



Transitions

January 2013

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Dear Colleagues,

Please join me and welcoming our new Executive Office of Health and Human Services Secretary, John Polanowicz. Secretary Polanowicz was officially sworn on Tuesday, January 21st. Prior to joining EOHHS, Secretary Polanowicz served as the President at St. Elizabeth Hospital. He brings with him a long-history of working on new and innovative health care systems. I look forward to getting to know Secretary Polanowicz and carrying out his vision for our Commonwealth.

I would be remiss if I did not speak of the great work we were able to accomplish under the guidance of Secretary Judy Ann Bigby. Secretary Bigby worked tirelessly with Governor Patrick to protect the Safety Net programs. Of her many accomplishments the largest by far would be the passing of healthcare reforms that mandated all citizens of the Commonwealth would have good health insurance at affordable rates. Working alongside Governor Patrick, Secretary Bigby created a health insurance system that is in duplication nationally. I thank her for her leadership and commitment to our state.

On January 23rd, the Governor released his budget (House 1). The Governor's budget is innovative and introduces new revenue incentives to fund many of the programs in his budget. Over the next several months, I will meet with legislators and stakeholders to discuss these revenue reforms and DTA budget and programming. You can read more about the budget by visiting mass.gov.

I look forward to our continued work and working with Secretary Polanowicz.

Sincerely,

Daniel J. Curley
Commissioner

Quality Corner

This month we will review two negative errors. These were case denials that were not valid.

Disability Status Incorrectly Entered into BEACON

The household consisted of a 55-year-old adult whose SNAP reapplication was submitted on August 6, 2012. This household had previously received SNAP benefits in 2011. An interview was conducted and a verification checklist issued to the client on August 8, 2012. The client reported receiving \$1314 per month in RSDI benefits as a disabled individual, and having a medical expense of \$191 per month and rental expense of \$606 per month. The household had received H-EAT benefits in the October 2011 run. When the case was reopened, it was within one year of the application of H-EAT benefits so the household was eligible to continue receiving the heating/cooling SUA.

After the case was processed, a denial notice was sent to the client on August 29, 2012 citing ineligibility due to income that exceeded the program's limits.

Quality Control (QC) determined that, at application, the case manager entered the RSDI income on the Other Income page, but on the Disability page, the Disability Determination Status was set to pending, the Disability Determination Source was set to Client Statement and the Federal Certify Indicator was set to No. This caused the household to be identified as an able-bodied adult without dependents (ABAWD). Since BEACON did not recognize the client as being disabled and the client is not elderly, the household was inappropriately subjected to a gross income test for SNAP eligibility. This caused a negative error for the review month.

What's a Case Manager to Do?

When entering information on the Disability page for a disabled client who receives RSDI, the case manager must select Approved as the Determination Status, SSA as the Disability Determination Source and Yes to the Federal Certify Indicator. These entries signify to BEACON that the household is disabled. For disabled households, BEACON only applies a net income test. This test necessarily occurs after all allowable deductions are counted and excludes the possibility of a denial for being over the gross income limit. For more information on processing SNAP applications for disabled households, see 106 CMR 361.210

Denied Prior to Day 30

A web application was received on June 14, 2012. An appointment letter for a telephone interview was sent to the client on June 20, 2012 for an interview on July 3, 2012. The client missed the interview so a Notice of Missed Interview (NOMI) was mailed to the client on the same day, informing the client he must be interviewed by July 14, 2012.

A BEACON narrative dated July 13, 2012 indicated that the case manager again tried to contact the client but only reached the client's voice mail. The case manager left a message to inform the client of the call. The case was denied on July 13, 2012 for failure to complete the application process. Since the case was denied on Day-29, this caused a negative error for the review month.

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Quality Corner *(Continued from Page 2)*

What's a Case Manager to Do?

The case manager should have waited until the 30th day to deny the case. To accurately determine the 30-day time frame, Day One is the day **after** the client submits the application. If the 30th day falls on a weekend or holiday, the application must be denied on the next business day. For more on negative errors and application processing, see Field Operations Memo 2008-59.

From the Forms File

Revised Brochures

Translated versions of the revised *Your Right To Know* brochure are now available. A supply of the following brochures will be shipped to all TAOs. Please discard all old versions of these brochures and use the revised versions.

18-127-1212-05 YRTK (Haitian Creole)

18-129-1212-05 YRTK (Portuguese)

18-134-1212-05 YRTK (Khmer)

18-135-1212-05 YRTK (Russian)

18-130-1212-05 YRTK (Vietnamese)

18-131-1212-05 YRTK (Chinese)

YRTK (Rev. 12/2012)

Your Right to Know Brochure

The *Your Right to Interpreter Services* brochure has been revised. Translated versions of the brochure will be available soon. Please discard old versions of this brochure and use the revised version.

18-115-0113-05

IS Brochure – Eng (Rev. 1/2013)

Your Right to Interpreter Services

Diversity Quote

“The wave of the future is not the conquest of the world by a single dogmatic creed but the liberation of the diverse energies of free nations and free men.”

John F. Kennedy

Training Corner

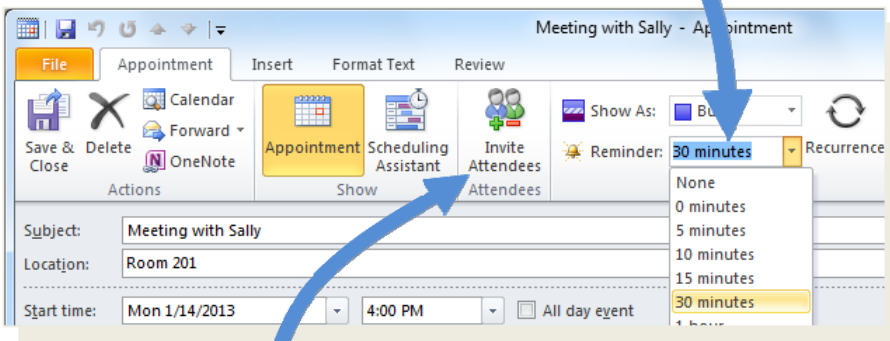
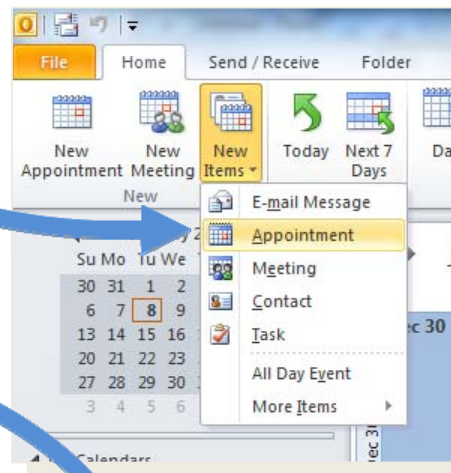
Planning a Meeting – Calendar Invitations

Introduction: Why are calendar reminders important? They keep you on time. When your schedule is packed, you may not remember that you have that one o'clock meeting coming up in a few minutes! Calendar reminders in Outlook will let you know at just the right time.

If you're having a meeting, **calendar invitations** let you send reminders to other people!

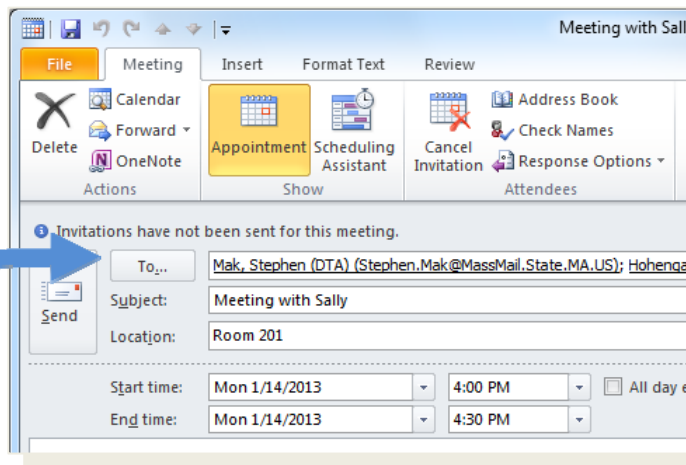
Setting up a reminder:

1. In Outlook, create a New **Appointment**.
2. Enter in a **Subject, Location, and Start and End times**.
3. Locate the **Reminder:** drop down menu.
4. Then select how many **minutes** before the appointment you wish to be alerted. That's it!



Invite other people:

1. Click the **Invite Attendees** button.
2. Type in the names of the people who will attend the meeting.



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Training Corner *(Continued from Page 4)*

Planning a Meeting – Using Scheduling Assistant

Introduction: Why is it important to use **Scheduling Assistant**? Other people may have prior engagements during your meeting. In Outlook, you can see all of your attendee's schedules! That way, you can schedule around everybody else's appointments.

Make sure the people who are attending are available:

1. Click **Scheduling Assistant** to see everybody's schedules.
2. In this example, everybody is available for our meeting from 4:00 to 4:30. Great!
3. Click **Send** to send invites to all your attendees.

The screenshot displays the Outlook Scheduling Assistant interface for a meeting titled "Meeting with Sally - Meeting" on Tuesday, January 14, 2013. The ribbon at the top includes tabs for File, Meeting, Insert, Format Text, and Review. The "Scheduling Assistant" tab is active, showing options like "Delete", "Appointment", "Scheduling Assistant", "Cancel Invitation", "Attendees", "Options", "Recurrence", "Time Zones", "Room Finder", and "Send". The "Send" button is highlighted with a blue arrow. Below the ribbon, the "All Attendees" list shows three attendees: Mak, Stephen (DTA), Hohengasser, Dennis (DTA), and Matteodo, Deborah (DTA). The calendar grid shows the meeting time slot from 4:00 PM to 4:30 PM on Monday, 1/14/2013. The "Start time" and "End time" fields are set to 4:00 PM and 4:30 PM, respectively. The interface also includes a legend for availability: Busy (blue), Tentative (light blue), Out of Office (purple), No Information (grey), and Outside of working hours (light grey).



From the Hotline

A *From the Hotline* Index of the questions and answers that appeared in *Transitions* during 2012 has been compiled below. The Index is intended to provide quick access to policy and procedural information. Please remember that this Index explains policy/procedure as of the month/year in which the question and answer were issued.

Emergency Aid to the Elderly, Disabled and Children		
Topic	Month	Related Procedure/Policy, 106 CMR:
Application Requirements	May	701.410, 702.300, 702.310
Assistance Unit Composition Changes	November	701.420
Benefit Access Card Replacement	November	701.450
Case Record	November	701.330, 702.410, 105.030
Case Transfer	November	701.530, 702.400, Operations Memo 2012-39
Checks, lost or stolen	November	701.530, 706.510, 706.520
Client Confidentiality	November	Operations Memo 2010-50
EBT Card Replacement	November	701.450
Fraud Referrals	May	<i>A User's Guide: Transitional Assistance Programs and BEACON, Chapter II, Section E.</i>
Funeral and Final Disposition	April	Operations Memo 2012-35 (Updated from 2010-54)
	September	705.700, 705.710
	November	705.700

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From the Hotline *(Continued from Page 6)*

Emergency Aid to the Elderly, Disabled and Children (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Grant Increase	November	701.530, 702.400
MassHealth Card	November	701.520(B), 701.530, 702.125(F)
Medical Transportation	November	705.150
Noncitizen, Legal Permanent Resident	October	320.620(A)
Noncountable Income, victims of violent crimes	September	321.250(EE)
Verifications	May	Operations Memo 2010-55

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**From the Hotline** *(Continued from Page 7)*

Supplemental Nutrition Assistance Program		
Topic	Month	Related Procedure/Policy, 106 CMR:
Add Assistance Unit Member	December	366.120(A)
Address Change	December	366.110(A)
Annual Reporting	March	Operations Memo 2011-31, Operations Memo 2011-43
Benefit Decrease	December	366.100, 366.120(C)
Benefit Increase	December	366.120(A), 366.120(B)
Case Record Data	December	360.300, 105.030, 105.050
Client Confidentiality	December	Operations Memo 2010-50, 360.400
Client Information	May	361.620, 361.630
Disabled	October	361.210
EBT Card Replacement	December	364.910, Operations Memo 2012-56
Excluded Income, victims of violent crimes	September	363.230(K)
Expenses, medical	March	Medical Deductions Job Aid
	August	364.500(E), 364.500(F)
Fraud Referral	May	<i>A User's Guide: Transitional Assistance Programs and BEACON, Chapter II, Section E.</i>

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From the Hotline *(Continued from Page 8)*

Supplemental Nutrition Assistance Program (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Gross Income Change of \$50 or More	December	366.120(A)
Income Verification	March	Operations Memo 2010-55
Ineligibility	December	366.120(C)
Initial Certification, verifications	May	Operations Memo 2010-55
Interim Report	March	Operations Memo 2011-31, Operations Memo 2011-43
Noncitizens, Iraqis and Afghans	October	Operations Memo 2010-19
Noncitizens, Legal Permanent Resident	October	362.220(B)
Proration	March	366.340
Verification	March	Operations Memo 2010-55
Verifications at Initial Certification	May	Operations Memo 2010-55
Veterans or Active Duty Personnel	October	362.240(F)
Zero Net Income	December	366.120(A)

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From the Hotline *(Continued from Page 9)*

Transitional Aid to Families with Dependent Children		
Topic	Month	Related Procedure/Policy, 106 CMR:
Application Requirements	May	701.410, 702.300, 702.310
Assistance Unit Composition Changes	November	701.420
Caretaker Requirements	July	203.100(B)
Case Record	November	701.330, 702.410, 105.030
Case Transfer	November	701.530, 702.400, Operations Memo 2012-39
Checks, Lost or Stolen	November	701.530, 706.510, 706.520
Child Care Referral Services	June	207.210(A)
	November	207.210(A)
Client Confidentiality	November	Operations Memo 2010-50
Community Service	June	207.170
Competent Medical Authority	July	701.600(H)
Disability	July	203.530
Domestic Violence Referral	February	203.110
EBT Card Replacement	November	701.450
Employment Development Plan	June	207.110
Employment Services Requirements	June	207.000 through 207.180

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From the Hotline (Continued from Page 10)

Transitional Aid to Families with Dependent Children (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Exemptions from Time Limit	July	203.100
Fair Labor Standards Act	June	207.170
Fraud Referral	May	<i>A User's Guide: Transitional Assistance Programs and BEACON, Chapter II, Section E.</i>
Grant Increase	November	701.530, 702.400
Infant Benefits	November	705.600
Living Arrangements	February	203.595(A)
MassHealth Card	November	701.520(B), 701.530, 702.125(F)
Medical Transportation	November	705.150
Noncitizens, Iraqis and Afghans	October	Operations Memo 2010-19
Noncitizens, Legal Permanent Resident	October	203.675(A)
Noncountable Income, victims of violent crimes	September	204.250(FF)
Relocation Benefit	November	705.350
Verifications	May	Operations Memo 2010-55
Work Program	June	203.400

Operations Memos

SNAP – Medex Premium Rate Changes

SNAP

Operations Memo 2013-1

Medex is a Medicare supplement policy that is offered through Blue Cross and Blue Shield of Massachusetts (BCBSMA). Rate changes were effective on January 1, 2013. This Operations Memo:

- identifies the non-group plans that have changed and the corresponding rate changes;
- provides information on updates to SNAP benefits and the Medex premium amounts; and
- gives information about the 2013 Medex Premium Rate Change Report.

2013 Social Security/SSI COLA for TAFDC, EAEDC and SNAP

TAFDC, EAEDC and SNAP

Operations Memo 2013-2

Effective January 2013, Social Security benefits and federal SSI payments increased by 1.7 percent. The base level Medicare Part B Premium is \$104.90. The Medicare Part B Penalty Premium is identified in the 2013 Medicare Part B Surcharge Premiums chart on page 5 of this memo. This Operations Memo:

- explains how BEACON will update client cases with the 2013 Social Security/SSI COLA amounts and recalculate eligibility for the active updated cases;
- explains which cases listed on the Clients With RSDI and/or SSI view require case manager action; and
- transmits procedures for case managers to update cases with discrepant 2013 Social Security/SSI COLA amounts.

FYI

SSI Payment Standards Change

Effective January 1, 2013, the SSI payment standards increased and can be found at:

<http://www.mass.gov/eohhs/gov/departments/dta/program-eligibility-charts-and-tables.html>

TAO Meeting Notes