October 22, 2018, certain single suffix cases that have a current case status of **SI** for CA, **AP** for Medicaid, and **AP** for SNAP that will be closed (**CL**) for CA and will have the SNAP status changed from **AP** to **RJ** because the eligibility to receive SNAP benefits cannot yet be determined, will now be accompanied by a CNS notice.

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*

Distribution: X

A manual notice is still required in instances where:

- A household is ineligible to receive ongoing SNAP benefits for the same reason that it is ineligible to receive ongoing CA;

  Example: It is determined that the household does not reside in New York City.

- A household is ineligible to receive ongoing SNAP benefits for a different reason than why the household is ineligible to receive CA;

  Example: A household is ineligible to receive ongoing CA because the applicant failed to complete an employment assessment and is ineligible to receive ongoing SNAP benefits because the applicant failed to verify the income of a household member that is applying for SNAP benefits only.

- A household is eligible to receive ongoing SNAP benefits.

  Example: A household is ineligible to receive ongoing CA because its gross income is too high, but is eligible to receive recurring SNAP benefits

- There are no household members who have applied for Medicaid;
- Multi-suffix cases;
- The CA case rejection code or the CA case closing code starts with "**Y**"; or
- The CA case was placed in **SI** status with an opening code other than **Y37** (Case accepted for single issue payments that have been ordered by a Fair Hearing decision) or **Y41** (Case accepted for immediate needs (pre-investigation).

Cases going from **AP**/**AP**/**SI** to **RJ**/**RJ**/**CL** for CA/MA/SNAP

SNAP Separate Determination Required

Single suffix CA/SNAP cases in which a household will be rejected for CA with a rejection code that does not begin with "**Y**" and for which the household's eligibility to receive ongoing SNAP benefits cannot yet be determined, must be rejected for CA with the applicable CA reject code and closed for SNAP using the newly created SNAP closing code **J07** (SNAP Separate Determination).

The usage of SNAP closing code **J07** will automatically establish an NCA SNAP case in **SI** status. The ongoing SNAP eligibility determination will be made and processed by a worker in the Separate Determination Unit in the Job Center.

Refer to the [WMS Worker's Guide to Codes](#) for definitions of each code

The attempted use of SNAP case closing code **J07** will not process successfully when any of the following CA rejection codes are used because these households are ineligible to receive ongoing SNAP benefits for the same reason that they are ineligible to receive CA:

E60, **E61**, **E63**, **E72**, **E73**, **E86**, **E95**, **F17**, **F20**, **F63**, **F92**, **F93**, **G60**, **G95**, **M13**, **M66**, **M67**, **M76**, **M98**, **M99**, **W35**, **W44**, and **W45**.

CNS notices cannot be produced on multi-suffix cases and when a status code that begins with "**Y**" is used in an eligibility, undercare, or hybrid transaction. Therefore, CA cases rejected with codes **Y50**, **Y94**, **Y95**, or **Y99** cannot produce a CNS notice.

CA rejection codes that begin with **M**, **N**, **P**, **U**, **V**, or **W** require staff to enter more details about the activity in CNS. These actions are called "Fill" notices. For "Fill' notices, staff must create the notice and then enter the notice number on the TAD window in POS. The use of CA rejection code **M37** also requires the entry of an ineligible budget number. If a notice number is not entered on the TAD, the transaction will go into error status in WMS with error code **E1538** (TAD REASON CODE REQUIRES NOTICE INFO).

For "Fill" notices, staff must enter SNAP case closing code **J07** in CNS along with the proper CA rejection code. If a SNAP case closing code is not entered in CNS, the transaction will go into error status in WMS with error code **E1562** (TAD CODE AND NOTICE CODE DO NOT MATCH).

CA rejection codes that begin with the letter **E**, **F**, or **G** do not require additional details about the activity to be entered in CNS. These are called "No Fill" notices. However, CA rejection codes **E30**, **E34**, **E35**, or **F33** require the entry of an ineligible budget number.

When completing the TAD window in POS, the SNAP suffix portion of the TAD must have **CL** for status (element **230**), **J07** for reason (element **231**), and the date the transaction is completed for the to date (element **262**). The from date (element **235**) is to be left blank.

Cases going from **SI/AP/AP** to **CL/RJ/RJ** for CA/MA/SNAP

Single suffix CA/SNAP cases in which the CA case was placed in **SI** status with opening code **Y37** or **Y41** that will be closed for CA with a code that does not begin with "**Y**" and for which the household's eligibility to receive SNAP benefits cannot yet be determined, must be rejected for CA with the applicable CA closing code and rejected for SNAP using the newly created SNAP rejection code **J07** (SNAP Separate Determination).

The use of SNAP rejection code **J07** will automatically establish an NCA SNAP case in **AP** status. The decision of whether to accept or reject the SNAP application will be made and processed by a worker in the Separate Determination Unit in the Job Center.

The attempted use of SNAP rejection code **J07** will not process successfully when CA closing codes that make households ineligible for both CA and SNAP are used. The following CA closing codes which could possibly be used to close a CA case in **SI** status <u>cannot</u> be used with SNAP rejection code **J07**:

Refer to the WMS Worker's Guide to Codes for definitions of each code

D00, **E60**, **E66**, **E86**, **E95**, **E92**, **E72**, **F17**, **F20**, **F62**, **F63**, **F64**, **F92**, **G60**, **G61**, **G62**, **G95**, **M13**, **M68**, **M97**, **M98**, **M99**, **N66**, **W35**, **W44**, and **W45**.

CNS notices cannot be produced on multi-suffix cases and when a status code that begins with "**Y**" is used in an eligibility, undercare, or hybrid transaction. Therefore, CA cases closed with codes **Y54**, **Y95**, **Y96**, **Y98** or **Y99** still require the use of a manual notice.

See PB #16-29-SYS

CNS notices will not be produced when any individual in the household has been assigned State/Fed charge code **60** (Maintenance of Effort (MOE) Qualified Alien with less than 5 years in status), **67** (State Charge/PRUCOL), or **68** (Qualified Alien (No children under 18 or pregnant women). If SNAP rejection code **J07** is attempted to be used when any individual has been assigned State/Fed charge code **60**, **67**, or **68**, the transaction will go into error status in WMS with error code **E2977** (FED-CHG 60, 67, 68 INVALID WITH R/C J07).

CA closing codes that begin with the letter **M**, **N**, **P**, **U**, **V**, or **W** require staff to enter more details about the activity in CNS. These actions are called "Fill" notices. For "Fill' notices, staff must create the notice and then enter the notice number on the TAD window in POS. If a notice number is not entered on the TAD, the transaction will go into error status in WMS with error code **E1538** (TAD REASON CODE REQUIRES NOTICE INFO).

CA closing codes that begin with the letter **E**, **F**, or **G** do not require additional details about the activity to be entered in CNS. These actions are called "No Fill" notices. However, CA closing codes **E30**, **E31**, **E32**, **E33**, **E34**, **E35**, **E36**, **E38**, **E39**, **E40**, **EZ5**, **F33**, **F34**, **F39**, and **G40** require an ineligible budget to be included in the transaction.

When completing the TAD window in POS, the SNAP suffix portion of the TAD must have **RJ** for status (element **230**), **J07** for reason (element **231**), and the date the transaction is completed for the from date (element **235**). The to date (element **262**) is to be left blank.

Information Technology Services (ITS) has programmed the Paperless Office System (POS) to determine when a notice can be produced by CNS and when a manual notice must be created and mailed.

Effective Immediately

Related Items:

PB #18-53-SYS	CA POS Release Notes Version 22.2.1
PB #18-69-SYS	CA POS Release Notes Version 22.3
PB #18-70-SYS	SNAP POS Release Notes version 12.3
PB #16-29-SYS	Medicaid Separate Determination (MSD) Referrals for the Basic Health Plan (BHP)
Fax Flash 18-20	Expansion of CNS for Hybrid Transactions