

203 - ADMINISTRATIVE REOPEN/REAPPLICATION

Change #4-2011

July 1, 2011

I. ADMINISTRATIVE REOPEN AND ADMINISTRATIVE REAPPLICATION

Administrative reopen and administrative reapplication are streamlined automated processes to approve a family's Work First Family Assistance (WFFA) case that has been closed without having to complete the application process. For terminated cases, an administrative reopen is achieved through completion of the DSS-8125. For a case that transferred to Medicaid, the administrative reapplication is achieved through the completion of the DSS-8124 and DSS-8125.

The caretaker is not required to come into the agency to request an administrative reopen/reapplication. The request can be made by telephone or by mail and completed by either telephone or by mail. Some cases may require the caseworker to schedule an appointment to discuss issues of non-compliance and strategies to overcome barriers to participation.

The following conditions must exist to complete an administrative reopen or reapplication:

- A. A family must request their case be reopened by the 10th calendar day of the month following the month the case was closed or transferred to Medicaid. If the 10th calendar day is a non-workday, this request must be made by the next workday; and
- B. A family must qualify for WFFA the month following the month the case was closed or transferred to Medicaid. For example, if a Child Only (payment type 1) case terminated for not returning a quarterly report, the family must complete and return the missing quarterly report.

For a Work First Benefits (WFB) case (payment type 2), the family must be in compliance with all aspects of their MRAs; and

- C. The automated administrative reopen/reapplication process for Child Only cases must be completed by the quarterly reporting selection date in the month following the month the case was closed or transferred to Medicaid.

For WFB cases, the administrative reopen/reapplication process must be completed by the regular run date in the month following the month the case was closed or transferred to Medicaid. All information needed to reopen the case must be received by the 10<sup>th</sup> calendar day of the month following the month of termination.

II. EVALUATING THE FAMILY FOR AN ADMINISTRATIVE

**REOPEN/REAPPLICATION**

**Take** the following actions to evaluate the family for ongoing benefits.

- A. Assess the family's situation to assure that they meet all **eligibility** requirements.
- B. Verify any changed information following instructions in the applicable sections of the Work First Manual.

**NOTE:** If the family's assistance was terminated for not returning a *Work First Family Assistance Report*, the family must complete this requirement. Give them a manual form to complete, and set a deadline for its return.

- C. For WFB cases, all areas of non-compliance with the MRA(s) must be resolved and all information needed to reopen the case must be received by the 10th calendar day of the month following the month the case was closed or transferred to Medicaid.
- D. Discuss with the **caretaker** the **importance of complying with their MRAs**. Make sure the **caretaker** understands that signing and complying with the **MRAs are** a requirement to receive **WFFA**.

Review the MRAs with the caretaker to determine if any changes are necessary to the current MRAs. Discuss both the family's responsibilities as well as the agency's responsibilities. Both the caseworker and caretaker must sign and date the MRAs along with initialing any revisions or updates that are made to the current agreements.

If the request is made by telephone, mail the Verification Of Change In Situation form (DSS-1662) and **a copy of the MRA(s)**. Give the caretaker a deadline to return the documents. If the requested documents are not returned or actions to comply with MRA requirements are not accomplished by the deadline, complete and mail the family a **DSS- 8109 (Notice of Denial)** that states **"We cannot reopen your Work First Family Assistance case because \_\_\_\_\_ . However, you may apply for Medicaid and Food and Nutrition Services. You may reapply for Work First Family Assistance at any time."**

- E. Explain at reopen/reapplication that the family continues to be subject to the same work requirement and/or time limits as when their case closed.
- F. Once the **caseworker determines** the family qualifies for **WFFA**, take the following actions:

Complete an administrative reopen following instructions in the [Work First User Manual](#). See **section III**. below for **instructions for completing an** administrative

reapplication. EIS produces an automated approval notice **if the notice override field is blank.**

If the family receives **Food and Nutrition Services**, notify the **Food and Nutrition Services caseworker** of the reopen via a [DSS-8194](#).

- G. If ineligible for **WFFA**, send a manual notice ([DSS-8109](#)) to **inform** the family that **they are** ineligible that states “**We cannot reopen your Work First Family Assistance case because**

\_\_\_\_\_.”  
**However, you may qualify for Medicaid and Food and Nutrition Services. You may reapply for Work First Family Assistance at any time.”**

- H. Document all actions taken on the [DSS-1662](#), **Verification of Change in Situation.**

### III. COMPLETING AN ADMINISTRATIVE REAPPLICATION

- A. **To approve the case**, complete and key an **administrative** DSS-8124 and DSS-8125 on the same day. The DSS-8124 does not have to be signed by the payee.
- B. Authorize benefits effective the first day of the month following the month of termination or transfer to Medicaid.
- C. Send a DSS-8194 to **Food and Nutrition Services**, if applicable, notifying them when assistance begins.
- D. Complete an automated referral to Child Support **Enforcement**.
- E. **If the notice override field is left blank**, the **Notice of Benefits (DSS-8108A)** is produced by EIS the night the **DSS-8125 approval processes in EIS** and is mailed to the **family** the next workday. If **the caseworker** overrides the notice, ensure that a manual [DSS-8108](#) is sent to the **family**.
- F. **To deny the reapplication**, send a manual notice ([DSS-8109](#)) to **inform** the family that they are ineligible that states “**We cannot reopen your Work First Family Assistance case because** \_\_\_\_\_.”  
**However, you may qualify for Medicaid and Food and Nutrition Services. You may reapply for Work First Family Assistance at any time.”**
- G. **Document all actions taken on the DSS-1662.**

### IV. CASES ELIGIBLE FOR WORK FIRST IN THE FIRST MONTH BUT INELIGIBLE FOR ONGOING WORK FIRST

Complete an administrative open/shut reapplication for the month following the month of termination.

- A. Complete and key an **administrative** DSS-8124 and DSS-8125 on the same day. The DSS-8124 does not have to be signed by the **caretaker**. Evaluate **family members** for ongoing Medicaid.
- B. Authorize benefits effective the first day of the month following the month of termination.
- C. Send a [DSS-8194](#) to the Child Support **Enforcement** and Food **and Nutrition Services** notifying them when assistance begins and ends.
- D. Document the actions taken on the DSS-1662.
- E. **If the notice override field is left blank, the** DSS-8108A is produced by EIS the night the case is reopened and mailed to the **family** the next workday. **If the caseworker overrides** the notice, ensure that a manual [DSS-8108](#) is sent to the recipient.

**V. COUNTY REASSIGNMENTS**

When a Work First Family Assistance payment is terminated during the reassignment process, the receiving county is responsible for completing the administrative reopen.