



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Ted Roth, Director

Interim Policy and Procedures Memorandum

ISD-IPP 12- 08

TO: ISD Employees

FROM: *TR* Ted Roth, Director, Income Support Division

RE: Revised Secondary Review Requirements

DATE: November 28, 2012

AMENDED

Effective October 1, 2012, new procedures to complete secondary reviews have been implemented. Now that the Income Support Division field offices are operating in the process model, the need has arisen to update secondary review requirements, in addition to the targeted areas of review. This IPP rescinds IPP 99-04.

The required supervisory reviews will be based on the process model.

All supervisory reviews should include a review of income, household composition, and resources, as well as what is outlined below for each process. Though each unit is listed below separately, it is possible that due to the size of office and current process model, some of the units will be combined. The combination of units does not double the amount of reviews due for that specific unit; however reviews for combined units need to include the appropriate items from the list below:

Intake: These reviews will evaluate cases for all appropriate interview information, which includes but is not limited to: the NVRA settlement agreement requirements, expedite screening and discussion of barriers.

Pending: These reviews should include the validation of the verification being requested and that the verification is necessary to process the application. (This unit could also include interim reports or recertifications.)

Customer Service: Items to be reviewed include but are not limited to: the NVRA settlement agreement requirements, validating that information dropped off is what was requested and that the documents were routed to the correct processing unit.

Processing/Recertification: These reviews should include but are not limited to: the review of the applications to ensure the processing action is in a timely manner and monitoring the timeliness of the renewal application for recertification.

- **Level 1:** A county office with an error rate **above 4.0%** is required to complete 35 full reviews per unit per month. **These completed reviews will be recorded on the Secondary Case Review Log and submitted to the Quality Improvement Section via email to HSD.QIS@state.nm.us** by the second working day of the month. If scanning is not an option, logs can be faxed to 505-827-7241.

The county proceeds to Level 2 in the month following the month in which the error rate falls **below 4.0%**.

- **Level 2:** A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per unit per month. The record reviews will not be required to be submitted to the Quality Improvement Section.

Case reviews which contain multiple categories are considered one review but each category must be listed on the log. Every county office is required to complete a log. The log will contain a column to indicate accuracy of the case after the review or if there was a dollar amount in error (see attached log format).

County Directors: CD's must review 20 cases per month, 5 from each processing unit from the secondary reviews completed for each unit. This will ensure that accurate reviews are completed and that the county offices are completing the secondary review requirement.

LIHEAP Supervisory Reviews

A required corrective action measure from a recent audit requires all county offices to review 10 LIHEAP approved applications. For these reviews utilize the review form LHP 007 LIHEAP case Review Form, located on the forms drive. Once the reviews are completed the information must be posted to the QIS Reports Monitoring drive (where PARIS is located) if you do not have access to this drive or have questions on how to post this information contact Carolyn Craven at 505-827-7760 or email at carolyn.craven@state.nm.us

The reports are due by the 30th of each month. QIS staff will monitor the timely submission of these reviews. Staff from the Work and Family Support Bureau will re-review a sample of these reviews.

For questions, contact Sarah Kudza, Bureau Chief, Quality Assessment Bureau at 505-827-7724 or email at sarah.kudza@state.nm.us