

Date: August 15, 2012

Texas Works Bulletin Number: 12-11

To: Eligibility Services – Regional Directors
Program Managers
Eligibility Services Supervisors
Regional Attorneys
Hearings Officers
All TIERS Users

From: Todd Byrnes
Director for Eligibility Support Services
State Office 2073

Subject: **1. Children’s Medicaid Renewal Processing Timeframes**
2. TANF Workforce Orientation Flyers No Longer Required
3. Issuing Electronic Benefit Transfer (EBT) Cards for Households Interviewed by Phone and Located in a Different City than the Interviewing Advisor

This bulletin is being sent to supervisors and other regional managers. Supervisors must share this information with all Texas Works staff. Please ensure copies are provided to staff that do not have access to email. If you have any questions regarding the policy information in this memo, follow regional procedures. This bulletin is posted on the Family Services website at <http://ofs.hhsc.state.tx.us/policy/twbulletins.aspx>. This bulletin will also be posted on the Texas Works Handbook website.

1. Children’s Medicaid Renewal Processing Time Frames

Background

Children’s Medicaid renewals have two timeliness requirements, one for recipients returning the renewal application and one for staff when determining continued eligibility. The timeframe for staff to process Children’s Medicaid renewals is changing.

Current Policy

Currently, staff must process a renewal (received timely or untimely) by the 30th day from the date one of the following forms is received:

- H1014, Application Information for Children's Health Insurance Program (CHIP), Children's Medicaid, and CHIP Perinatal Coverage
- H1014R, Children’s Medicaid Renewal

- H1010, Texas Works Application for Assistance - Your Texas Benefits
- H1010R, Your Texas Works Benefits: Renewal Form

New Policy

Under the new policy, staff must process renewals (received timely or untimely) by the 30th day from the date the form H1014, H1014R, H1010, or H1010R is received **or** by cutoff of the last benefit month of the certification period, whichever is later.

This change applies to the following Medical Assistance (MA) Types of Assistance (TOAs)

- TP-43/MA - Children Under 1
- TP-44/MA - Children 6-18
- TP-45/MA - Newborn Children
- TP-47/MA - Children denied TANF with Applied Income
- TP-48/MA - Children 1-5

Example 1

Mary Jones' last month of Children's Medicaid certification is June 2012. She returned her renewal packet on April 3, 2012, and provided all verification timely. The advisor must take action to dispose by June 2012 cutoff for the renewal to be considered processed timely.

Example 2

Kate Walsh's last month of Children's Medicaid certification is June 2012. She returned her renewal on June 5, 2012, and provided all verification timely. The advisor must take action to dispose by July 5, 2012, for the renewal to be considered processed timely.

Note: Staff must process renewals received after the last calendar day of the 6th or 12th benefit month as an application. Process applications within 45 days of the file date.

Automation

TIERS and Eligibility Supporting Technology (EST) will be updated to support the policy change.

Effective Date

This policy is effective for renewals received on or after August 27, 2012.

Reports

DataMart reports that capture Children's Medicaid timeliness will be modified to support the policy change.

Handbook

The change will be included in the January 2013 Texas Works Handbook revision.

Training

No additional training needed.

2. TANF Workforce Orientation Flyers No Longer Required

Background

HHSC is continuing to expand the practice of sharing work across traditional office and regional boundaries, and Texas Works staff may frequently process applications and interview clients by phone from different areas of the state. As a result, HHSC is revising policy and procedures for notifying TANF applicants who are interviewed by phone from a remote location of the workforce orientation requirement for clients.

Current Policy

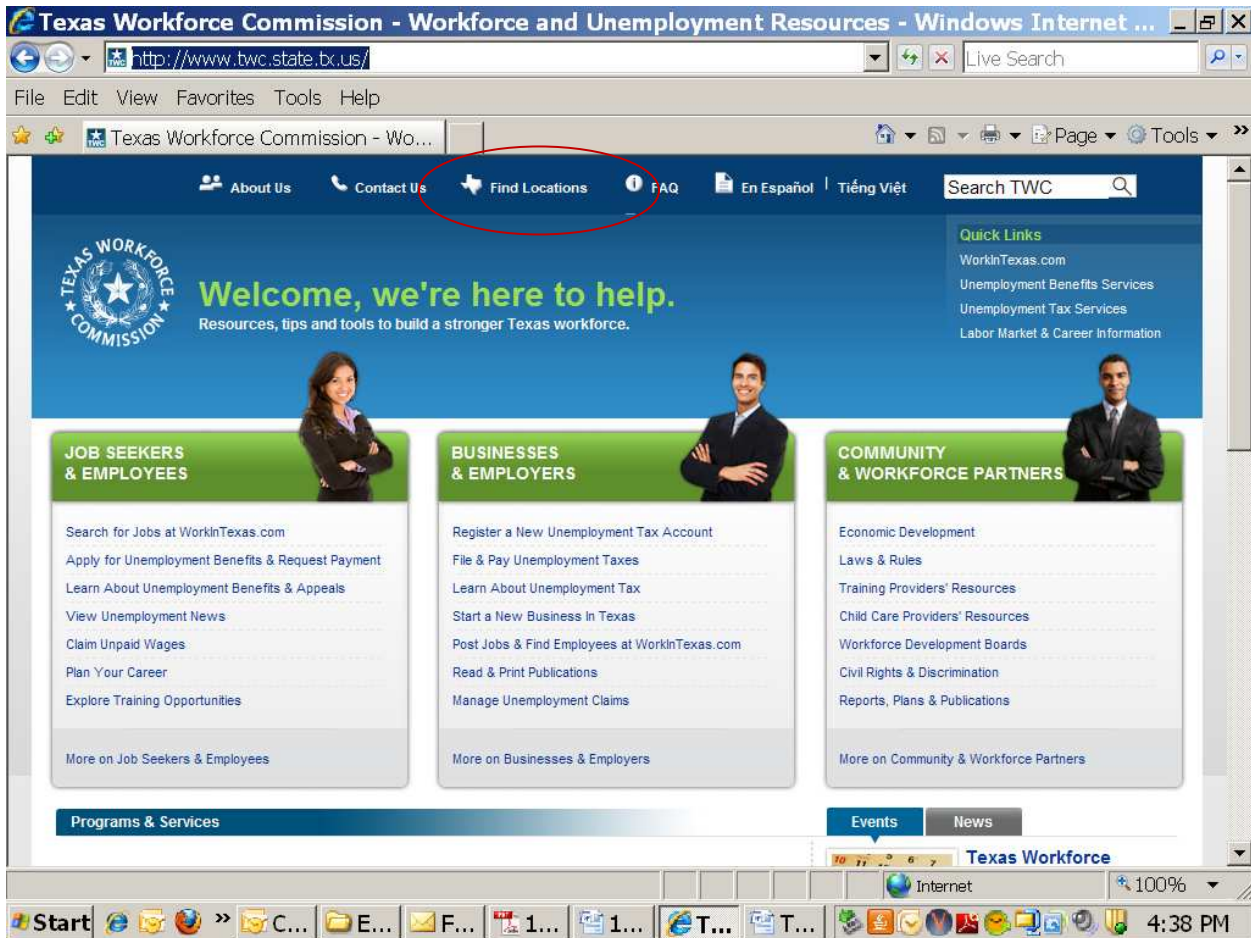
A caretaker and second parent applying for TANF, TANF-State Program, or extended TANF must attend a workforce orientation as a condition of eligibility. Staff inform the applicant of the requirement to attend a workforce orientation before the household is certified and provide a flyer with each [Form H2588](#), Workforce Orientation Referral. Choices staff provide local HHSC eligibility offices with the workforce orientation flyers which include dates and locations of workforce orientation sessions.

New Policy

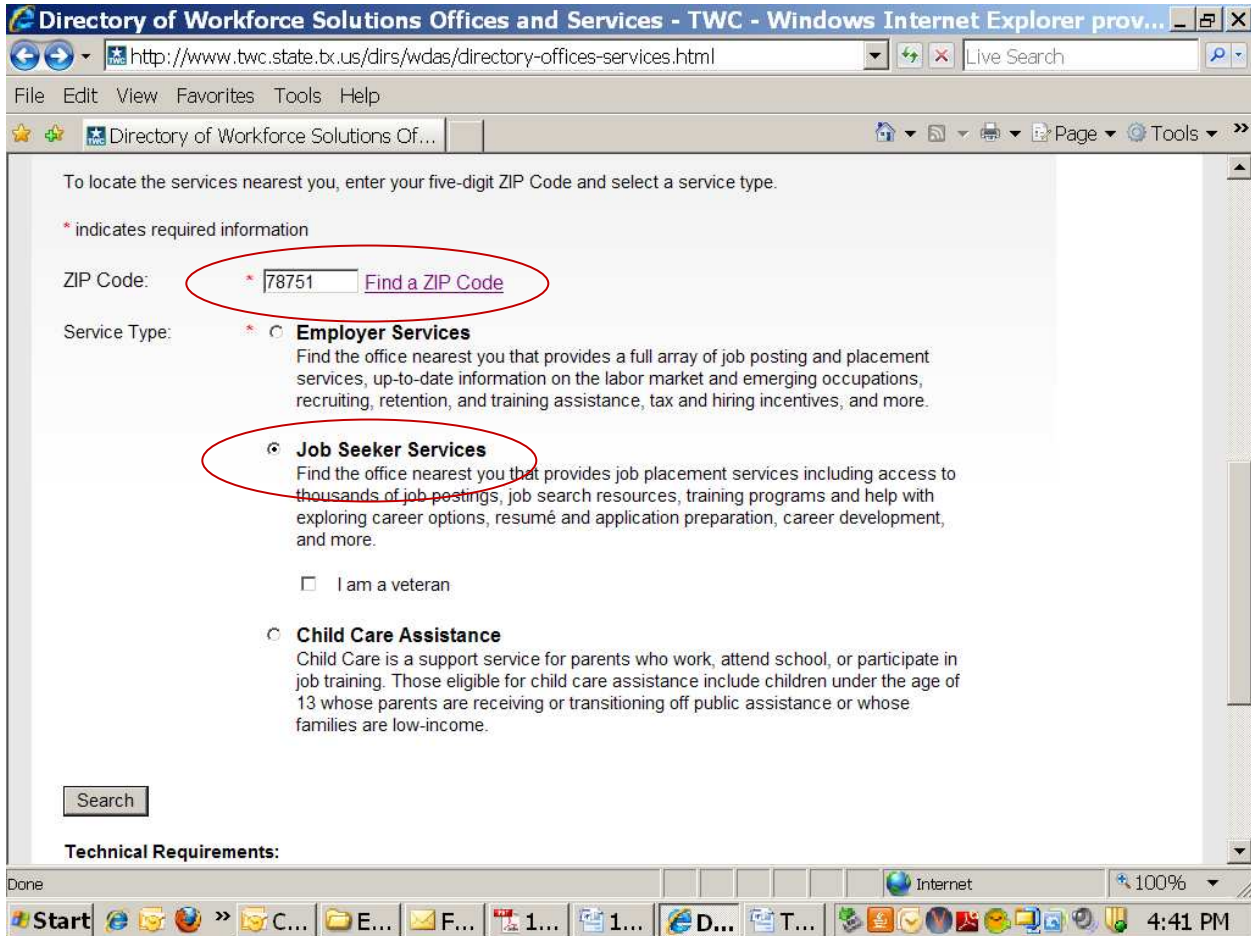
For TANF applicants who are interviewed by phone from a remote location, advisors are no longer required to provide a TANF Workforce Orientation flyer with the Form H2588, although this remains an acceptable option. At a minimum, advisors must provide the household with TWC workforce solutions office information based on the client's residential address.

Staff must list the requirement to provide proof of workforce orientation attendance on [Form H1020](#), Request for Information or Action, along with the contact information, address, and phone number for the workforce solutions office. The applicant is responsible for making contact with the workforce solutions office and completing the workforce orientation.

Staff can find the most accessible Texas Workforce Commission workforce solutions office for the household at www.twc.state.tx.us and clicking on “Find Locations.”



Enter the client's zip code to find a workforce solutions office in the client's location and select "Job Seeker Services."



All workforce solutions offices in the client's zip code area will appear.
(This screen shot is not all inclusive – just an example)

The screenshot shows a web browser window with the URL <https://services.twc.state.tx.us/DSS/results.do?searchType=2&zipCode=78751>. The page title is "Directory of Texas Workforce Solutions and Services - Texas Workforce Solutions Offices and ...". The navigation bar includes "About Us", "Contact Us", "Find Locations", "FAQ", "En Español", and "Tiếng Việt". A welcome message reads "Welcome, we're here to help. Resources, tips and tools to build a stronger Texas workforce." Below this are four buttons: "Job Seekers & Employees", "Businesses & Employers", "Community & Workforce Partners", and "Programs & Services".

Texas Workforce Solutions Offices and Services Nearest 78751

[Search Again](#)

Important: Please call before visiting any of these offices to verify that it provides the services you want and to make an appointment if needed. Telecommunication device for the deaf (TDD) users can communicate with Texas Workforce Solutions offices by using Relay Texas: 1-800-735-2989 (TDD) or 711 (Voice).

| | |
|-------------------|------------------------------------------------------------|
| Workforce Office: | WF SOLUTIONS-CAREER CENTER |
| Distance: | 2 miles |
| Phone Number: | (512) 454-9675 |
| Fax Number: | (512) 719-9016 |
| Physical Address: | 6505 AIRPORT BLVD STE 101 AUSTIN, TX 78752-3627 |

The browser's taskbar at the bottom shows the Start button, several open folders (C..., E..., F..., 1..., 1...), and open applications (D..., T...). The system tray on the right shows the Internet icon, a 100% zoom level, and the time 4:42 PM.

The advisor must select the most appropriate workforce solutions office location and provide the client the office:

- Phone Number
- Physical address
- Web Site Address
- Business Hours

Staff must refer client to the workforce solutions office location that offers “Employment and Training for TANF Applicants and Recipients.” This information is found by clicking on the hyperlink next to “Services Offered.”

Note: In the example below, the hyperlink shows as “All Services” but may display as “Some Services” depending on the specific workforce solutions office.

Directory of Texas Workforce Solutions and Services - Texas Workforce Solutions Offices and ...

https://services.twc.state.tx.us/DSS/results.do?searchType=2&zipCode=78751

File Edit View Favorites Tools Help

Directory of Texas Workforce Soluti...

Workforce Office: **WF SOLUTIONS-CAREER CENTER**

Distance: **2 miles**

Phone Number: **(512) 454-9675**

Fax Number: **(512) 719-9016**

Physical Address: **6505 AIRPORT BLVD STE 101
AUSTIN, TX 78752-3627**

[View Map](#)

Mailing Address: **6505 AIRPORT BLVD STE 101
AUSTIN, TX 78752-3627**

Web Site Address: www.wfscapitalarea.com

Business Hours: **M-TH 7:30-6:30 FRI 8-5 S 9-1**

Services Offered: **★★★ All Services
Quality Standards Certification Award**

Workforce Office: **WF SOLUTIONS-CAREER CENTER**

Distance: **3 miles**

Phone Number: **(512) 223-5400**

Start Internet 100% 4:42 PM

The Services Offered are found in “Workforce Solutions Office Details” under “Job Seeker Services.”

The screenshot shows a web browser window displaying the "Directory of Texas Workforce Solutions and Services - Workforce Solutions Office Details" page. The URL in the address bar is <https://services.twc.state.tx.us/DSS/details.do?officeId=129&officeType=FULL&z>. The page features a navigation menu with links for "About Us", "Contact Us", "Find Locations", "FAQ", "En Español", and "Tiếng Việt". A red circle highlights the "Job Seekers & Employees" button in the main navigation area. Below the navigation, the page title is "Workforce Solutions Office Details". Under "Search Again", the "Workforce Office" is listed as "WF SOLUTIONS-CAREER CENTER (No. 0129)" and "Counties Served" is "Travis". The "Employer Services" section is highlighted with a grey bar. Below it, the "Employment Services" section states: "Provides access to and support for WorkInTexas.com, Texas' most comprehensive online job resource. Helps employers find workers and job seekers find jobs." The "Employer Services" section states: "Provides information on programs such as Work Opportunity Tax Credit, On the Job Training, Subsidized/Unpaid Employer Agreements, Skills Development and Self-Sufficiency Funds." The "Unemployment Tax Information" section states: "Provides basic information for employers on Unemployment Compensation taxes and contact information for TWC tax specialists." The Windows taskbar at the bottom shows the Start button, several open applications, and the system clock at 4:42 PM.

Job Seeker Services

Employment Services
Provides access to and support for WorkInTexas.com, Texas' most comprehensive online job resource. Helps employers find workers and job seekers find jobs.

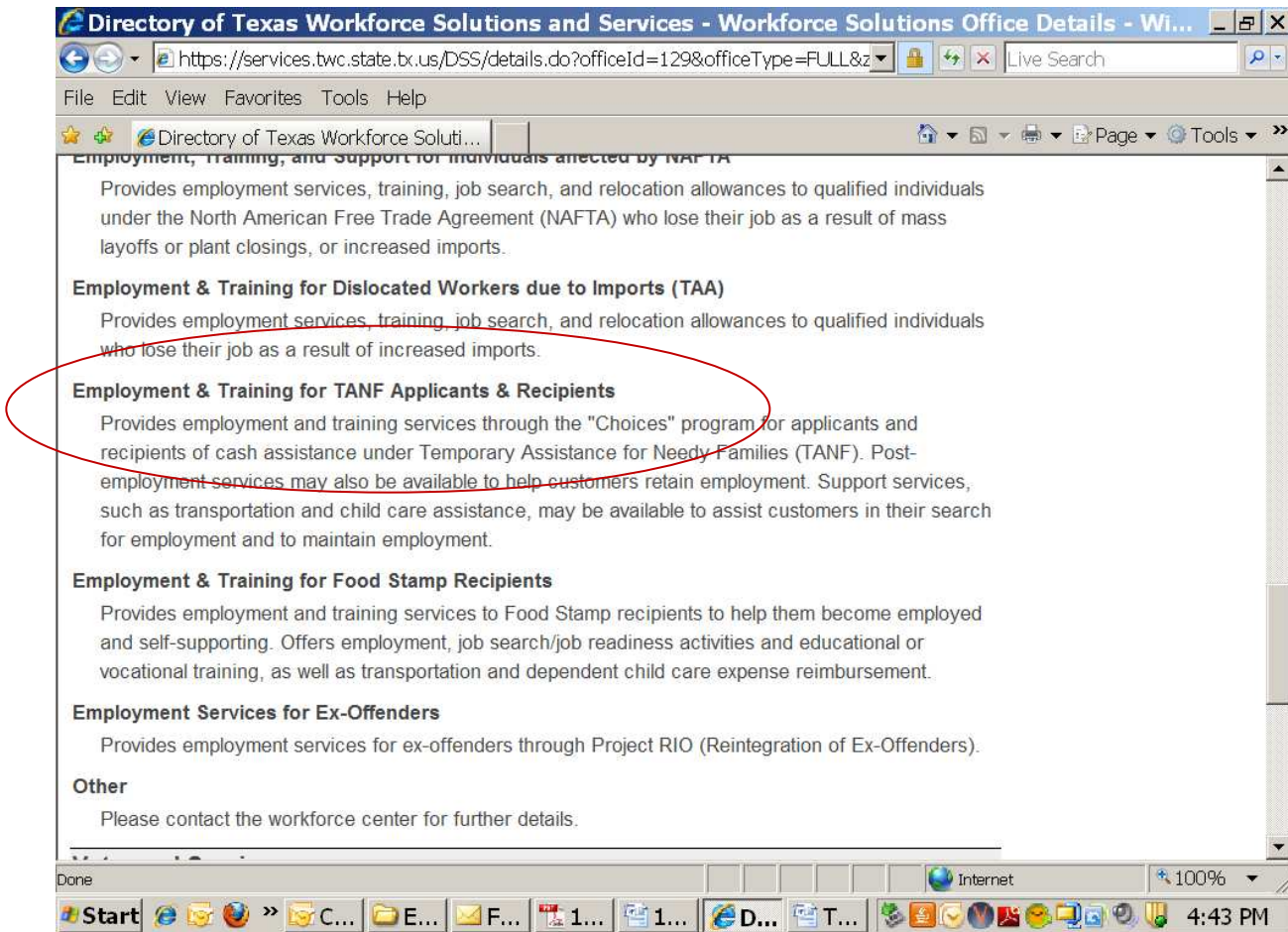
Access to Unemployment Insurance Benefits Information
Provides information on how to apply for Unemployment Insurance Benefits. May also provide access to Apply for Benefits online.

Access to Child Care
Provides information about local child care services, employer credits, and child care provider assistance for continuing education.

Claims for Unpaid Wages (under the Texas Payday Law)
Supplies a Wage Claim form (LL-1) to individuals who believe they have not been paid all wages earned. Requests for Wage Claim forms can also be made by calling 1-800-832-9243.

Access to Post-Secondary Career and Technology Training
Provides information on training available from a variety of providers, including community colleges, technical schools and trade schools.

Referral to Apprenticeship Programs
Provides information to applicants on apprenticeship job training programs that will prepare them for occupations in the skilled trades and crafts. Apprenticeship programs combine on-the-job training under supervision with classroom instruction.



Automation

There are no automation changes.

Effective

These changes are effective September 1, 2012.

Texas Works Handbook

The change will be included in the January 2013 Texas Works Handbook revision.

3. Issuing Electronic Benefit Transfer (EBT) Cards for Households Interviewed by Phone and Located in a Different City than the Interviewing Advisor

Background

HHSC is continuing to expand the practice of sharing work across traditional office and regional boundaries, and Texas Works staff may frequently process applications and interview clients by phone from different areas of the state. As a result, HHSC is revising policy and procedures for issuing EBT cards to households that require local office issuance but are interviewed from a remote location.

Current Policy

Vendor mail issuance of the Lone Star EBT card is required when a household is interviewed by phone, with exceptions noted below, as explained in Texas Works Handbook B-233.2.2, Applicants Interviewed by Phone.

When an advisor interviews an applicant by phone, the advisor must complete form H1172, EBT Card, PIN and Data Entry Request, for the EBT clerk to request the EBT vendor to mail the Lone Star Card and training materials to the primary card holder (PCH) except:

- for households who are certified for expedited SNAP benefits;
- when the card must be issued in the local office to meet timeliness standards; or
- when the card must be issued to an authorized representative (AR) for residents of drug and alcohol treatment centers and group living arrangement (GLA) facilities.

New Policy

For applicants who are interviewed by phone from a remote location, staff must continue to follow the policy in Texas Works Handbook B-233.2.2 along with the new policy below.

If a new card needs to be issued, the interviewing advisor must:

- Determine if the household meets one of the three criteria for issuing a card at the local office rather than mailing the EBT card;
- Provide the client with the address and contact information for the local HHSC office based on the household's residential zip code using the office locator in the State Portal; and
- Inform the household that the PCH (or person being interviewed) must provide proof of identity in order to obtain an EBT card.

Notes:

- The EBT System purges the EDG after one year if no benefits are issued or no transactions are performed. The advisor must request a new card issuance in this situation.
- If the household needs a replacement card, staff must follow policy in Texas Works Handbook B-235, Lone Star Card Replacement.

The eligibility office issuing the EBT card has the following responsibilities:

- Verify through TIERS inquiry that an interview was conducted by an advisor located in another location;
- Verify that the client meets one of the criteria for local office issuance, or one of the criteria in Texas Works Handbook B-235, Lone Star Card Replacement;
- Verify the identity of the PCH;
- Issue the EBT card and materials following the approved local office procedures;
- Ensure the EBT card is registered to the correct EDG number; and

- Maintain all required EBT forms in the office and continue to follow established security and reconciliation procedures.

Note: When a client comes into the local office requesting an EBT card, EBT issuance staff may complete form H1172 but must obtain an advisor or supervisor sign-off.

Automation

There are no automation changes.

Effective

These changes are effective September 1, 2012.

Texas Works Handbook

The change will be included in the January 2013 Texas Works Handbook revision.