

# Changes Reported During the 90-Day Redetermination Period

## CHANGE MANAGEMENT:

What action is needed when an active case has been closed for the reason of “*Failed to Provide Information*”, the information requested is provided, and there is now a reported change?

**STEP 1:** The worker should attempt to verify the reported change using electronic data sources (e.g., VCI/TALX, SEW). If unable to verify the reported change electronically, a call-out should be attempted. If the new information cannot be verified electronically and the attempted call-out is unsuccessful, a Verification Request should be sent.

**STEP 2:** If the individual provides the previously requested information and the newly reported change cannot be verified, the case should be reopened prior to the change being verified.

- **If the individual provides information that has been previously requested by the agency, eligibility should be reopened/reinstated. The agency must give the individual the opportunity to provide verification of the new change and eligibility cannot be delayed pending verification.**
- When reopening the case, NFOCUS will keep the individuals previous Expiry Date.
  - However, the worker must review the Expiry Date for accuracy and update the Expiry Date to the correct date if it was incorrectly set by the system.
- An Approval notice must be sent; however, renewal language must not be included on the notice if it is not the individual’s renewal or the renewal cannot be completed.

### ***Change Management Example #1:***

Case is closed 11/1/2024 because the individual failed to provide verification of income from Runza. The next Expiry Date for the individual is 3/31/2025. On 12/7/2024, the SSW accepts a Work Task with MAIL RECEIVED and NEW HIRE INFORMATION alerts. The individual provided verification of the Runza income; however, there is now a New Hire alert for income at Pizza Hut. The attempts to verify the information electronically and by phone are unsuccessful.

- The worker must reopen the case and reinstate eligibility beginning 11/1/2024 and send a VR and EIV form to verify the new income at Pizza Hut. Eligibility cannot be delayed pending verification.
- When reopening the case, the worker must ensure the existing Expiry Date (3/31/2025) is listed. An approval notice is sent, but renewal language is not to be included.

### ***Change Management Example #2:***

Case is scheduled to close 1/1/2025 because the client failed to provide verification of income from McDonald’s. The next Expiry Date for the individual is 6/30/2025. On 12/20/2024, the SSW accepts a Work Task with a MAIL RECEIVED alert. The individual provided verification of the McDonald’s income; however, new employment with Jalisco’s was reported to EA. The attempts to verify the information electronically and by phone are unsuccessful.

- The worker must reopen the case and reinstate eligibility effective 1/1/2025 and send a VR and EIV form to verify the reported change of new income at Jalisco’s. Eligibility cannot be delayed pending verification.
- When reopening the case, the worker must ensure the existing Expiry Date (6/30/2025) is listed. An approval notice is sent, but renewal language is not included.

## RENEWALS:

What action is needed when an active case has been closed during the renewal for the reason of “*Failed to Provide Information*” or “*Case Review Not Completed*,” the information requested is provided (including a renewal form, as necessary), and there is now a reported change?

**STEP 1:** The worker should attempt to verify the reported change using electronic data sources (e.g., VCI/TALX, SEW). If unable to verify the reported change electronically, a call-out should be attempted. If the new information cannot be verified electronically and the attempted call-out is unsuccessful, a Verification Request should be sent.

**STEP 2:** If the individual provides the previously requested information (including a renewal form, as necessary) and the newly reported change cannot be verified, the case should be reopened prior to the change being verified.

- If the worker previously sent a renewal form as part of a desk renewal attempt and this is not provided, the case must remain closed until a renewal form is provided.
- **If the individual provides information that has been previously requested by the agency, eligibility should be reopened/reinstated. The agency must give the individual the opportunity to provide verification of the new change and eligibility cannot be delayed pending verification.**

**STEP 3:** If the newly reported change cannot be verified during the renewal period and the case is reopened, **the renewal is NOT considered to have been processed.**

1. Staff must use the Delay Renewal button on the individual(s) being reopened whom the renewal cannot be completed for. This will ensure that their Expiry Date is not updated and a renewal notice is not sent for those individuals.
2. When reopening the case, NFOCUS will keep the individual’s previous Expiry Date.
  - a. However, the worker must review the Expiry Date for accuracy and update the Expiry Date back to the correct date if it was incorrectly set by the system.
3. Set the case for *Processing* mode, unless it is assigned.
4. **Staff MUST narrate that the renewal was not completed.**
  - a. Include information that, if the new verifications are provided, the renewal must be processed, the Expiry Date must be updated and a renewal notice must be sent.

**STEP 4:** If verification of the new change is provided, update budgets and determine eligibility with the new change.

1. If the individual(s) in the case remain eligible:
  - a. **The renewal will be considered to have been successfully completed.**
  - b. Ensure the Expiry Date is updated to the correct date and send a renewal notice.
2. If the new change makes the individual ineligible (e.g., Over Income):
  - a. **The renewal will not be considered completed.**
  - b. The individual must be processed and closed and a closure notice must be sent.
  - c. The Expiry Date must **not** be updated as the individual was not renewed.
3. If the individual does not provide verification of the new change by the VR Due date:
  - a. **The renewal will not be considered completed.**
  - b. The individual must be closed for “*Failed to Provide Information*” and a closure notice must be sent.
  - c. The Expiry Date must **not** be updated as the individual was not renewed.

***Renewal Example:***

The Expiry Date for the individual on the case is 8/31/2024. Worker 1 attempts a Desk Review on 7/15/2024 but income from Target is unable to be verified electronically or via a phone call. Worker 1 sends a VR and EIV for the income along with a renewal form. Information is not provided by the due date so the case participant is closed effective 9/1/2024. On 9/12/2024, Worker 1 accepts a RENEWAL FORM RECEIVED WT and alerts for MAIL RECEIVED. The participant has provided a completed renewal form and verification of their current employment at Target. However, the individual also attests on the renewal form to new employment with Scooters Coffee. Worker 1 attempts to verify new income from Scooters Coffee electronically and by phone, however, verification attempts are unsuccessful.

1. Worker 1 should reopen the case effective 9/1/2024.
  - a. When reopening the case, the worker must use the Delay Renewal button on the individual in order to not process their renewal, not update their Expiry Date and not send a renewal notice.
2. Send a VR and EIV form to verify the reported change of new income at Scooters Coffee.
  - a. Eligibility cannot be delayed pending verification.
  - b. **The renewal is not considered to have been completed.**
3. Applicable approval notices need to be sent but renewal language must not be included if the renewal cannot be completed.
4. When reopening the case, NFOCUS will keep the individuals previous Expiry Date of 08/31/2024.
5. Worker 1 adds clear narratives for the next worker that the renewal was not completed and that the Expiry Date needs to be updated to 8/31/2025 when the renewal is processed.
6. When verification of Scooters income is received and added to the budget, Worker 2 will need to process the renewal, ensure the Expiry Date is updated based on the original renewal cycle (8/31/2025) and send the renewal notice.