

BEACON Todays Issued in December 2001

- BT 60 Food Stamp Expanded
Categorical Eligibility and
BEACON (11/30/01)
- BT 61 What's New in Increment
2.0.9 (11/30/01)
- BT 62 More Helpful Hints/Re-
minders When Working in
BEACON (12/6/01)
- BT 63 Reopening AUs Which
Include a Family Cap
Child (12/12/01)
- BT 64 Food Stamp Attributed
Amount (12/12/01)
- BT 65 What's New in Increment
2.0.10 (12/14/01)
- BT 66 What's New in Increment
2.0.11 (12/21/01)
- BT 67 Interview Wrap-up/Selec-
tion Cases Requiring Re-
view (12/26/01)



Quality Corner

This month we will review two errors. The AU Manager caused each and each could have been avoided by taking an additional action.

Adding a Newborn

The recipient had a baby on August 2, 2001. She provided the birth certificate to her AU Manager on August 20th. The AU Manager added the baby to the household on September 4th, effective October 2, 2001. The adjusted benefits began in October as scheduled.

The AU Manager failed to issue a supplemental benefit for September as required by 106 CMR 366.120(A)(2). In this instance the AU Manager was required to add the baby for September. If she had issued a supplement that was for September at the same time she added the baby to the household, she would have avoided the error.

Reading a Gas Bill

The second error involved a recipient who moved. After moving the client provided a gas bill showing that he owed \$82. The AU Manager did not review the bill closely, however. It said, on both sides, that the charge was for "Residential Discount Non-Heating Rate R-2." The AU Manager may have been misled by the size of the bill, since \$82 is too large for one month and there was no prior balance. The current month's charges were only \$12 – much too low for a heating expense – with the remainder carried over from a previous account. Requesting a landlord verification would have corrected this problem and avoided this error.

What Should the AU Manager Have Done?

The bill was issued by Keyspan. In the "Charges for Gas Used" section the rate was described as "Residential Discount Non-Heating Rate R-2." When you have a recipient heating with gas in the area served by this company, as well as Essexgas and Colonialgas, be sure to compare the type of SUA allowed with the information on the bill. This has potential to eliminate a number of errors.