# NOTES – RETURNED MAIL

**Description**: A single use script that will confirm case information, update one MAXIS panels(ADDR /PACT), and case note actions taken.

# Gathering information to what end? (the goal) What are we trying to solve?

1. Reviewing and updating ADDR
2. Ensuring adequate notice has been met, before acting on the case.

# Functionality(hierarchy)

1. Review all information that can be read from MAXIS – confirm address mail was sent to
2. Review other areas for possible information
   1. Case file documents (ECF)
   2. METS (evidence dashboard, person record(s), case notes)
   3. MMIS
3. Ensure all programs are addressed appropriately
4. STEP ONE: Initial Returned Mail Received
5. STEP TWO: After 10 Days
   1. PACT (snap and cash)
   2. HC cannot be closed at this time

# User Input/User Dialog

1. Dialog #1
2. Establish case number
3. Gather programs

# Main Script Functionality Program Specific Handling

## SNAP - No forwarding address

1. Send out a Request for Contact (Verification Request Form DHS-2919) to the last known address requesting the client to inform the county agency of the client's correct mailing address. ECF reviewed to ensure the documents were sent or are sent today.
2. Allow the household 10 days to respond before proceeding with a termination notice.
3. If the client does not respond to the request for contact after 10 days has elapsed, send a closing notice 10 days before the effective date of closing. Enter code "4" (Refused/Failed (FS Only)) in the Close/Deny field on the STAT/PACT panel.
4. Approve ineligible results in ELIG. (script does not do this)
5. Enter a worker comment in SPEC/WCOM to add a detailed explanation of closure to the notice. DHS suggested text for the SPEC/WCOM: Your mail has been returned to our agency. On (\_\_\_insert date\_\_) you were sent a request for you to contact this agency because of this returned mail. You did not contact this agency by (\_\_insert the 10 date deadline\_\_\_) so your SNAP case has been closed.

## CASH - No forwarding address

1. Using the last known address, send out a Verification Request Form (DHS-2919), requesting contact and shelter verification. TIKL for 10-day return. ECF reviewed to ensure the documents were sent or are sent today.
2. If the client does not respond to the request for contact after 10 days has elapsed:
3. Enter code "3" (Refused/Failed Required Info) in the Close/Deny field on the STAT/PACT Panel.
4. Approve ineligible results in ELIG. Send a closing notice 10 days before the effective date of closing.
5. Enter a worker comment in SPEC/WCOM to add a detailed explanation of closure to the notice. DHS suggested text for the SPEC/WCOM: Your mail has been returned to our agency. On (insert date) you were sent a request to contact this agency because of this returned mail. You can avoid having your case closed if you contact this agency by (insert the closing date deadline).
6. Enter detailed case note.

NOTE: The system will create ineligible results for the fully automated programs. Use FIAT to create ineligible results f for programs that are not fully automated.

NOTE:(for both snap and cash) Do NOT make any changes to STAT/ADDR. Do NOT enter a "?" or "unknown" or other county codes on the ADDR panel. The ADDR panel is used to mail notices; the post office requires an address.

## HC - No forwarding address

1. If the mail was returned as undeliverable, compare the address on the returned mail with the following systems for the most up-to-date address:

MAXIS

METS (evidence dashboard, person record(s), case notes)

Case file documents

MMIS

2. If the address for the case contains errors or there is a more current address:

A. Update the case with the correct or new address and forward the mail.

3. If after following the steps above, there is no explanation why the mail was returned, **call** the household to confirm the current address information:

A. If new address information is provided, update the case with the new address, case note and forward the mail.

B. If they have moved out of your agency, follow the current procedure to transfer case to the new county or tribal agency.

C. If unable to make contact, follow steps in POLI/TEMP TE09.24.04 Whereabouts Unknown.

NOTE: **Do not close cases for whereabouts unknown during the COVID-19 emergency. This is not an approved closure reason.**

## SNAP - Forwarding address received

1. Send out a Request for Contact (Verification Request Form - DHS 2919), to the new address from the returned mail envelope.
2. Allow the household 10 days to respond before proceeding with a termination notice.
3. On STAT/ADDR, enter the new address from the returned mail envelope. Enter "OT" in the verification field.
4. If the client does not respond to the request for contact after 10 days has elapsed, send a closing notice 10 days before the effective date of closing. Enter code "4" (Refused/Failed (FS Only)) in the Close/Deny field on the STAT/PACT panel.
5. Approve ineligible results in ELIG.
6. Enter a worker comment in SPEC/WCOM to add a detailed explanation of closure to the notice. DHS suggested text for the SPEC/WCOM: Your mail has been returned to our agency. On (insert date) you were sent a request for you to contact this agency because of this returned mail. You did not contact this agency by (insert the 10 date deadline) so your SNAP case has been closed.

## SNAP - Forwarding address received (out of state)

1. On STAT/ADDR, enter the new address from the returned mail envelope. Enter "OT" in the verification field.
2. Enter code "4" (Refused/Failed (FS Only)) in the Close/Deny field on the STAT/PACT panel. Follow the procedure in 0026.12.09 (Adequate Notice) to close the case.
3. Enter a worker comment in SPEC/WCOM to add a detailed explanation of closure to the notice. DHS suggested text for the SPEC/WCOM: Your mail has been returned to our agency. On (insert date) this agency received returned mail with an out of state forwarding address. Since you no longer reside in MN your SNAP case has been closed. The inconsistent information is returned mail with an address outside of the project area.

## CASH - Forwarding address received

1. Send out a Verification Request Form DHS-2919, requesting contact and shelter verification to the new address from the returned mail envelope. TIKL for 10 day return.
2. Update the MAILING address on STAT/ADDR with the new address from the returned mail envelope.
3. Send the original returned mail to the new address.
4. Enter code "3" (Refused/Failed Required Info) in the Close/Deny field on the STAT/PACT Panel.
5. Approve ineligible results in ELIG.
6. Send a closing notice 10 days before the effective date of closing.
   1. Enter a worker comment in SPEC/WCOM to add a detailed explanation of closure to the notice. DHS suggested text for the SPEC/WCOM: Your mail has been returned to our agency. On (insert date) you were sent a request to contact this agency because of this returned mail. You can avoid having your case closed if you contact this agency by (insert the closing date deadline).
7. Enter detailed case note.

## CASH - Forwarding address received (out of state)

1. Send out a Verification Request Form (DHS-2919), requesting contact and shelter verification to the new address from the returned mail envelope. TIKL for 10-day return.
2. Update the MAILING address on STAT/ADDR with the new address from the returned mail envelope.
3. Enter code "3" (Refused/Failed Required Info) in the Close/Deny field on the STAT/PACT Panel.
4. Approve ineligible results in ELIG.
5. Send a closing notice 10 days before the effective date of closing.
6. Enter a worker comment in SPEC/WCOM to add a detailed explanation of closure to the notice. DHS suggested text for the SPEC/WCOM: Your mail has been returned to our agency. On (insert date) you were sent a request to contact this agency because of this returned mail. You can avoid having your case closed if you contact this agency by (insert the closing date deadline).
7. Enter detailed case note.

## HC - Forwarding address received

1. Call the household to confirm the current address information.

2. Update the case with the new address and forward the mail.

1. If the enrollee has moved out of your agency, follow current procedures to transfer the case to the new county or tribal agency.
2. If the enrollee has moved out-of-state, follow current procedures to close the case.

# Main Script Functionality

**Case is identified by eligibility worker as having received returned mail - ECF**

 (This will be a BUILD ON to current returned mail dialog providing for ADEQUATE NOTICE)

1. **Worker starts the ACTIONS – Returned mail BlueZone script, and dialog appears**
   1. Worker confirms/enters the case number
   2. Worker confirms/enters the date mail was received
   3. Worker confirms/enters the applicable way the information was received
   4. If the case is a privileged or SAFE at home, the script will stop, and a message box informing the user that that the case is not accessible to the user.
   5. The worker identifies if a forwarding address has been provided
   6. . This is the end of the user input.

Navigate to CASE/CURR

**Navigates to most recent STAT/PROG if needed for cash 2 programs**

**Navigates to STAT/ADDR**

* 1. access\_ADDR\_panel - to get address information:
  2. EMReadscreen note date of client's move – may not have been today
  3. EMReadscreen new address

Navigate to STAT/PACT

**Creates an PACT panel if cash is active for the selected issuance month/year**

* 1. **For cash it will select.**  Enter code "3"
  2. **For food support.**  Enter code "4"
  3. **For Health Care** Enter code “4”

1. **The issuance is sent to recipient with a notice.**

Navigate to SPEC/WCOM (this is an action by the HSR)

**Navigates to CASE/NOTE. The script will write a case note**

* 1. Confirm review was made
  2. METS case is active and METS number
  3. Action taken
  4. List all requested/pending verifications

Message informing the user the script was successful. With a reminder to send the forms out of ECF

**Should also account for cases that have a forwarding address (in state and out) as well as if they do not have a forwarding address. Those steps would still need to be broken down though.**

**PACT panel coding is a big area of error, so this will be really helpful.**

# **References**

[Combined Manual](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CombinedManual)

0005.12.15 Application Processing Standards

0010.21 Verification Due Dates

[0008](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=cm_0008) Changes in Circumstances

[0010.18](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=cm_001018) Mandatory Verifications

[0011.06](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=cm_001106) State Residence

[0011.09](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=cm_001109)County Residence

[0026.12.09](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_00261209) Adequate Notice

POLI/TEMP

RETURNED MAIL PROCESSING - SNAP - POLI/TEMP: TE02.08.012

RETURNED MAIL PROCESSING - CASH - POLI/TEMP: TE02.08.011

HCRW: WHEREABOUTS UNKNOWN - TE09.24.04

STAT: PACT - TE02.13.10

[Health Care Manual](http://hcopub.dhs.state.mn.us/epm/#t=index_1.htm)

[EPM: 1.4](http://hcopub.dhs.state.mn.us/epm/#t=1_4.htm&rhsearch=state%20residence&rhsyns=%20&rhhlterm=state%20residence) State Residence for MA

[EPM: 2.1.2.3](http://hcopub.dhs.state.mn.us/epm/#t=2_1_2_3.htm&rhsearch=county%20residence&rhsyns=%20&rhhlterm=county%20residence) County Residence

OneSource

[**Health Care Helpful Information**](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=ONEsource-07) – Process Return Mail

HSR Manual

[Address Change Checklist (sharepoint.com)](https://hennepin.sharepoint.com/teams/hs-es-manual/sitepages/address_change.aspx?web=1) - recommend removal

[Address (sharepoint.com)](https://hennepin.sharepoint.com/teams/hs-es-manual/sitepages/address.aspx?web=1) - this is mostly about aged benefits - audit and update

# STAT coordinates

|  |  |  |
| --- | --- | --- |
| **Information** | **Screen** | **Coordinates (varchar, row, col)** |
| access\_ADDR\_panel | STAT/ADDR |  |
| determine\_program\_and\_case\_status\_from\_CASE\_CURR | CASE/CURR |  |
| start\_a\_blank\_case\_note | CASE/NOTE |  |
|  | STAT/PACT |  |
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