

# Regulatory Changes

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Income Maintenance Advisory Committee (IMAC) Meeting



# Regulatory Changes project overview

- This project will implement changes made to the federal Food and Nutrition Services regulations for verification of date of death.
- The project will ensure that the expected process for date of death coordination between interchange, CWW and FIS applications are being met.

# FoodShare policy changes overview

- When a Social Security Administration (SSA) data exchange indicates that an eligible member has died, a notice will be sent allowing 10 days to refute (*respond to and correct*) the date of death information.
- If no refutation is received within the 10 days the date of death is considered verified.
  - When all members of the food unit are deceased the FoodShare benefits will be expunged and the Quest card deactivated.
  - For FoodShare cases with two or more individuals, CWW will re-determine the benefit amount for the remaining members.

# Health Care policy changes overview

- When a Social Security Administration (SSA) data exchange indicates that an eligible member has died, a letter will be sent allowing 10 days to refute (*respond to and correct*) the date of death information.
- If no refutation is received within the 10 days the date of death is considered verified.
  - For one person health care cases, CWW will terminate benefits.
  - For health care cases with two or more individuals, the worker will need to re-determine eligibility for the remaining members.

# Enhancements CARES on June 23, 2018

CARES will use the date of death (DOD) information from data exchanges to automatically send correspondence to notify members that a member of their household has been reported as deceased.

CARES will establish the 10 day refutation period.

CARES will terminate the deceased individual's health care and FoodShare eligibility at the end of a 10 day refutation period, if appropriate per policy.

The following pages will be updated in CWW:

- Case Summary
- Household Members
- Permanent Demographics
- Confirm Eligibility

# Impact to eligibility determinations

## FoodShare

*These actions will take place when an individual is verified as deceased.*

- CARES will automatically re-determine eligibility when multiple individuals are receiving FoodShare benefits.
  - If the primary person passes away a notice will be sent to the household telling them they will need to re-apply for benefits.
- If all members of the food unit are deceased, the FoodShare will close.
  - The QUEST card will be deactivated and benefits will be expunged when all food unit members are deceased.

## Health care

*These actions will take place when an individual is verified as deceased.*

- A new alert in CARES will inform the worker to re-determine health care eligibility when multiple individuals are receiving health care on the case when at least one member is deceased.
  - CARES will automatically terminate health care for a deceased individual if the AG size is one.
- CARES will check for DOD information before processing (RTE) applications submitted via ACCESS and will not process applicants who are identified as deceased.

# Additional CARES impacts

- A new banner will display on the Case Summary page notifying workers that a 10 day refutation period is in place.
- When the data match SSA populates the date of death, CARES will continue to auto populate an X in the SSN verification field on the Household Members page to keep the individual from running through data exchanges.
- A case comment will be auto-populated when an individual has been verified deceased by SSA following the 10 day refutation period.

# New Letter for Date of Death

## Notice includes

- Members name
- Date passed away
- Benefits receiving
- Date by which the agency must be notified by to refute the date of death information
- Notification that benefits may end or change



# New Letter for Date of Death

## Body of the letter

Our records show TOM SMITH passed away on Nov. 30, 2017 and had applied for or was getting benefits. We need you to review this information.

1. Check the information below. If it is correct, you don't need to do anything and benefits will end.

<b>Name:</b>	TOM SMITH
<b>Benefits:</b>	FoodShare, health care
<b>Date of death:</b>	Nov. 30, 2017

2. If the information isn't correct, **you must call the agency phone number listed at the top of this letter by Dec. 18, 2017**. If you don't call **benefits may end, be denied, or be reduced**.

If you want more information, call the agency at the phone number listed at the top of this letter.

# Impact to applicants and members

- Applicants, members and their authorized representatives will be allowed 10 days to refute the date of death.
- FoodShare will no longer need to have a request made for voluntary return of benefits and deactivation of the QUEST card when all members have passed away.
  - These actions will automatically take place when all food unit members have passed away.

# Release readiness activities

- Regulatory Changes project will be presented at TAPP on June 15, 2018
- The Operations memo is scheduled to be published the week of June 4, 2018
- Process Help will be updated June 23, 2018
- Policy handbook updates tentatively scheduled for December 2018

# Questions

