



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111

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Commissioner

Operations Memo 2012-23
May 18, 2012

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: Conversion of SSP-Only Bay State CAP Cases to “Regular” SNAP

Overview

During the development of plans to transfer the administration of the State Supplement Program (SSP) to the University of Massachusetts Medical School (UMMS), the Department determined that approximately 3,300 clients receive SSP-only benefits on a monthly basis. To meet Bay State CAP eligibility criteria, an elderly or disabled client must be receiving at least one dollar of federal SSI benefits each month. These clients, identified as not receiving any federal SSI payments (SSP only), are ineligible to receive Bay State CAP food assistance benefits.

The Department will convert existing SSP-only cases to regular SNAP benefits on May 18, 2012. Conversion SNAP benefits equal to the former Bay State CAP benefit amount will be issued to these clients for the months of June, July and August. Affected clients will be informed of their responsibility to recertify for a new certification period which begins in September 2012.

Purpose of Memo

The purpose of this memo is to inform staff of procedures for processing this special group of SSP-only, Bay State CAP cases that will be converted to regular SNAP benefits effective with their June benefit issuance.

This memo discusses:

- H-EAT benefits for SSP-only households converted to SNAP;
 - Notices and recertification form;
 - Clients who use Braille as a reading medium;
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**Purpose of
Memo
(Continued)**

- Call operations and case processing by a designated SSP CAP/SNAP team;
 - Incoming calls;
 - Document review and follow-up;
 - Outreach;
 - Returned mail; and
 - Cases with Earnings or Additional Household Members.
 - Handling calls and recertification forms returned to the TAO;
 - Recertification forms not returned by July 27, 2012;
 - Automatic processes during conversion period; and
 - Bay State CAP applicants who are denied federal SSI benefits and ongoing Bay State CAP clients who lose federal SSI benefits.
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**H-EAT
Benefits**

SSP-only cases that will be converted to SNAP as part of this special process were selected for H-EAT Fuel Assistance Program benefits on the weekend of April 21, 2012. A Heating/Cooling SUA record was automatically created for these cases and a Narrative entry *H-EAT Benefits Authorized* was annotated on the Narrative tab.

Although the H-EAT benefit was applied to these conversion cases on April 21, 2012, the H-EAT benefit will not be used in the SNAP benefit calculation until the recertification submitted for September is authorized and released.

Note: Providing H-EAT benefits to these cases allows the households to maintain the SUA amount they had prior to being converted to regular SNAP. This will lessen the benefit reduction that would occur due to conversion from Bay State CAP to SNAP.

**Notices and
Recertification
Form**

Cases included in this conversion are former Bay State CAP households that do not have the complexities of the average SNAP case. Therefore, a shortened recertification form was developed to collect the necessary eligibility information, in an easy-to-use format.

During the week of May 21, 2012, the Department will mail a notice (Attachment A) and the shortened recertification form (Attachment B) to approximately 3,300 former Bay State CAP clients who have been converted to regular SNAP benefits. The notice and form will also be mailed to the authorized payee on file for SSP purposes. The notice will:

- inform clients of the change in the type of food assistance benefits they will receive;
 - inform clients of their closing dates;
 - provide a centralized phone number for questions and assistance; and
 - instruct clients to return the shortened recertification form to a Central Office P.O. box.
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**Notices and
Recertification
Form
(Continued)**

The notice will also advise clients that their current EBT cards may be used to access their SNAP benefits.

A brochure *Claiming and Verifying Medical Expenses May Increase Your Food Budget* (Attachment C) will be enclosed with the notice and the recertification form. The purpose of the brochure is to help clients identify the types of medical expenses they may claim as a deduction in SNAP.

When the form is received in Central Office it will be screened, reviewed and processed by the SSP SNAP/CAP team. Clients who have not returned their recertification forms will be sent a reminder notice on July 27, 2012. This notice (Attachment D) will remind clients of their scheduled SNAP closing dates, and urge them to return the recertification form and medical bills, if appropriate. The recertification form will be enclosed. Both mailings will include a postage-paid envelope.

After the recertification has been processed on BEACON, the client will be sent a streamweaver recertification approval notice if determined eligible for continued SNAP benefits (Attachment E). If the client does not return the recertification form, a streamweaver closing notice (Attachment F) will be sent.

Blind Clients

Clients who have been identified by Massachusetts Commission for the Blind as users of Braille will receive the all the items of the mailing described above. In addition, that mailing will also include Attachment A (the original notice) in Braille.

**Call Operations
and Case
Processing by
SSP CAP/SNAP
Team**

A centralized process has been developed for the handling of calls, the reviewing of forms, follow-up for clarification if necessary, and for the processing of cases.

An SSP CAP/SNAP team comprised of Central Office and TAO staff will be identified to handle various duties. Narrative entries must be completed at all stages to document actions taken on all cases. An annotated tracking report will be submitted to MIS by the coordinator of the centralized call operations and processing. This will allow MIS to identify clients that have returned their recertification forms. Details regarding call operations and case processing are outlined in Attachment G.

**Handling Calls
and
Recertification
Forms Received
by TAOs**

If an SSP-only, former Bay State CAP client who was converted to SNAP contacts the TAO, the case manager must:

- explain the reason for the change in benefit type being received;
- inform the client of the recertification process they must complete;
- offer assistance in completing the recertification form;
- encourage the client to submit the form along with documentation of medical expenses using the postage-paid envelope the client has received;
- enter a Narrative summarizing the call activity (this information will be necessary for other staff working on these cases); and email DTA.SpecialProjects@state.ma.us so that the activity can be recorded on the tracking report.

If a recertification form is returned to the TAO via **mail, fax or drop-off**, the case manager in the TAO must:

- scan the recertification form, attach it to an email and send it to: DTA.SpecialProjects@state.ma.us, with the subject line *Secure: CAP/SNAP Recert Form attached [Client APID]*; and
- complete a Narrative summarizing the case activity (this information will be necessary for other staff working on these cases).

If a recertification form is returned **in person**, the case manager must:

- review the form with the client;
- give the client a verification checklist, if necessary;
- tell the client to mail the verifications using the postage-paid envelope they received, or if they have misplaced the envelope, send verifications to: **DTA/Trans CAP
P.O. Box 9119,
Boston, MA 02112-9922**
- scan the recertification form, attach it to an email and send it to: DTA.SpecialProjects@state.ma.us with the subject line *Secure: CAP/SNAP Recert Form attached [Client APID]*;
- explain next steps; and
- complete a narrative summarizing the case activity (this information will be necessary for other staff working on these cases.)

**Recertification
Forms Not
Returned By
July 27, 2012**

On the night of July 27, 2012, all SSP-only, former Bay State CAP clients who have not returned their recertification forms will be sent a reminder notice, a second recertification form and a postage-paid envelope. The reminder notice will also be mailed to any authorized payee listed on the SDX record for SSP purpose. This is not necessarily the authorized representative for DTA. A member of the SSP/CAP SNAP team will call clients who have not returned their forms to offer assistance and to encourage the client to return the recertification form and medical expenses, if any. A narrative will be done to record call activity.

Automatic Processes During the Conversion Period

All batch changes for the SSP-only Bay State CAP cases converted to SNAP will be held and released with the recertification processing for September's SNAP benefits. This was done to prevent the premature decrease of the SNAP benefit amount, before the end of the three-month conversion period.

The SSI migration process will be suspended for the duration of the project. Once the project is completed, all former Bay State CAP SSP-only cases coded as State Living Arrangement code B will be automatically transferred out of the Malden Centralized SSI Office and into the appropriate TAO based on client address. Cases coded as Living Arrangement A will remain in the Malden Centralized SSI Office.

Exception: MIS will continue to automatically close all cases that appear on the SDX record as deceased.

SSP-Only Denied Bay State CAP and SSP-Only Closed from Bay State CAP

Going forward (post conversion), a request for Bay State CAP will be denied if the client is not approved for at least one dollar of federal SSI benefits. The new denial or closing reason is: *you do not receive federal SSI*.

Similarly, ongoing Bay State CAP households that lose all of their federal SSI benefits will have their Bay State CAP benefits closed for the same reason – *you do not receive federal SSI*. These households will be converted to SNAP benefits at the Bay State CAP benefit level for three months. Forty five days before the end of the three-month certification period, households coded for SSP purposes as Living Arrangement A (living alone) will be sent the SSI Mail-In Recertification Form. Households coded as Living Arrangement B (shared living arrangement) will be sent the SNAP Prefilled Recertification Form.

A new EBC denial or closing notice based on the above-mentioned denial or closing reason will be generated. The new closing/denial notice was created from a minor revision of the current EBC notice. The word *federal* was added to the existing notice to more clearly define the closing reason. This closing /denial reason will be used for denying a Bay State CAP request or for closing an existing Bay State CAP case only. These reasons are used by the system to close or deny a Bay State CAP request and are not available for use by TAOs; neither can they be viewed on the AU Comp Results page of BEACON.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

DTA/ TRANS CAP
PO BOX 9119
Boston, MA. 02112-9922

Important Notice - Read Carefully
Este Mensaje Es Importante – Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street
Framingham, MA 01702

Agency ID: 999999
Framingham TAO - DTA

05/21/2012

Dear Mary Smith:

The purpose of this letter is to inform you that there will be some changes to the food assistance benefit that you are receiving. These changes will begin in June 2012.

The Department of Transitional Assistance administers your benefits through a program called Bay State CAP.

You must also receive federal Social Security Income (SSI) to get Bay State CAP according to federal rules. A recent review of your case shows that you do not receive federal SSI benefits. This means you are no longer eligible for Bay State CAP food assistance.

However, you are eligible for food assistance through another program called Supplemental Nutrition Assistance Program or SNAP. Like Bay State CAP, SNAP is a food assistance program that will help you buy healthy, nutritious food. **You will still get your food assistance benefits using the same Bay State Access Card you currently have.**

HOW TO GET THE SNAP FOOD ASSISTANCE BENEFIT

To continue receiving food assistance, please **complete, sign and date** the enclosed Recertification Form. The information on the form is necessary to continue your food assistance benefit. We need to know about your expenses for housing (rent, mortgage, home insurance, taxes and utilities).

We have enclosed a brochure: *Claiming and Verifying Medical Expenses May Increase Your Food Budget*. If you have medical expenses of \$35 or more per month, this could

increase your food benefit greatly. The brochure describes the kinds of medical expenses that are accepted. Please send us copies of bills or receipts for any medical expenses you may have.

When completed, please return the form and medical bills or medical receipts in the enclosed envelope.

We want to help. **If you have questions, call 1-800-445-6604 Monday- Friday from 9:00am - 5:00pm.**

WHAT DO YOU NEED TO DO AFTER READING THIS LETTER?

Complete, sign and return the enclosed form and copies of bills or receipts for medical expenses as soon as you can. Remember to read the enclosed brochure to learn about the kinds of medical expenses that can increase your food benefit.

We want you to keep getting this benefit. If we do not hear from you in the next month, we will call you to see how we can help.

If you do not return this form, we must close your case on 08/30/2012 and you will stop getting food assistance.

We look forward to receiving your Recertification Form and your medical expense information. We will assist you in any way we can to make sure you continue receiving the valuable food assistance benefits.

If you have any questions about this letter, please call us at 1-800-445-6604.

Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

Your SNAP Recertification Form

{GranteeName}

Agency ID: {CLIENT_ID}

SSN#: {LAST_FOUR}

Please answer all three questions, sign, date and return this form with any receipts or medical bills. Use the enclosed postage paid envelope to return the information to us.

1. Do you pay any of the following shelter costs?

Circle Answer

- | | | | |
|---|-----|----|-------------------|
| • Rent | Yes | No | \$_____ per month |
| • Mortgage | Yes | No | \$_____ per month |
| • Property taxes (separate from mortgage) | Yes | No | \$_____ per month |
| • Home owner's insurance (separate from mortgage) | Yes | No | \$_____ per month |
| • Condo Fee | Yes | No | \$_____ per month |

2. Do you pay any of the following utilities?

Circle Answer

- | | | |
|--|-----|----|
| • Heating and/or air conditioning costs separate from your rent/mortgage | Yes | No |
| • Electricity or gas for cooking | Yes | No |
| • A telephone, including cell phone | Yes | No |

3. Do you pay more than \$35 per month in medical expenses such as prescriptions, over-the-counter medications, medical supplies, eyeglasses, dental expenses, etc.?

Circle Answer Yes No

(If yes, please send us receipts or medical bills you have. If you give us proof of medical expense, you may be able to receive higher SNAP benefits.)

Your Signature

Applicant Signature _____

Telephone Number _____

Date ____/____/____

Return this form using the postage-paid envelope that is enclosed. If you lose the envelope please send the form to:

DTA/ TRANS CAP
 PO BOX 9119
 Boston, MA. 02112-9922

Health Insurance Costs



You can claim and prove your health insurance premiums and any deductibles you have paid.

Medical Costs Not Reimbursed by Insurance



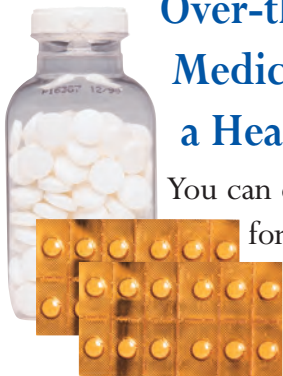
You can claim and verify your costs for doctor/clinic visits, dental care, physical therapy, emergency room, hospitalization or outpatient care.

Prescription Drugs



You can claim and prove direct payments or co-pays for prescription drugs, as well as postal fees for prescription drugs.

Over-the-Counter Medicines Prescribed by a Health Care Provider



You can claim and submit receipts for prescribed medications, such as pain relievers, antacids, vitamins, insulin, and herbal supplements.



Health Related Supplies Prescribed by a Health Care Provider

You can claim and provide proof of prescribed health care supplies such as adult diapers, dentures, eyeglasses, contacts, foot care supplies, and hearing aids/batteries.

Health Equipment



You can claim and prove costs for sick room equipment, wheelchair or mobility aids, prosthetics, personal emergency response system, and communication equipment for the hearing or visually impaired.

Car Mileage and Public Transportation Costs



You can claim and document mileage for use of your car or cost of bus, subway, or taxi to a medical appointment or to a pharmacy.

Home Health Care Costs



You can claim and prove costs for home health care or housekeeping services due to your age or illness.

Alternative Medical Treatments



You can claim and submit bills for prescribed treatments such as chiropractic, acupuncture, or massage.

Service Animal Expenses



You can claim and prove the cost for service animals, including veterinary bills and food supplies.

Frequently Asked Questions

Who can claim medical expenses?

Anyone in your household who is age 60 or older *OR* disabled and pays medical expenses greater than \$35.00 per month.

What type of proofs are needed?

You give us receipts or bills to show a household member has incurred an allowable medical expense.

Which medical expenses can be claimed?

Certain medical costs are allowed as a deduction from income when calculating SNAP benefits. This brochure details medical expenses that you can claim.

Do I have to verify medical expenses each time I recertify for SNAP benefits?

If your regular *monthly* medical expenses have remained the same since you initially verified them, you will not have to submit medical bills and receipts at your recertification. However, if your medical expenses have increased or decreased you should tell your DTA caseworker at recertification about the change. Your DTA caseworker will tell you if the change must be verified.

SNAP program rules give you the right to claim allowable medical expenses. Verified medical costs (*over \$35.00*) will be deducted from your countable income so you may get more SNAP.

Under a new rule, you may be eligible to receive a Standard Medical Deduction. If your regular *monthly* medical costs are greater than \$35.00, you may show your DTA caseworker your bills or receipts to get higher SNAP benefits using the \$90.00 Standard Medical Deduction. Based on a household size of one this deduction could add up to \$30 per month to your SNAP benefits.

If your regular *monthly* medical costs are over \$125.00, you may show your DTA caseworker your bills or receipts to get a medical deduction higher than the \$90.00 Standard Medical Deduction.

Ask your DTA case worker if you have any questions about allowable medical expenses. Your DTA case worker can also help you to get proof of your allowable medical costs.

A one-time medical bill or receipt, *such as a bill for a hospital stay, hearing aid or wheelchair purchase*, could also be verified for higher SNAP benefits. Be sure to talk to your DTA case worker if you have a one-time medical expense.

Attachment C Claiming and Verifying Medical Expenses May Increase Your Food Budget



A MESSAGE FROM THE
DEPARTMENT OF
TRANSITIONAL ASSISTANCE

75 Fountain Street CAN 710
Framingham, MA 01702

Important Notice - Read Carefully
Este Mensaje Es Importante – Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street
Framingham, MA 01702

Agency ID: 999999
Framingham TAO - DTA

07/27/2012

Dear Mary Smith:

We sent you a notice on 05/21/2012 to inform you that your Bay State CAP benefits would be changing to SNAP benefits. Since you do not receive federal SSI, you are not eligible for Bay State CAP food assistance. However, you are eligible for SNAP.

For your convenience, we are enclosing another copy of the recertification form. To continue to get SNAP benefits, you must complete the form and return it to us along with any bills or receipts for medical expenses.

Your case will close on 08/13/2012 if you do not complete, sign and return the enclosed form to us by 07/23/2012. If we close your case, you will stop getting benefits.

Please help us to help you. We urge you to complete the form and send it to the address below as soon as possible so we can process your SNAP benefits.

Mail your recertification form using the enclosed postage-paid envelope.
If you have any questions about this letter, please call us at 1-800-445-6604.
We are committed to assisting you in any way we can to make sure you will continue to receive valuable food assistance benefits.

75 Fountain Street CAN 710
Framingham, MA 01702

Important Notice - Read Carefully
Este Mensaje Es Importante – Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street
Framingham, MA 01702

Agency ID: 999999
Framingham TAO - DTA

05/28/2012

Dear Mary Smith:

What DTA decided: The Department has approved your recertification for SNAP benefits. Your eligibility begins on 06/14/2012 at \$220.00 per month.

You will get SNAP benefits from 06/14/2012 to 06/13/2014. We will send you a notice about how to recertify your benefits before this period ends.

You will get your SNAP benefits on the 14th of each month.

Questions? Please call:

- Your case manager Mary Jones at 617-999-9999 if you have any questions about your case or you need help because of a disability; or
- Recipient Services at 1-800-445-6604 if you have trouble reading or understanding this notice.

You may pick another person to handle your SNAP benefits for you. This person would be your authorized representative.

We must not discriminate due to age, race, color, sex, disability, religion, national origin, sexual orientation, gender identity, or political beliefs. If you think that we have discriminated against you, contact the Office of Diversity at 617-348-8351 to find out how to file a complaint.

See Your Benefits Online: You may get information about your DTA benefits online. Sign up for My Account Page (MAP) at www.mass.gov/vg/selfservice. This will let you check the status of your case, your benefit level and see recent notices. You can print your own verification of benefits. You can also call the DTA Automated Hotline at 1-877-382-2363.

Tell us about changes! You must report all changes in income, assets or family size to your case manager within 10 days. You must also tell us right away about changes in your mailing address and phone number. The post office does not forward DTA mail.

To ask about free legal services, call: Greater Boston Legal Service at 800-3230-3205.

75 Fountain Street CAN 710
Framingham, MA 01702

Important Notice - Read Carefully
Este Mensaje Es Importante – Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street
Framingham, MA 01702

Agency ID: 999999
Framingham TAO - DTA

08/15/2012

Dear Mary Smith:

The Department will stop your SNAP benefits on 09/13/2012 because you did not recertify.

Questions? Please call:

- Your case manager Mary Jones at 617-999-9999 if you have any questions about your case or you need help because of a disability; or
- Recipient Services at 1-800-445-6604 if you have trouble reading or understanding this notice.

We must not discriminate due to age, race, color, sex, disability, religion, national origin, sexual orientation, gender identity, or political beliefs. If you think that we have discriminated against you, contact the Office of Diversity at 617-348-8351 to find out how to file a complaint.

If you disagree with this decision you have the right to a hearing. To ask for a hearing, fill out the reverse side of this notice.

The regulation(s) used in reaching these decisions are 106 CMR 366.300, 366.320.

Responsibilities of Central Office SSP CAP/SNAP Team

A central office SSP CAP/SNAP team will work on the SSP-only Bay State CAP cases that will be converted to regular SNAP on May 18, 2012. The central office call center and processing operation will be responsible for managing calls, document review and follow-up, outreach to clients and the processing of recertifications. This operation is expected to begin on May 22, 2012 and end on September 12, 2012.

1. Managing Calls

Persons assigned or who volunteer to work in the Call Center will be responsible for handling incoming calls from clients affected by the conversion from Bay State CAP to SNAP.

When an SSP-only former Bay State CAP client who was converted to SNAP contacts the Call Center, staff will:

- explain the reason for the change in benefit type being received and inform the client of the recertification process they must complete;
- encourage the client to complete and submit the recertification form along with documentation of medical expenses using the postage paid envelope the client has received;
- answer any questions the client may have;
- confirm the client's telephone number and correct the telephone number in BEACON, if appropriate;
- enter a Narrative summarizing the call activity (this information will be necessary for other staff working on these cases); and
- document activities on the internal tracking spreadsheet that was developed for the call center.

2. Document Review and Follow-up

- Review document for completeness and determine if a verification checklist is necessary;
- Call clients whose forms are unsigned, incomplete or who have not indicated whether or not they have medical expenses;
- Send verification checklist, if appropriate;
- enter a Narrative summarizing the call activity (this information will be necessary for other staff working on these cases); and
- Document activities on the internal tracking spreadsheet that was developed for the call center.

3. Outreach

- Call clients that have not returned their recertification form;

- explain the reason for the change in benefit type being received and inform the client of the recertification process they must complete;
- encourage the client to complete and submit the recertification form along with documentation of medical expenses using the postage paid envelope the client has received;
- confirm the client's telephone number and correct the telephone number in BEACON, if appropriate;
- enter a Narrative summarizing the call activity (this information will be necessary for other staff working on these cases); and
- document activities on the internal tracking spreadsheet that was developed for the call center.

4. Returned Mail

Returned mail will be processed by the SSP/CAP team.

Mail Returned With Forwarding Address

If the original mail that included the notice and the recertification form is returned by the post office and a forwarding address is provided the CAP/SNAP team member will attempt to contact the client by phone and will:

- change the client's address on BEACON;
- forward the mail to the new address by putting the recertification form and the original notice into an envelope with the new address; and
- complete the Narrative tab regarding activity relative to the returned mail.

Note: Do not send the Notice of Returned Mail (RMN-1) to the client. This could cause confusion because the RMN-1 requires verification of shelter expenses which the client is not required to provide.

Mail Returned No Forwarding Address

If the original mail is returned with no forwarding address, the SSP CAP/SNAP team member will:

- attempt to reach the client by phone using the phone number on file;
- if contact is made, ask the client for his or her new address; and
- follow the steps above to get the notice and the recertification form out to the client.

If the client cannot be reached by telephone, make an entry on the Narrative tab, regarding the returned mail.

Important: The returned mail procedures outlined above are only for use with this project.

5. Case Processing

- select case maintenance from the workflow dropdown list;
- enter shelter type and amount in the shelter page, using information from the recertification form;

Attachment G

- check for a heating/cooling SUA on the standard utility allowance page;
Note: Do not remove the heating/cooling SUA that was recently applied to the cases as part of the Spring H-EAT run, **regardless of utility type indicated by the client on the recertification form.** There will be a Narrative entry, *H-EAT Benefits Authorized*, dated 4/21/12.
- enter medical expenses on the Medical Expenses or Health Insurance pages;
- wrap-up changes **including the H-EAT benefit** applied on 4/21/12;
Important: Be sure to select the H-EAT request in your selection of items that must be included in the eligibility and benefit calculation. H-EAT benefits were applied to the case on 4/21/12 but have not been included in the EBC calculation, until now.
- Assign a 20-24 month certification period;
Note: The certification periods should be staggered to avert the impact approximately 3,300 additional recertifications would have on the Malden Centralized SSI Office if these cases were all assigned a 24-month certification.
- check the Suppress Notice indicator in the Interview Wrap-up Updates tab for all recertifications that you are approving; and
Note: Because a reevaluation was not initiated, BEACON will only be able to generate an EBC change notice, but not the specific recertification approval notice with certification periods. Therefore, the EBC notice must be suppressed to allow the client to receive the streamweaver notice with these relevant details.
- enter a Narrative summarizing the call activity.

Relevant Release Dates: Use this chart as a guide when working on cases.

Last Digit SSN	August Release Dates (start releasing changes in BEACON after this date)	September Release Dates (BEACON Release Date To Prevent Automatic Closing)
0	07/26/2012	8/27/2012
1	07/27/2012	8/28/2012
2	07/31/2012	8/28/2012
3	07/31/2012	8/29/2012
4	08/01/2012	9/3/2012
5	08/02/2012	9/4/2012
6	08/06/2012	9/4/2012
7	08/07/2012	9/5/2012
8	08/07/2012	9/7/2012
9	08/08/2012	9/10/2012

6. Cases with Earnings or Additional Household Members

If the client has indicated that he or she has earnings or is living with an individual who is a mandatory part the client's SNAP household because:

- of relationship; or
- he or she has earnings; or
- the purchase or prepare rules causes a household member to now be a part of the client's SNAP household,

the case cannot be processed using the simplified recertification process designed for former Bay State CAP households. These households must be recertified through the standard recertification process. In this situation, the SSP CAP /SNAP team member will:

- call the client at the phone number provided on the recertification form and conduct the interview; and
- if unable to reach client, send a SNAP recertification interview appointment letter;

After the interview has been conducted:

- select reevaluation from the workflow dropdown list;
- initiate the reevaluation on BEACON;
- complete relevant BEACON pages to enter new or updated information as necessary; and
- request verification of earnings or any other verification item relevant to the client or the person(s) being added to the case, as necessary.

Once all verifications have been received:

- enter verifications as they are received by clicking on the verifications tab;
- double click the item being verified;
- click on the Documents of Evidence used to verify the item;
- click on Interview wrapup;
- enter the reevaluation start date and end date;
- enter the reevaluation type in the Interview wrapup EBC Results page;
- wrap up the case; and
- authorize the transaction.

Note: Do not suppress EBC notice for these cases. Since the reevaluation was initiated, BEACON will send out the appropriate EBC recertification approval or closing notice to each household.