



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Marilyn Martinez, Director

Interim Policy & Procedure Memorandum

ISD-IPP 15-09

TO: ISD Employees
FROM: *MM* Marilyn Martinez, Director, Income Support Division
RE: SNAP and Medicaid Application Processing
DATE: June 12, 2015

This IPP outlines the application processing policies and procedures for SNAP and Medicaid programs that were presented in the April 2015 trainings conducted at each office. The IPP provides details and specifics to each item and the policies for reference.

General

1. Each office must accept telephone calls during working hours. Each office line will have the functionality to allow someone to leave a message when an individual is not able to answer the phone. Every office will maintain a log of telephone messages, for at least six months and update the case notes regarding the message. Messages must be returned by the end of the next business day.

Applications:

2. Right to Apply (8.100.110.8 NMAC): Every household has the right to file an application or have an authorized representative apply on their behalf the same day the household contacts the office, even if it appears that the household is not eligible.

To ensure that this is known by all individuals, each office is required to have the following posters in their lobbies in accordance with GI 14-63 Required Posters.

- a. *Application Flow Chart – ISD 410 revised 11/12/02 & ISDSP 410 revised 5/20/03*
- b. *Food Stamp Rights – FSP 440 & FSPSP 440 revised 2/15/12*
- c. *ABC's for Applying for Assistance Poster – ISD 625 & ISDSP 625 revised 7/1/03*

3. Applications must be readily accessible to all applicants (8.139.110.8 NMAC):

Each office must have the paper applications available in their lobbies. While ISD is moving to a paperless system and encouraging applicants and recipients to utilize YES NM to submit applications, many individuals prefer to use the paper application. Individuals must have access to retrieve the application themselves and not wait to see the greeter to obtain one.

4. If a household makes a request, either by phone or in writing, to have a paper application sent to them, an application must be sent the same day. (8.100.110.9B NMAC)

When a request for an application is received, staff will mail, fax, provide the YES NM web address or hand the application to the requestor on the same day the request is received.

5. ISD must provide households that complete an on-line application in person at the local field office the opportunity to review the information and post a sign near the kiosk informing the participant they can request a printed copy of the information for the household's records. (7CFR 273.2(c)).

When an individual requests a printed copy of their online application, the Floater will request the copy be printed from the Greeter. The Greeter will retrieve the application from the App Reg Queue in ASPEN and print the application. The Floater will obtain the copy from the Greeter and provide to the applicant. The applicant is not required to wait in line for the Greeter to request a printed copy.

6. Applications can be submitted in person, by an authorized representative; by mailed, dropped off, fax/e-fax or online through YES NM.

Application Procedures:

7. ISD must document the date the application was filed by recording on the application the date it was received by the office. (7 CFR 273.2(c)(1))
 - i. Paper applications and verifications received are to be date stamped prior to scanning and indexing into ASPEN with the date the information is received by the office.*
 - ii. YES NM applications are programmed with the proper application date according to when the application was submitted in accordance with 8.139.100.7A (21) NMAC.*

8. A receipt for the application and verifications provided must be issued to the applicant or recipient at the time the application is submitted or received.

ASPEN will issue the Receipt for Proof via mail, unless the applicant or recipient requests one in person. Individuals who prefer to leave their documents in the drop box will be provided with a manual Receipt for Proof attached to an envelope provided by ISD. (8.100.130.9D NMAC)

9. The application is valid if an application is submitted with the name, address and signature of the applicant or the authorized representative.
 - i. ***If the application does not contain enough information to register the application, send the applicant a Notice to Client with a copy of the application requesting additional information necessary to register the application in ASPEN.***
 - ii. ***Upon receipt of the necessary information, the application must be registered with the date the original application with the minimum information was received.***
10. Applications are considered valid if they are submitted on an HSD 100, MAD 100 or previous version of an approved ISD/MAD application.
 - i. ***The ISD 122 Recertification form may be utilized as a new application for all programs.***
 - ii. ***The ISD 120 Interim Report form may only be used to add a person to the existing active EDGs.***
 - iii. ***The MAD 608 Medicaid Renewal may only be used to renew Medicaid eligibility.***

Receiving and Screening Applications

11. Every applicant has the right to meet with an ISD employee on the same day they submit their application. The employee will review the application, assist the applicant in completing the application if it is incomplete or assistance is otherwise necessary and will assist in identifying the assistance programs for which the applicant is interested in applying. (8.100.110.8(A) NMAC)
12. HSD will screen applications received by mail for all programs and for expedite SNAP eligibility upon receipt.
13. An appointment letter will be mailed on the same day the SNAP application was received. Interviews are not required for almost all categories of Medicaid. The only category that requires an interview for initial eligibility is Institutional Care and Waiver Medicaid.

When the applicant submits their application in person, they should be encouraged to stay to complete the interview the same day.

14. At the time of application, the household must be provided with the list of required verifications. The list of required verifications identifies the verification requirements needed for each public assistance program and the various methods that each factor may be verified or established. The employee will explain why the verification is needed, how to obtain the verification, provide examples of the types of verification, the period of time the verification should cover, and offer to help the applicant obtain the verification

The list of required verifications is contained in the HSD 100, MAD 100 and YES NM “Program Application Information” pages and is included with the ISD 122 Recertification form. ISD staff are to encourage applicants to review the “Program Application Information” pages as these pages contains the Proof Checklist that notifies the household of the verification requirements the household must meet as part of the application process, and that ISD has the responsibility to help the individual obtain the required information.

Initial Application Processing Standards:

15. ISD must consider all categories of eligibility prior to making a determination of ineligibility.

When determining an application for Medicaid, review the applicant’s circumstances to see if they may be eligible for any other category of Medicaid. For example, an individual applies for Medicaid. The individual is 65 and on Medicare and is paying Part A and B premiums. By policy, this individual is not eligible for Adult MAGI Medicaid. The caseworker certifies the denial for Adult MAGI Medicaid, and then evaluates eligibility for the Medicare Savings Programs (QMB, SLMB or QII).

16. SNAP:

- a. Regular SNAP Applications must be processed within 30 days. The application must be determined by the 29th calendar day to ensure the household receives their benefits no later than the 30th calendar day after the date of application.
- b. Expedited SNAP must be processed no later than the 6th calendar day to ensure the household receives their benefits no later than the 7th calendar day after the date of application.

17. Medicaid:

- a. Medicaid Applications must be processed no later than the 45th calendar day from the date of application.

- b. For Medicaid Categories where a disability determination is required, the application must be processed no later than the 90th calendar day from the date of application.
- c. An infant is eligible for Medicaid starting with the month of birth and shall remain eligible for one year, if the infant continues to live in New Mexico, as long as one of the conditions are met (42 CFR 435.117(c), 8.285.600.12 NMAC):
 - i. the mother remains eligible for Medicaid or would be eligible if she were still pregnant; or
 - ii. the mother was approved for Emergency Medical Services for Aliens (EMSA) for the birth and delivery of the infant.
- d. ISD will process Medicaid COEs if all information is received or available through trust interfaces and will not pending the Medicaid COE for verification needed for another program COE.

18. Delays in Processing: If there is a delay in processing a case, HSD must notify the household of the following:

- who is at fault for the delay, the applicant/recipient or HSD;
- the reason for the delay;
- the deadline for any action the applicant must take to remedy the delay; and
- the consequences for not taking the required action.

On April 30, 2015, a “Notice of Delay” was implemented in ASPEN. The “Notice of Delay” is issued on the 30th or 45th calendar day after the date of application if the application has not been approved or denied. The notice informs the applicant that their application cannot be determined as ISD has not received required verifications, the interview was not completed or ISD has not taken action on the application.

- a. Delay due to the fault of HSD.

When the delay in processing is due to ISD, benefits are prorated back to the date of the application. Examples of ISD delays include inability to re-schedule an interview by the 30th day, or inaction on verification received prior to the 30th day.

Example:

- i. *An application for SNAP benefits is submitted on June 1, 2015. The applicant missed their original interview on June 11, 2015. A NOMI was sent to the applicant. The applicant called to reschedule the interview on June 29, 2015.*

ISD is not able to schedule the interview until July 2, 2015. The applicant attends the interview and provides all necessary verification and is determined eligible. The SNAP benefits are pro-rated from the June 1, 2015 application date.

- ii. An application for SNAP benefits is submitted on June 1, 2015. The applicant missed their original interview on June 11, 2015. A NOMI was not sent to the applicant, on the 29th day, the applicant calls and the interview cannot be scheduled until July 2, 2015, due to calendaring. The applicant attends the interview and provides all necessary verification and is determined eligible. The SNAP benefits are pro-rated from the June 1, 2015 application date.*
- iii. An application for SNAP benefits is submitted on June 1, 2015. The applicant missed their original interview scheduled on July 11, 2015. A NOMI was not sent to the applicant. On the 30th calendar from the date of the application, the “Notice of Delay” will be sent from ASPEN, notifying the household that an interview was not completed and they need to contact ISD. The applicant contacts ISD to reschedule the interview. The applicant attends the interview and provides all necessary verification and is determined eligible. The SNAP benefits are pro-rated from the June 1, 2015 application date.*
- iv. An application for SNAP benefits is submitted on June 1, 2015. The applicant missed their original interview on June 5, 2015. The applicant called to reschedule the interview on June 29, 2015. ISD is not able to schedule the interview until July 2, 2015. The applicant attends the interview and a HUMAD is given for additional income verification, as the verification cannot be obtained electronically. The verification is due on July 12, 2014. The applicant provides the verification on July 10, 2015 and is determined eligible. The SNAP benefits are pro-rated from the June 1, 2015 application date.*

b. Delay to the fault of the applicant:

The application is good for 60 days from the date of the application. If a determination could not be made within the first 30 days of the application, due to the fault of the applicant that request the assistance between the 31 and 60th day of the application, benefits will be prorated based on when the applicant re-applies.

Examples:

- v. *An application for SNAP benefits is submitted on June 1, 2015. The applicant missed their original interview on June 5, 2015. A NOMI was sent and the applicant does not call to reschedule the interview by the 30th day from the date of application.*

On the 30th calendar from the date of the application, the “Notice of Delay” will be sent from ASPEN, notifying the household that an interview was not completed and they need to contact ISD.

The applicant calls ISD on July 15, 2015, the 45th calendar day from the date of application. This becomes the new date of application. If the application process is completed, then benefits will be prorated from this new date.

- vi. *An application for SNAP benefits is submitted on June 1, 2015. The applicant is interviewed on June 5, 2015 and given a HUMAD to provide income verification, as the verification cannot be obtained electronically, by June 15, 2015. On June 16, 2015, the second HUMAD is issued as the verification was not received.*

On June 30, 2015, the ISD caseworker reviews the “Application report” to try and determine eligibility for the remaining members, they are not able to as they are pending income from a mandatory member. The “Notice of Delay” is issued informing the applicant their application could not be determined as they did not provide the required verification.

The applicant provides the verification on July 10, 2015 and is determined eligible. The SNAP benefits are pro-rated from the July 10, 2015, which is the new application date.