



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

DEVAL L. PATRICK
Governor

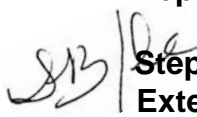
TIMOTHY P. MURRAY
Lieutenant Governor

JUDYANN BIGBY, M.D.
Secretary

DANIEL J. CURLEY
Commissioner

Operations Memo 2012-46
October 1, 2012

To: Department of Transitional Assistance Staff

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

Re: **Notice of Missed Interview for Applications Pending > 30 Days and for Closed Recertifications**

Overview

The Notice of Missed Interview (NOMI) is mailed to clients who miss an application or recertification interview for SNAP. Currently, case managers cannot generate a NOMI to a client who is the grantee of a case that has been pending for more than 30 days or to a client who is the grantee of a closed case.

Effective with BEACON Build 44.9, case managers will have the ability to generate a NOMI to an applicant whose case has been pending for more than 30 days and to certain closed cases.

The use of this enhanced NOMI functionality will be infrequent but its availability is critical for maintaining accurate electronic case records.

Generating a NOMI

Applications Pending for More than 30 Days

BEACON is now programmed to generate a NOMI for pending applications up until day 50.

Closed SNAP Recertification or Interim Report (IR)

BEACON is now programmed to generate a NOMI for closed cases that have been closed within the last 30 days for one of the following reasons:

1. Your certification period has ended;
 2. Failure to submit the required verification;
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**Generating
a NOMI
(Continued)**

3. Initiated but failed to recertify;
4. Failure to complete an Interim Report; and
5. Failure to provide required Interim Report verifications.

In addition to generating a NOMI from the Letter Request page, the NOMI icon on the Pending Application/Reinstatement view, the Reevaluations Due view, the Reevaluations Due – Interim Report view, or through the electronic case folder using the Document, Appointment Letter & EBT tab, case managers will now be able to generate a NOMI from the Closed/Denied within last two Months view.

**Change to
NOMI Language**

Minimal changes were made to the language of both the Application and the Recertification NOMIs to improve overall readability and to clarify instructions to the client.

BEACON will generate the appropriate application NOMI based on the number of days the application has been pending. BEACON will generate the recertification NOMI based on whether or not the case being recertified is active or closed.

Attachment A is a sample of the NOMI for applications pending for more than 30 days and Attachment B is a sample of the NOMI for closed recertifications.

Questions

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

**1567 Main Street
Fall River MA 02720**

Massachusetts Department of Transitional Assistance

**Mary Smith
1 Main Street
Fall River, MA 02720**

Agency ID: 1111111
Fall River TAO- DTA

Date: 07/31/2012

Recipient Telephone: (781) 999-9199

Notice of Missed Interview for SNAP Application

Dear **Mary Smith**:

You did not keep your appointment for the SNAP application interview that we scheduled for you.

Please call your case manager to reschedule the application interview appointment as soon as you receive this notice. You must be interviewed on or before **08/10/2012** so that a decision can be made on your application by 08/30/2012.

Your interview may be by telephone. You must tell us if you have a new address or if your telephone number has changed.

WITHDRAWAL FROM SNAP BENEFITS

If your circumstances have changed and you no longer wish to apply for SNAP benefits, you should check the box below, sign your name, then mail, fax or drop off this notice to your Transitional Assistance Office.

I no longer wish to apply for SNAP benefits.

Signature of Applicant

Date

Sally Sample
Case Manager Name

(781) 999-9999
Case Manager's Telephone Number

TAO Fax Number: **(781) 998-9999**

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Fall River TAO- DTA

Date: 08/31/2012

Recipient Telephone: (781) 999-9199

Notice of Missed Interview for SNAP Recertification

Dear **Mary Smith**:

We recently informed you that your SNAP benefits would end on **08/03/2012** and that it was time for you to recertify. We also informed you that if you were late recertifying your SNAP benefits **may be closed or delayed**. Your case is now closed.

We scheduled an appointment for you to be interviewed, but you did not keep the appointment.

To complete the recertification process, you must contact your case manager as soon as possible to reschedule the missed appointment. **You must be interviewed and provide all required verifications by 09/10/2012.**

WITHDRAWAL FROM SNAP BENEFITS

If your circumstances have changed and you no longer wish to receive SNAP benefits, you should check the box below, sign your name, then mail, fax or drop off this notice to your Transitional Assistance Office.

I no longer wish to receive SNAP benefits.

Signature of Client

Date

Sally Sample
Case Manager Name

(781) 999-9999
Case Manager's Telephone Number

TAO Fax Number: **(781) 998-9999**

SNAP-NOMIR (Closed) (08/12)