Supersedes: TANF 1512-1 (01/01/06) and TB-37 (July 30, 2007)

References: 42 CFR 435.403; ARM 37.82.101; ARM 37.82.402;
ARM 37.78.102 and .221

GENERAL RULE--Public Assistance cases may be transferred from one Montana Office of Public Assistance (OPA) to another. Cases are not transferred from one state to another or between MT TANF and Tribal TANF. When the household moves to another state, the case is closed.

TRIBAL TANF   When a MT TANF case is transferred to an OPA that might have Tribal TANF in their county and the household has not requested TANF closure, the case is transferred with TANF open. The receiving OPA will determine if MT TANF will need to be closed.

See TANF 103-7 "Tribal TANF Plans" for details of case transfers when Tribal TANF is a possibility.

MULTIPLE PROGRAMS   A case open for multiple programs must be managed by the same OPA. The programs' most restrictive policy applies regarding which OPA will maintain the case. TANF has the most restrictive policy (TANF 302-1).

MOVE TO EXCLUDED RESERVATION   If the participant moves to an excluded reservation after benefits have been authorized, the case must be deauthorized either before or after changing the address and entering a 'Y' in the 'Reside on Reservation' field on the ADDR screen and then authorized again to assure the exclusion is recorded correctly. Check the EXPD screen for the 'Y' indicator. If the 'Y' indicator on ADDR is manually changed to an "N" and the case is authorized, the indicator cannot be changed back to a 'Y' until the case is deauthorized.

****
►**CASE TRANSFER PROCESS**
****

►**CASE TRANSFER REQUEST BETWEEN 1-15TH OF MONTH**   If the request to transfer to a new county is made between the 1-15th of the month, the Social Service Specialist must notify the WoRC Case Manager immediately.

►   **NOTE:**   The OPA Social Service Specialist no longer needs to request the case management folder from the WoRC Case Manager.

OPA is responsible for sending the OPA case folder to the receiving county and WoRC is responsible for sending their portion of the case folder to the receiving WoRC program.

►   **NOTE:**   For information on the WoRC case transfer process please refer to the WoRC Guidelines.

►**Sending OPA:**   The Social Service Specialist will take the following steps:

1. CARC the OPA portion of the case to the TXX999 worker in the receiving county.
   a. If the case is being CARCed to a different service county, TEAMS will remove the Social Service Specialist authorization on EXPD for the next month if it is authorized.
   b. TEAMS will remove the WoRC Case Manager authorization on EMPS for the next month and any future months if they are authorized.
   c. TEAMS will set a referral on RELI for receiving county T worker.
   d. TEAMS will set an alert for the existing "J" worker unless it is a JXX9 99 worker (e.g. WoRC staff has already CARCed their portion of the case). The alert will state, "EMPS deauthorized due to case transfer.
   e. TEAMS will leave the WRC component open on the FIA.

2. Send TEAMS notice X024 indicating case has been transferred as requested and noting the requirement to contact the receiving county **by the end of the current month** to negotiate a FIA/EP for the next month.

►**CASE TRANSFER REQUEST AFTER 15TH OF MONTH:**   If the request to transfer to a new county is made after the 15th of the month, the Social Service Specialist must notify the WoRC Case Manager immediately.

►**Sending OPA:**   The Social Service Specialist will take the following steps:

1. CARC the OPA portion of the case to the TXX999 worker in the receiving county.
   a. If the case is being CARCed to a different service county, TEAMS will remove the WoRC Case Manager authorization on EMPS for the 2nd future month if they are authorized. The next month will remain authorized.
   b. TEAMS will set a referral on RELI for receiving county T worker.
   c. TEAMS will set an alert for the existing "J" worker unless it is a JXX9 99 worker (e.g. WoRC staff has already CARCed

their portion of the case). The alert will state, "EMPS deauthorized due to case transfer.

    d. TEAMS will leave the WRC component open on the FIA.

NOTE: There is no need to look at deauthorizing TANF (EXPD) for the "future month" since TEAMS only allows an issuance unit (IU) to be one month in he future.

    2. Send TEAMS notice X024 indicating case has been transferred as requested and noting requirement to contact the receiving county by the **15th of the next month** to negotiate a FIA/EP for the future month.

►**Receiving OPA:** The receiving county Social Service Specialist will take the following steps regardless of when the request was made:

    1. Send TEAMS notice A035 "Transfer in FIA/EP Appnt Sched" to participant using timelines outlined above, depending on the date of the transfer request.

    2. Based on the TANF deauthorization and the fact that the TANF case may close if the individual does not respond to negotiate a FIA/EP, the TANF grant amount must be removed from the SNAP budget. (This is similar to the non-compliance adjustment process that is followed when a work-eligible parent is sanctioned) Please refer to the SNAP manual section 602-5 for that process.

    3. Set an alert to close case and give timely notice if participant fails to negotiate a new FIA/EP based on the timelines outlined above.

****
►**CASE TRANSFER: TRIBAL NEW PROCESS**
****

►**CASE TRANSFER REQUEST PRIOR TO TANF ISSUANCE** When a request to transfer a case is received, the case is currently receiving case management services through Tribal NEW and TANF benefits for the following month have **NOT** been issued; the Social Service Specialist must notify the Tribal NEW Case Manager immediately.

►**Sending OPA:** The Social Service Specialist must immediately take the following steps:

    1. End date the NEW component code the last day of the current month, if benefits have not been issued for the following month. (TANF benefits will be deauthorized for the following month.)

    2. Enter a WRC component with a start date the first of the following month, open to 999999.

3. Send notice to the participant indicating that they must contact the Social Service Specialist in the receiving county as soon as possible to determine whether or not they will be referred to WoRC or to Tribal NEW for case management services in the new county.

   The notice must state that benefits will be delayed until they contact the OPA and are referred to either WoRC and/or Tribal NEW in the new county. If they are referred to WoRC in the new county they must negotiate an EP prior to issuance of benefits.

4. CARC the case to the TXX999 worker in the receiving county.

5. Contact the receiving OPA; notify them of the case transfer and request a priority appointment for the participant to be referred to WoRC in the new county and/or the Tribal NEW program if appropriate.

►**Receiving OPA:** The receiving county Social Service Specialist will take the following steps:

1. Send TEAMS notice A035 "TRANSFER IN-FIA/EP APPNT SCHED" to participant indicating that a priority appointment has been scheduled for them to negotiate their FIA/EP. This notice should also remind the household that the next month's benefits may be delayed until they contact the OPA and negotiate a FIA/EP.

2. Based on the TANF deauthorization and the fact that the TANF case may close if the individual does not negotiate a FIA/EP, the TANF grant amount must be removed from the SNAP budget. (This is similar to the non-compliance adjustment process that is followed when a work-eligible parent is sanctioned.) Please refer to the SNAP manual section 602-5 for that process.

3. Set alert to close case and give notice if participant fails to negotiate a new FIA/EP.

►**CASE TRANSFER REQUEST AFTER TANF ISSUANCE** When a request to transfer a case is received, the case is currently receiving case management services through the Tribal NEW program and TANF benefits have been issued for the following month, the Tribal NEW component cannot be end-dated until the last day of the following month.

►**Sending OPA:**   The OPA Social Service Specialist must immediately take the following steps:

1. End date the NEW component code the last day of the following month; if benefits have been issued for the following month.

2. Enter a WRC component with a start date the first of the future month, open to 999999.

3. Send TEAMS notice X024 to the participant indicating their case has been transferred as requested and that they must contact the Social Service Specialist in the receiving county as soon as possible to determine whether or not they will be referred to WoRC or to Tribal NEW for case management in the new county.

   The notice should indicate that even though their benefits were issued, if the receiving county determines they are an appropriate referral to WoRC, not to Tribal NEW, or if Tribal NEW is not available in the receiving county they must negotiate an EP with WoRC for the month or face case closure.

4. CARC the case to the TXX999 worker in the receiving county.

5. Contact the receiving OPA; notify them of the case transfer and request a priority appointment for the participant to be referred to the Tribal NEW program in the new county and/or referred to WoRC.

►**Receiving OPA:**   The receiving county Social Service Specialist will take the following steps:

1. Send TEAMS notice A035 "TRANSFER IN-FIA\EP APNT SCHED" to participant indicating that a priority appointment has been scheduled for them to negotiate a FIA/EP.

   The notice should indicate that even though their benefits were issued, if the new county determines they are an appropriate referral to WoRC, not to Tribal NEW; or if Tribal NEW is not available in the new county they must negotiate an EP with the WoRC program or face case closure.

2. Set alert to close case and give notice if participant fails to negotiate a new FIA\EP.

3. When the participant contacts the OPA they must do a **manual** referral to WoRC if appropriate. The OPA must contact WoRC to

ensure they are aware of the referral and the need for a priority appointment.

TEAMS/CARC PROCESS

The CARC screen displays and maintains the case record (TEAMS case file) data linking each case to both a county and a worker.

For guidance on how to CARC a case on TEAMS please go to http://vhsp.dphhs.state.mt.us/sevp/teams/
Then select in the following order:
- TEAMS tools
- TEAMS user Guide
- Section 1500
- Process Guides
- 1500-P8 Transferring cases on the CARC screen.

MAILING CASE FILE

When transferring a case file to another county use a 6 part classification folder.

Exception: When a case has only been open to the following Medicaid program(s) in the last 12 months a **2-part classification** folder can be used:
- Waiver Medicaid (WA, WD, WO);
- SSI Medicaid (SD, SB, SA);
- Nursing Home Medicaid (IA or ID)
- QMB (QMQA, QMQB, QMQD); or,
- SLMB (SLSL, SLQ1)

If there is more than one volume for an active case, only the information for the past year, the most recent application and all permanent documents must be transferred.

► **NOTE:** Before transferring a case, the file must be evaluated to eliminate any unnecessary documents. This will save on postage costs and time for the receiving OPA office. See TANF 1510-1 for information on case file retention.

EXAMPLE: SNAP and medically needy (MA MA) were closed in the last year and only MA PC is currently open. Documents for SNAP and MA MA received in the last year would also need to be sent with the Poverty Child case file in a 6-part folder.

Case files are mailed using the U.S. Postal Service:

1.   Send First Class (Standard) or Priority Mail.

2.　　Request Delivery Confirmation Service. Generally, there is an additional minimal charge for this service.

3.　　Obtain a receipt and a confirmation number.

Delivery Confirmation Service provides confirmation of delivery/attempted delivery date, if requested. A return receipt is not provided. Inquiry is made by using the confirmation number and calling 1-800-222-1811 or via the Internet (www.usps.com). The voice response states when the package was mailed, when it was delivered, and the address where the package was delivered but does not state who accepted the package.

The OPA may choose to send case files UPS or Federal Express. A process to confirm delivery is required regardless of how the file is mailed.

TRANSFERRING CLOSED CASES

When an OPA requests a hard copy file after the effective date of closure, the OPA side of the case cannot be transferred on the CARC screen. However, if the file has been <u>closed for less than a year</u>, the hard copy should be provided to the requesting county. If it has been closed more than a year and the case file is readily available, the county can either send the hard file or a copy of the permanent documents and a copy of each program's most recent application.

When a notice of closure has been sent but the effective date of closure has not passed, the sending OPA reverts the case to open and transfers the case **without** authorizing benefits. The receiving OPA determines the next month's benefit. Since reverting the case to open is positive action, it is possible benefits may decrease for the transfer month.

CORRECTING ERRORS

When Program Compliance (PC) finds a case in error, the **<u>service</u>** county <u>at the time the error occurred</u> must respond to PC, conduct the investigation and correct the error according to that program's policy for the current month and all past months. The new county of financial responsibility must be notified and must follow up with required adjustments, benefit reductions, supplements or closures as necessary.

The Social Service Specialist involved must strive for quality customer service. For example, if the error is a possible TANF IPV, the participant must be afforded the flexibility to sign the "Waiver of Right To Disqualification Hearing" form (HCS -559) in their current **county of residence** instead of traveling to the county in which the offense took place. Also, the OPA in the current **county of residence** should provide space for a teleconference administrative disqualification hearing instead of requiring the participant to attend in the original **service** county.

If the receiving OPA identifies errors for the transfer month or prior months, the responsibility for correcting the error(s) and the financial responsibility lies with the sending OPA. **In order to expedite the process, the two OPAs are expected to work together to use the CARC screen to transfer the case back and forth as appropriate.** Generally it is not necessary to send the hard copy case file.

MaM   ΦΦΦ