Untimely FNS/SNAP Recertification Note: DSS-2435/DSS-8232 received between 16th day and last day in last month of current certification. **Note**: Remember to run OVS. **Product Delivery Case** Add "New" Recert Send DSS-8650 to request info Certifications tab Update & add new evidence (Income Support Case > • Recertifications folder> New hyperlink Unsuspend the case: Evidence tab) based on recert form. Use actual date Enter Date Received All verifications s the case in susper Tab Actions Menu > as effective date. Task is sent for the 11th day. status? Unsuspend> Submit for Verify the Next Cert Period Start Date provided? Approval> Activate Online • Schedule interview on Calendar tab (if **Note:** Adding/updating evidence must be completed required) even if all verifications have not been received. **Note:** Ex-Parte & Conversion should not be YES selected as method of receipt. **Untimely Recertification** DOA 16th through the last **Income Support Case** work day of the month. **Note**: If the case is in suspended status, unsuspend the case: Tab Actions Menu>Unsuspend>Submit for Approval>Activate Online Add Verifications, Check Eligibility and Apply Changes START Add Verifications: Evidence tab > Verifications Verifications and/ or Check Eligibility: Eligibility Checks tab > Check add'l info provided by the **←**YES− Eligibility 30th day or prior to exp. Drill down and check results. of DSS-8560? Evidence Dashboard > Page Actions Menu > Apply After applying changes, NC FAST will place applicable program decisions on Automatic Hold, if necessary. NO Note: Do not change Date Received or the Next Cert. Period Start Date. **Product Delivery Case Note**: This process is only used if the recertification is being closed for failure to provide information or missed Product Delivery Case** interview. The system will automatically set case to **Submit Recertification for Approval** pending closure status in all other situations. Certifications tab > Recertifications List Actions Menu > Submit If client missed interview or failed to provide info, close the **Accept Changed Decision** recertification and case. Eligible? Go to Income Support Case > Eligibility Checks > **Changed Decisions** To close Recertification Certifications tab List Actions Menu > Select applicable option Recertification **Note:** Caseworkers can either Accept with Adequate or Accept with Timely. • List Actions Menu > Close To close Case Product Delivery Case Tab Actions Menu > Close nfo is provided w/in END 2nd 30 days? YES **Product Delivery Case** nen Case and Recertifi To reopen Case: Product Delivery Case • Tab Actions Menu > Reactivate If case is in Suspend Status, Unsuspend Submit for Approval Activate Online To reopen Recertification: • Certifications Tab > Recertification Last Updated 6/13/2017 • List Actions Menu > Reopen **Note**: Set next cert. period start date to date last verification was received or interview completed, whichever is latest. Do not change Date Received.